



RESIDENTIAL INTERNET SERVICE (GPON Fiber)

INTERNET INFORMATION:

Would you like City of Monroe INTERNET Service? Y or N GPON Fiber _____

_____ 1000 Mbps/ 10000 Mbps \$90.99/month

Internet Speed up to 1000 Mbps on download and 1000 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 500 Mbps/ 5000 Mbps \$80.99/month

Internet Speed up to 500 Mbps on download and 500 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 250 Mbps/ 250 Mbps \$70.99/month

Internet Speed up to 250 Mbps on download and 250 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 50 Mbps/ 50 Mbps \$60.99/month

Internet Speed up to 50 Mbps on download and 50 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ 25 Mbps/ 25 Mbps \$28.99/month

Internet Speed up to 25 Mbps on download and 25 Mbps upload. Plan includes unlimited Internet access via fiber connection and 1 dynamic IP address.

_____ Calix Wifi \$13.99/month

I would like City of Monroe Managed Wireless Internet Service. Router is provided by the City. If router is not returned a \$50 fee will be charged.

TECHNICAL SUPPORT INFORMATION:

Monroeaccess.net offers 24-hour technical support for Internet connection issues only. We do not provide technical support for end-user hardware and/or software problems. FIBER USERS: We will provide one ONT per account. We do not provide, install, or support network cards, network adaptors, or USB interface cards. We do not provide support for routers or home networks. **PLEASE NOTE: Failure to return the ONT when disconnecting internet service will result in a \$50.00 charge on your utility bill.**

I have read & understand the above: _____ Date: _____

Our Internet Department will contact you to schedule an installation appointment and to answer any additional questions.

Office Use Only

Customer Contacted: _____

MAC ID Code:
(Please place sticker here)

Appointment Scheduled for: _____

CSR Signature: _____