



# Garden Valley Telephone Company

## RESIDENTIAL Internet Service Application

*Internet Service NOT FOR RESALE*



### SUBSCRIBER INFORMATION:

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ (required)  
 Service Address: \_\_\_\_\_ Can Be Reached No: \_\_\_\_\_ (required)  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ County: \_\_\_\_\_ Township: \_\_\_\_\_

*(Local phone service with Garden Valley Telephone Company is required at the service address)*

### COMPUTER OPERATING SYSTEM: (select one)

Win XP     Windows Vista     Windows 7     Macintosh, iMac, OSX     Other \_\_\_\_\_

### A LA CARTE INTERNET OPTIONS: (select one)

<input type="checkbox"/> 1 MB/512k ..... \$44.95/mo.	<input type="checkbox"/> 10 MB/512k ..... \$59.95/mo.*
<input type="checkbox"/> 5 MB/512k ..... \$49.95/mo.*	<input type="checkbox"/> 10 MB/1 MB ..... \$64.95/mo.*
<input type="checkbox"/> 5 MB/1 MB ..... \$54.95/mo.*	<input type="checkbox"/> 10 MB/2 MB ..... \$74.95/mo.*
<input type="checkbox"/> 5 MB/2 MB ..... \$64.95/mo.*	<input type="checkbox"/> 10 MB/5 MB ..... \$104.95/mo.*
<input type="checkbox"/> 5 MB/2.5 MB ..... \$69.95/mo.*	<input type="checkbox"/> Other ..... \$_____/mo.

**Save up to \$10/mo. on your Internet when you bundle your services!**

*Restrictions may apply*

*\*Please note higher speeds are not available in all areas. Speeds may vary and are not guaranteed.*

### DSL INSTALLATION: (select one)

\*Free Basic Install (excluding modem) to one location with a 6 month service commitment.  
 Basic Installation \$185.00

*\*Only available with approved credit. If DSL service is disconnected from the service location within 6 months of initial service date, you agree to pay the \$50 early termination fee.*

### DSL MODEM OPTIONS - A modem is not required when your residence is served by fiber-to-the-home (Select one or more options):

External Ethernet ADSL2+ modem \$ \_\_\_\_\_ or  Lease ADSL2 \$3.50/mo.  
 External Ethernet VDSL2 modem \$ \_\_\_\_\_ or  Lease VDSL2 \$8.00/mo.  
 Wireless Router with built in 4-port hub (Required if networking multiple computers)  
 USB Nic Card (Required if your computer does not have an internal nic card)  
 I have a modem                       I am unsure of the modem type needed  
 FTTH: No modem needed

Download speeds of 1.5 MB or more require an ADSL2+ or VDSL2 modem.  
**Maximum up-speed on ADSL modem is 1MB.**

### E-MAIL OPTIONS:

Keep my current email address  
 Set up a new email address  
 Username: \_\_\_\_\_@gvtel.com  
 Password: \_\_\_\_\_  
*(Username and password must contain 4-18 lowercase letters & numerals only)*

### DIAL-UP OPTIONS:

Keep my dial-up account as is  
 Disconnect my current Dial-up account  
 Change dial-up package to: (select desired pkg.)  
 Unlimited/\$19.95/mo.

As an accepted Internet access user through Garden Valley Telephone Company, I agree to abide by the present and future rules and bylaws of Garden Valley Telephone Company, including the Acceptable Use Policy. I agree to follow the rules of any connected networks if and when using those networks. I recognize that Garden Valley Telephone Company offers no guarantee or warranty on the performance of its network and Internet connection, nor on the performance of gateway connections to other networks. I agree to hold Garden Valley Telephone Company, their Officers, Directors, and Agents harmless from any liability arising from special, indirect, or consequential damages including, but not limited to, lost profits, loss of opportunity, or any other loss which may result from the use of, misuse of, or lack of availability of Garden Valley Telephone Company or its facilities. By signing this application, I agree to abide by those terms and conditions.

X \_\_\_\_\_

**Authorized Signature**  
*(must be the owner of the "bill to" phone number)*

**Date**

**PO Box 259, Erskine MN 56535 ~ 800-448-8260 ~ FAX 218-687-9980**



# Garden Valley Telephone Company

## Internet Service Fact Sheet

### ***What You Need To Know:***

#### **Terms and Availability:**

- All 24 Garden Valley exchanges. (Restrictions apply)
- Subscriber must be within 18,000 cable feet of a Garden Valley central office, an AFC cabinet or when served by fiber-to-the-home to be eligible for DSL service.
- Your line must be qualified by Garden Valley as capable of receiving the service.
- Customer must agree to abide by the Acceptable Use Policy available at [www.gvtel.com](http://www.gvtel.com).
- DSL service is not for resale or shared use between multiple entities.
- Garden Valley phone service is required for High-Speed Internet.

#### **Suggested Minimum Equipment Recommendations:**

- DSL modem: Garden Valley has modems available for sale that are listed as compliant with provisioning equipment. DSL modem is not required when served by fiber-to-the-home.
- Computer: Windows 98, Pentium IV 1GHz processor, 20MB free hard drive space, 256MB RAM, CD-ROM  
Macintosh - Mac OS 8, 9, or OSX. Internet performance is dependent upon the DSL speed selection along with your computer specifications.
- Telephone line filter: (either one for the entire building or one for each phone) to remove "data noise" caused by the frequencies of the DSL service. Garden Valley provides one filter with a basic installation.
- Firewall protection is HIGHLY recommended.
- Surge protection with an uninterruptible power supply is HIGHLY recommended.

#### **Pricing and Fees:**

- \$185 basic installation fee. This fee will be waived if subscriber commits to 6 months of service. If subscriber fails to meet 6 month commitment, a \$50 early termination fee will be assessed. The basic installation fee includes - installation to the telephone protector with one telephone line filter and connections to the DSL modem. Additional installation charges apply if additional wiring, jacks, telephone filters, modem installation, computer configuration, network interface card (NIC) installation or any other custom installation is required. Installation charges are billed in full on the subscriber's first billing.
- DSL Basic Service Rates (includes unlimited Internet service, 1 private IP address and 1 mailbox).
- Actual service speeds may vary depending on the distance from the central office, subscriber's computer/equipment, and limitations of Internet hosting and transmission facilities.
- Other Possible Fees or Equipment:
  - Additional installation charges for time and materials if beyond basic installation.
  - Static/Routable IP Address - \$10 per month.  
Additional Private IP addresses – \$3 per month per IP address (*available by request*).
  - DSL service change ~ \$15 per occurrence
  - Internet account change ~ \$10 per occurrence
  - DSL reconnect fee ~ \$15 per occurrence
  - ADSL2 modem lease ~ \$3.50 per month
  - VDSL2 modem lease ~ \$8.00 per month
  - DSL suspended service ~ \$30 (*commitment date will be extended at the time of reconnect for the same length of time the account was suspended*)
  - Filters, hubs, firewall protection
  - Additional mailboxes - \$1.25 per month / per mailbox

#### **Technical Support:**

DSL service troubles may be reported by calling 800-448-8260. Garden Valley is responsible for expenses associated with the repair of its DSL facilities up to the protector outside the subscriber's premise. Please be aware that if Garden Valley technicians are called to repair a trouble caused by subscriber-owned computer equipment, software, inside telephone wire, etc., the subscriber may be billed for the service call at current time and material rates. Time-and-a-half and double-time rates will apply to service calls made after-hours, on weekends, and holidays. Garden Valley provides free phone assistance for configuring subscribers' browser programs, e-mail programs, and for basic trouble-shooting.

For this assistance, call 877-546-7495 between 8 a.m. and 10 p.m., Monday through Friday; between 10 a.m. and 6 p.m. Saturdays; and between 2 p.m. and 8 p.m. on Sundays.