



# APPLICATION FOR INTERNET SERVICE

Date of Application: \_\_\_\_\_

**CUSTOMER INFORMATION:** Current Utility Customer: Y or N      Utility Account #: \_\_\_\_\_

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_

Day Phone: \_\_\_\_\_

Other Phone: \_\_\_\_\_

Do you OWN or RENT this property? \_\_\_\_\_

**If you RENT, a letter of approval must be presented before a cable modem installation can be scheduled.**

**TYPE OF SERVICE REQUESTED:**

SERVICE & COST	__ Value (\$21.95/month)	__ Standard (\$34.95/month)	__ Max (\$44.95/month)	__ \$69.95/month	__ \$99.95/month
DOWNLOAD/ UPLOAD SPEED	1 Mbps / 256 Kbps <i>(was 512 Kbps/128 Kbps)</i>	6 Mbps / 512 Kbps <i>(was 3 Mbps/384 Kbps)</i>	15 Mbps / 1 Mbps <i>(was 6 Mbps/512 Kbps)</i>	25Mbps / 2 Mbps	50 Mbps / 3 Mbps
INFORMATION (Cable Modem does NOT have WI-FI)	- unlimited Internet access via cable modem connection - up to 3 e-mail accounts - ideal for occasional Internet usage (several times per week)	- unlimited Internet access via cable modem connection - up to 3 e-mail accounts - ideal for regular Internet usage (several times daily)	- unlimited Internet access via cable modem connection - up to 3 e-mail accounts - static IP address - ideal for heavy Internet usage including businesses	- unlimited Internet access via cable modem connection - up to 3 e-mail accounts - static IP address - ideal for heavy Internet usage including businesses	- unlimited Internet access via cable modem connection - up to 3 e-mail accounts - static IP address - ideal for heavy Internet usage including businesses

A Start-Up Charge of \$25.00 must be paid before installation. A modem rental fee of \$2.00 will be charged per month per modem.

**ACCOUNT INFORMATION:**

User Name must be at least 3 characters. Password cannot match or include the user name. Password must be between 6 and 16 characters in length. Password must begin with an alphanumeric character. Password must have at least one alphabetical character. Password must have at least one numeral or one special character ( . , - , @ , % , \_ ); the \$ symbol may not be used as a special character. Password must contain at least 3 different characters. Password may not include common sequences (123, abc, xyz).

Main Account:      User Name \_\_\_\_\_ @monroeaccess.net      Password \_\_\_\_\_

2<sup>nd</sup> E-Mail:      User Name \_\_\_\_\_ @monroeaccess.net      Password \_\_\_\_\_

3<sup>rd</sup> E-Mail:      User Name \_\_\_\_\_ @monroeaccess.net      Password \_\_\_\_\_

**TECHNICAL SUPPORT INFORMATION:**

Monroeaccess.net offers 24-hour technical support for Internet connection issues only on all access levels. We do not provide technical support for end-user hardware and/or software problems. **CABLE MODEM USERS:** we will provide one cable modem per account. Cable modem does not have WI-FI. 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 cable modem when disconnecting Internet service will result in a \$50.00 charge on your utility bill.**

I have read & understand all of the above: \_\_\_\_\_

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



**For Office Use**

*(Updated September 2014)*

Customer Contacted: \_\_\_\_\_

MAC ID Code  
*(place sticker here)*

Appointment Scheduled for: \_\_\_\_\_