



Blue Ridge Mountain Electric Membership Corporation

PO Box 9, 875 Main Street East Young Harris, GA 30582 | P: (706) 379-3121 | F: (706) 379-4836

Terms of Agreement for Residential Fiber Optic Services

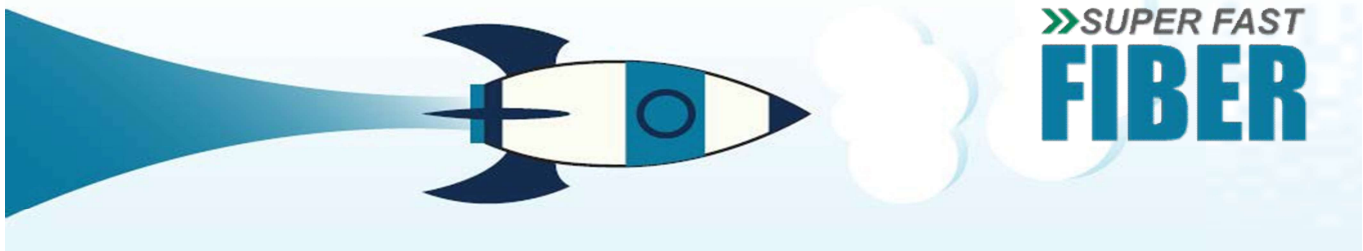
Customer Name: _____ Date: _____

Account Number: _____ Email: _____

Phone 1: _____ Phone 2: _____ DOB: _____

Billing Address: _____ SSN: _____

Physical Address: _____



HIGH-SPEED FIBER OPTIC INTERNET

UP TO 1G/1G PLATINUM INTERNET* - includes SmartFi router	\$124.95/month
UP TO 500M/500M ULTRA INTERNET	\$99.95/month
UP TO 250M/250M PREMIER INTERNET	\$75.00/month
UP TO 100M/100M LIGHTNING INTERNET	\$59.95/month
UP TO 75M/75M ULTIMATE INTERNET	\$49.95/month
UP TO 50M/50M PREMIUM INTERNET	\$42.95/month

**The 1G/1G Platinum Internet is only available in select areas. If interested and not available, BRMEMC will notify your address when 1G/1G capability is available at your location. With 1G/1G, all speed limits are removed from the IMG/ONT, and the speed received is limited to the customer's internal network, router and devices. Includes managed BRMEMC SmartFi at no additional monthly cost if 1G/1G is the selected speed.*

BRMEMC SmartFi Add-On (optional)

BRMEMC SmartFi:** A whole-home Wi-Fi router that includes installation, support and management solutions.

With BRMEMC SmartFi, BRMEMC will manage, maintain and support the BRMEMC installed wireless devices with no up-front costs and service call fees. BRMEMC Fiber Optic customers will be able to have the best Wi-Fi network along with the mountain's fastest internet.

\$14.95/month

***BRMEMC SmartFi can be cancelled at any time with the return of SmartFi devices. Failure to return SmartFi devices at the time of cancellation will result in a \$100 penalty*

After filling out the necessary information and selecting the desired services, please read the agreement information on Page 2 and sign in the necessary fields

TELEPHONE SERVICE (OPTIONAL)

VOICE UNLIMITED (includes local calling, features**** and unlimited nationwide LD)	\$44.95
VOICE LIMITED (includes local calling and features****)	\$29.95

****Residential phone features include: Authentication; Basic call logs; Call Forward Always On; Call Forward Busy; Call Forward No Answer, Call Return, Call Waiting, Customer Originated Trace, Caller ID, Last Number Return (*69); 3-Way Calling; Speed Calling 8; and Voicemail. (12 in all)

OPTIONAL ADD-ONS		ONE-TIME CHARGES	
STATIC IP ADDRESS	\$65.00	BASIC SERVICE INSTALL ***	\$75.00
ADDITIONAL 5 IP ADDRESSES	\$20.00	PHONE ACTIVATION FEE	\$35.00
INSIDE WIRE MAINTENANCE**	\$1.50	***Includes (1) Cat 5 Ethernet Cable or fiber optic cable to PC or Router, or (1) phone line connection to existing in home wiring. Installation is to an outside or inside NID near the electric meter base and includes up to 50 ft. into premises in proximity to the NID, (1) wall/floor penetration). Each additional Cat 5 drop is an additional \$25.	

**covers cost associated with correcting any problems in previously installed wiring done by Blue Ridge Mountain EMC.

Agreement Information

Offer available to residential customers only. Business packages available by request. By signing below customer agrees to continue services month-to-month until the agreement is cancelled by either party. Customer may change data packages at any time. Acceptance of Terms of Service and Acceptable Usage Policy (as is posted online at www.brmemc.com) is required, and by virtue of signing this document customer agrees to be bound to said Terms and Policy. Broadband charges begin on the date of BRMEMC work order completion (pricing subject to change), and service is billed a month in advance. Depending on connection date, charges will be prorated on the first month's bill. Installation is to an outside or inside NID near the electric meter base or other locations agreed upon by both parties. Prior to inside installation, an estimate will be provided to customer. Customer grants BRMEMC the right to construct, operate, access and maintain fiber-optic lines and associated pedestals, or other apparatus necessary for such installations. The undersigned does not convey any land, but merely grants an easement for such fiber-optic facilities. The benefits and considerations of such fiber-optic installations shall inure to any successors and/assinees of BRMEMC or the consumer.

By signing below, I have read, understand, and agree to the initial/monthly charges associated with Fiber Optic Services (Pg. 2) and the Underground Electric and/or Fiber Service Agreement (Pg. 5). If I elect to have phone service, I have read, understand, and agree to the Letter of Authorization to Change Service Providers (Pg. 3) and the Subscriber Agreement for BRMEMC Enhanced Voice (Pg. 4).

Customer Signature (s)

Date:

Thank you for signing up for BRMEMC's fiber optic service! We look forward to servicing you with high-speed internet.

LETTER OF AUTHORIZATION TO CHANGE SERVICE PROVIDERS

DATE: _____

TO: _____

RE: SERVICE CHANGES:

This letter authorizes ETC Communications Inc.
224 Dalton Street Ellijay, Georgia
Telephone #800-660-6826 to verify your tele-communication services
Provided by _____, and to schedule, coordinate, and change
phone services to ETC Communications Inc.

Name (printed): _____

Business Name: _____

Address: _____

City: _____ State: _____ Zip code: _____

Telephone Numbers: _____

Account number _____

Please return this form in full to transfer an existing phone number over to BRMEMC.

**SUBSCRIBER AGREEMENT
BRMEMC ENHANCED VOICE**

**SOME IMPORTANT INFORMATION ABOUT BRMEMC's ENHANCED PHONE SERVICE
POWERED ETC Communications**

Thank you for choosing BRMEMC Enhanced Voice powered by ETC Communications, a voice over Internet protocol service. The rates, terms and conditions under which ETC Communications ("ETC") will provide its Voice Service to you can be found at www.brmemc.com or by contacting BRMEMC at (706) 379-3121.

In addition, The Federal Communications Commission requires that ETC notify you about certain limitations on ETC's E911 service:

YOU MUST PROVIDE YOUR CORRECT ADDRESS. If you do not correctly identify the address where your multimedia terminal adaptor ("MTA") is located, or if you move the MTA away from the original address, your emergency calls may be routed to the wrong emergency authority, or emergency personnel may be misdirected to the wrong address. YOU EXPRESSLY ACKNOWLEDGE THAT YOU HAVE THE RESPONSIBILITY TO IMMEDIATELY NOTIFY ETC, THROUGH ITS AGENT, BRMEMC (Blue Ridge Mountain EMC) OF ANY CHANGE IN YOUR SERVICE ADDRESS. You must not relocate the MTA to a different address. If you change residences, you must contact BRMEMC at (706) 379-3121 for information on whether the ETC Voice Service can be transferred to your new residence and what the relocation will cost. If you wish to disconnect the ETC Voice Service, you must contact BRMEMC for information on the necessary procedures.

THERE MAY BE A DELAY UNTIL YOUR ADDRESS IS ENTERED IN THE E911

DATABASE. When you initially order service, or if you notify BRMEMC of a change in your service address, there may be a delay before the address or change in address is entered in the E911 database seen by the emergency service provider.

USE OF A NON-NATIVE TELEPHONE NUMBER MAY LIMIT EMERGENCY AUTHORITIES' ACCESS TO YOUR LOCATION

INFORMATION. If you are using a non-native telephone number (a telephone number from a different exchange than the one in which you are using the ETC Voice Service), emergency authorities or personnel may be unable to determine the location from which you are calling.

POWER OUTAGES MAY DISRUPT YOUR E911 SERVICE. Your Multimedia Terminal Adaptor ("MTA") includes a battery backup at request that provides up to 6 hours of backup power in the event of a power outage. The MTA must be plugged in to maintain a charged battery. YOU EXPRESSLY ACKNOWLEDGE THAT YOU WILL NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911

SERVICES, IF YOU ARE EXPERIENCING A POWER OUTAGE AND THE BATTERY POWER ON YOUR MTA RUNS OUT.

BROADBAND CONNECTION FAILURE WILL DISRUPT YOUR E911 SERVICE. YOU EXPRESSLY ACKNOWLEDGE THAT YOU WILL NOT BE ABLE TO PLACE OR RECEIVE CALLS, INCLUDING CALLS TO ACCESS EMERGENCY 911 SERVICES, IF BRMEMC OR ETC IS EXPERIENCING AN OUTAGE IN ITS NETWORK.

YOUR E911 SERVICE WILL NOT WORK IF YOUR MTA, OR OTHER EQUIPMENT REQUIRED FOR THE ETC VOICE SERVICE IS IMPROPERLY INSTALLED OR CONFIGURED.

Acknowledgement

I am at least 18 years old and am the person responsible for making decisions about voice services in this household. I have read the document titled "Some Important Information about ETC Communication's E911 Service," including the limitations on ETC's E911 service. I understand and acknowledge these limitations.

For additional assistance, you may contact our Customer Service Department by phone at (706) 379-3121 or by mail at BRMEMC, PO Box 9, Young Harris, GA 30582.

UNDERGROUND ELECTRIC AND/OR FIBER SERVICE

1. Whereas, Applicant has applied to the Cooperative for underground electric and/or fiber.
2. Whereas, the conditions for such service are stipulated in Cooperative's Policy Bulletin No. 326, included by reference thereto as a part of this agreement and with which the applicant acknowledges he is familiar, particularly the General Conditions attached hereto; and,
3. Whereas, in keeping with said Policy, the Applicant agrees to make a cash contribution, in advance of construction.

NOW, THEREFORE, the Cooperative does hereby agree to make such underground installation in keeping with its own plans and specifications and at a time convenient to the Cooperative, which convenience includes availability of materials and equipment, favorable weather conditions and prior commitments.

This agreement is binding for current and all future applications for underground electric Service. IN WITNESS WHEREOF, the parties hereto have affixed their respective signatures as of the year and date first above written.

POLICY BULLETIN NO. 326

SUBJECT: UNDERGROUND SERVICES - EXTENSION POLICY

The Cooperative will extend underground service, upon request, to its consumers under the following conditions:

GENERAL CONDITIONS (applicable to all underground installations)

- A. All charges required to be paid under the terms of this policy will be payable in advance or by credit arrangements satisfactory to the Cooperative. After the line is constructed no refund of contributions will be made by the Cooperative.
- B. Where it is necessary to trench along roads, streets or drives (due to inadequate right-of-way, etc.), or where water lines, sewer lines, shrubs, trees and grass sod are subject to damage during underground installations, the Cooperative will not be responsible for damage, replacement or repair resulting from or required as a result thereof.
- C. Underground installations will be made with the understanding that, should it be necessary to uncover the cable for maintenance and/or repair, the Cooperative will use reasonable care and diligence to preserve and protect water lines, sewer lines, sod, shrubs, trees, driveways, etc., but will not be responsible for loss of or damage to natural or man-made objects, including but not limited to water lines, sewer lines, sod, shrubs, and trees, or replacement of paving.
- D. Where, due to rock that cannot be moved by standard excavating equipment, the owner or developer shall be charged by the Cooperative the actual cost of drilling and blasting through affected area. Where there are other unusual conditions, such as high water table, which require installation procedures not normally used, the excess cost of such procedures may be charged by the Cooperative to the owner or developer.
- E. If the applicant requires outdoor area "Security" lighting as provided for under Rate Schedule LS, applicant will be required to pay a security light installation fee and any additional cost resulting from underground installations according to Policy Bulletin No. 336.
- F. The provisions of Policy Bulletin No. 320 concerning acquisition of "Right-of-Way Easements" apply to extensions made under this policy.

Orig. 02/71

Rev. 07/74; 07/81; 10/84; 08/85; 11/85; 08/86; 02/91