BRMEMC Fiber

Service and SMS Messaging Terms and Conditions | Residential and Business Customers

1. Service Availability and Duration

BRMEMC Fiber provides fiber-optic internet service to residential and business customers. Residential offers are available to residential customers only; business packages are available upon request and may be subject to separate pricing, proposals, or agreements. Unless a separate applicable agreement states otherwise, service continues on a month-to-month basis until cancelled by either party in accordance with the applicable Terms of Service. Customers may request changes to data packages, subject to availability, applicable plan terms, and charges.

2. Applicable Service Agreements

By accepting service, the customer agrees to the applicable BRMEMC Terms of Service and Acceptable Use Policy, available through www.brmemc.com/fiber. The customer also agrees to the initial and recurring charges disclosed during signup and, when applicable, the Underground Electric and/or Fiber Service Agreement. Customers electing telephone service are also subject to the applicable Letter of Authorization to Change Service Providers and Subscriber Agreement for BRMEMC Enhanced Voice. Any separately executed business service agreement or service order also applies. These referenced documents are separate from this PDF and should be made available during enrollment.

3. Billing and Installation

Fiber charges begin on the BRMEMC connection date and are prorated on the first month’s bill, unless otherwise specified in an applicable service agreement. Installation is to an outside or inside network interface device (NID) near the electric meter base, or another location agreed upon by both parties. An estimate will be provided before inside installation.

4. Access and Fiber Facilities

To the extent the customer has authority to grant such rights, the customer grants BRMEMC the right to construct, operate, access, and maintain fiber-optic lines, associated pedestals, and other apparatus necessary for installation and service. This provision does not convey ownership of land; it grants an easement for the relevant fiber-optic facilities. The benefits and obligations of these installations extend to applicable successors and assigns of BRMEMC and the customer. Any separately executed easement or underground service agreement governs its specific subject matter.

5. BRMEMC Fiber SMS Messaging Program

Program name: BRMEMC Fiber Customer Notifications.

Program description: Customers who separately opt in may receive recurring, service-related text messages about account information, billing and payments, service appointments, outages, maintenance, service status, and other operational notifications. The program does not include promotional marketing messages.

Message frequency: Message frequency varies based on account activity, outages, maintenance, and other service events. Recurring messages may be sent.

Charges: Message and data rates may apply.

6. SMS Opt-Out, Help, and Support

To opt out of BRMEMC Fiber text messages at any time, reply STOP to any message from the program. You will receive a confirmation of your opt-out. No additional program messages will be sent unless you opt in again.

For help, reply HELP to any message from the program, call BRMEMC Fiber at 706-379-3121, or email techsupport@brmemc.net.

Carriers are not liable for any delayed or undelivered messages.

7. Privacy Policy

For information on how customer information and SMS consent data are collected, used, and protected, review the BRMEMC Privacy Policy: https://www.brmemc.com/privacy-policy.

8. Customer Acknowledgment and SMS Consent

By signing the associated service agreement or accepting the terms through an applicable enrollment process, the customer acknowledges the disclosed initial and recurring charges and agrees to these Terms and Conditions and other applicable service agreements. **Agreement to internet service terms does not, by itself, constitute consent to receive SMS messages. SMS enrollment requires a separate, clearly disclosed opt-in.**