



# Residential Fiber Broadband Internet Agreement

## Services

RTC will provide to you fiber optic broadband Internet service up to your selected speed for a monthly charge. This Agreement will continue as valid if you upgrade to a higher cost broadband service or if RTC offers future higher speeds.

Included in your Internet service is RTC Managed Wi-Fi. RTC will own and provide a WiFi-6 Router to deliver our high speed fiber broadband Internet services. You (and not RTC) will be in control to connect and maintain your personal connected devices.

For awareness, please be advised that the Calix Gigaspire Routers used for RTC Managed Wi-Fi are NOT compatible with existing Firewalls.

If your location requires additional Wi-Fi coverage, RTC will lease mesh points/extenders for \$2.99/month, per mesh point.

If you wish to decline our included WiFi-6 router, you may provide, configure and manage your own router and WiFi. By your initials below, you understand that RTC will only be responsible for ensuring broadband Internet and connectivity speed to our Optical Network Terminal (ONT) port. You must provide your own router and Wifi at your expense and be responsible for their performance.

Customer Initials

**By initialing, I acknowledge being advised of and agree to the terms/conditions for Fiber Internet being provided to me by RTC Fiber Communications as well as the Managed Router Options vs providing my own Router.**

**Should I choose the Managed Router option, I am aware there is an app for the managed router. I realize that if I download the app it will give me added controls, improve my Wi-Fi experience & facilitate troubleshooting.**



**Scan me or go to Google Store or Apple Store to get the managed router RTC Fiber App!**

## Payment

You agree to pay monthly service charges by the 17th of each month. If payment is received after the 17th of the billing month, RTC may apply late charges, and services will be subject to disconnect. Disconnect and reconnect charges may apply.

## Installation

You acknowledge that RTC will need to install equipment to deliver services. You acknowledge that this equipment belongs to RTC and agree to return it after services are terminated. Failure to do so will result in equipment fees. Should your installation require additional equipment and/or labor, you understand that additional costs could incur before and/or during installation. Additional labor is \$100/hr.

## Term

Service term renews on a monthly basis. Should you disconnect service, you will be responsible for the pro-rated, billed amount for your service(s) for the time period that the service(s) were used in the billing month as well as any unreturned equipment charges that may apply

## Confidentiality

You agree that in order for RTC to service your account or collect any amounts due, RTC may contact you at any telephone number associated with your account. Wireless telephone numbers do apply, which could result in charges. RTC may also contact you by sending text messages or emails, using any email address provided. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing service.

RTC and its employees, agents, or representatives will not at any me or in any manner, either directly or indirectly, use for the personal benefit of RTC or divulge, disclose, or communicate in any manner, any information that is proprietary to you. RTC and its employees, agents, and representatives will protect such information and treat it as strictly confidential. This provision will continue to be effective after the termination of this agreement.

Customer Account Name : \_\_\_\_\_

Customer Account # : \_\_\_\_\_

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date