



Great Plains Communications Customer Agreement and Equipment Use Agreement

Customer Name: _____ Account Number: _____

Customer Address: _____ City/State/Zip: _____

Service Agreement and Acceptable Use Policy

Great Plains Communications ("GPC") is pleased to have you as a customer. Our highest priority is to provide you the best Services possible that results in an enriched, enhanced and high-quality experience for you.

By using our Services, you agree to abide by, and require others using our Services via your account, to abide by, the terms and conditions of our Service Agreements and Acceptable Use Policy ("AUP"). You should consult these documents regularly to ensure that your activities conform to the most recent versions. The Service Agreements and AUP can be found at www.gpcom.com/terms-conditions. If Customer does not have access to the Internet, GPC will mail a copy of the Service Agreements and AUP upon Customer request.

GPC offers a Service Assurance Plan to Customers. If Customer elects not to subscribe to a Service Assurance Plan or when Customer refuses to perform basic troubleshooting procedures prior to a technician being dispatched, Customer will be assessed a Trip Charge.

GPC bills one month in advance. GPC does not send out delinquent notices. Customer's notice of delinquency will appear on the front of each month's statement. If Customer account is delinquent for two months, all Services are subject to being disconnected for non-payment. If disconnected, Customer will be required to pay the account in full, pay any reconnection fees and pay any applicable deposits before any Service is restored. Any month that Customer payment is not received by the assigned due date, Customer will be assessed the Late Fee in place at the time of default.

Equipment

Equipment listed below will be provided to Customer for as long as they subscribe to Great Plains Communications Services. Upon termination of Service(s), Customer will be responsible for returning all equipment to a Great Plains Communications representative without damage, other than normal wear and tear, or Customer will be liable for the total replacement cost of the equipment.

*Customers who receive telephone service via coax or fiber connection, should be aware that a commercial power outage could impact your telephone service performance. For more information please refer to your welcome packet.

Digital Cable Set Top Box

Set Top Unit Address Number
 DTA/SD HD/DVR DTA/HD

Set Top Unit Address Number
 STD HD HD/DVR

Set Top Unit Address Number
 STD HD HD/DVR

Modem

DSL Cable EMTA*

Serial Number _____

MAC Address _____

Serial Number _____

Wireless, if active _____

*FTTH

ONT _____

Wireless _____

By signing this form, I agree to be bound by the terms indicated above. If Customer does not agree to be bound by all these terms, Customer should immediately stop the use of the Services and notify Great Plains Communications at 1-888-343-8014 so your account may be closed.

Customer Signature: _____

Date: _____

Employee Signature: _____