



P.O. Box 230, Aitkin, MN, 56431
218-927-2191 or 800-450-2191
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mlecfiber@mlecmmn.com

MLEC Fiber Residential Service Agreement

MLEC Fiber will provide the customer below with fiber Internet service. This agreement requires subscribers to commit to a 6 month minimum service term. The service begins from the date of final home installation. The agreement automatically renews monthly thereafter. **A \$50 connection charge is required.**

Termination

You may terminate this agreement for all of the listed services at any time by calling MLEC at 218-429-0433 or 800-497-5310; however, you may be assessed an early termination penalty of up to 100% of the remaining balance of your contract. (After construction begins termination fees will be applied.) In addition, any applicable late fee, equipment fees, and taxes may be applied. Mille Lacs Energy Cooperative requires that their Optical Network Terminal(ONT), routers, batteries, and any other fiber equipment, if applicable, be returned to our office before any disconnection of service can be completed. The subscriber is responsible for notifying MLEC to schedule an appointment for our technician to remove the equipment within 30 days of discontinuing service. The subscriber is responsible for any damage to the equipment. Subscribers will be billed the current cost for damaged or unreturned fiber equipment.

Suspended Service Plan

If you have received and paid for the service for at least 6 months, you may convert to a Suspended Service Plan. You can suspend service once per year for up to 6 consecutive months. Once you have restored your services, you must keep them active for 6 months before you are eligible to suspend them again. The monthly service fee for the Suspended Service Plan is \$20.00. Your regular service fee for the billing periods in which you switch into and out of the Suspended Service Plan will be pro-rated to reflect the difference between the monthly service fee and the Suspended Service Plan fee.

Other Terms & Conditions

If you request additional services or features, call MLEC at 218-429-0433 or 800-497-5310. Additional charges may be pro-rated from the activation or change date of services.

Upon install, MLEC may require a deposit based on your credit history with MLEC or a credit check. If required, the deposit will be refunded as a credit to your account after 12 months of satisfactory credit with MLEC. Reconnect fees may apply if service is disconnected. Plan costs and other charges are subject to change.

Owner of property Renter of property

Subscriber Name _____ MLEC Account Number _____

Service Address _____ Phone Number(s) _____

Mailing Address, if different _____

Email Address _____

Subscriber Signature _____ Date _____

Fiber Internet Monthly Plans:

- Basic Plan**
250 Mbps
\$59.95
- Pro Plan**
500 Mbps
\$79.95
- Elite Plan**
1 Gbps
\$99.95

MLEC Premium Wi-Fi: Yes No

\$9.95/Month

Cloud-based remote Wi-Fi management and support.

\$50 Connection Charge: Check Bill

(applied/charged on next MLEC bill - non-refundable)

Office Use

Deposit required: Yes No
 Letter Sent

Phase _____

Notes/Bill Connect _____

Home Investigation _____

To CTC _____

Filed / DIS _____