

Please complete and return by mail in enclosed envelope or email to [service@truestreamfiber.com](mailto:service@truestreamfiber.com) or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City MI 49712.

# Subscriber Agreement

For office use only

Acct #:

Customer Name	Email Address	
Customer Address	Phone Number - -	Phone Type ( ) Cell ( ) Home ( ) Work ( ) Other

**\*\*Please update any missing or incorrect information above.**

**I understand and agree:**

- A. If I have underground service, I am responsible for marking all customer-owned locations of underground facilities on the property (i.e. septic systems, sprinkler systems, pet fences, etc.). Great Lakes Energy and Truestream are not liable for damages to your facilities that are not marked or are marked incorrectly. \*\*\*Great Lakes Energy and Truestream will contact MISSDIG to have commercial utilities services (such as electric, gas, and cable) marked for you.
- B. I have read and agree to the Truestream Terms and Conditions of Service, which can be found at [truestreamfiber.com](http://truestreamfiber.com).
- C. I have read and agree to the Truestream Acceptable Use Policy, which can be found at [truestreamfiber.com](http://truestreamfiber.com).
- D. A previous history with Great Lakes Energy or utility credit check may be run to determine if a security deposit will be required.
- E. This personal information is required by federal laws and is kept confidential by Great Lakes Energy and Truestream.

Applicant Signature\_\_\_\_\_

Date\_\_\_\_\_

Joint Applicant Signature (if applicable)\_\_\_\_\_

Date\_\_\_\_\_

Updated 9-22



# Residential Plans & Equipment

Please complete and return by mail in enclosed envelope or email to [service@truestreamfiber.com](mailto:service@truestreamfiber.com) or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City MI 49712.

Customer Name	Email Address	Office Use Only - Acct. #
Customer Address	Phone Number	Phone Type ( ) Cell ( ) Home ( ) Work ( ) Other

## ULTRA 1,000 MBPS

### ULTRA - \$99.99/month

- 1,000 Mbps download/upload speeds, that's a Gig of speed!
- Best for 10+ connected devices
- Unlimited data
- No contract

Yes, this works great for me!  
Sign me up.

## VOICE UNLIMITED

### UNLIMITED VOICE - \$34.99/month

- Unlimited calling to all 50 US states, Canada, Puerto Rico, and the US Virgin Islands
- Standard features such as three-way calling, caller ID, call forwarding, call waiting, voice mail, and nuisance/robocall blocking.
- BUNDLE and SAVE \$5 when you combine phone & internet services.

Yes, this works great for me!  
Sign me up.

## FAMILY 200 MBPS

### FAMILY - \$73.99/month

- 200 Mbps download/upload speeds
- Best for 5-9 connected devices
- Unlimited data
- No contract

Yes, this works great for me!  
Sign me up.

## OPTIONAL EQUIPMENT:

### WI-FI MESH



### WI-FI MESH - \$5/month

Provides extra Wi-Fi coverage within your home. The technician will also determine if a Wi-Fi Mesh is needed at the time of installation.

Yes, please extend my Wi-Fi!

## BASIC 100 MBPS

### BASIC - \$63.99/month

- 100 Mbps download/upload speeds
- Best for 1-4 connected devices
- Unlimited data
- No contract

Yes, this works great for me!  
Sign me up.

### BATTERY BACK-UP



### BATTERY BACK-UP

Battery back-up offers a solution to maintain power to our equipment in the event of a power outage, allowing you to keep your voice service to a corded phone and/or internet service to your charged wireless devices. Available for a one-time fee.

Bring on the back-up! I like to be prepared.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

Joint Applicant Signature (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

# Hold Harmless Agreement

Please complete and return by mail in enclosed envelope or email to [service@truestreamfiber.com](mailto:service@truestreamfiber.com) or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City MI 49712.

For office use only

**Acct #:**

**Service Location #:**

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

Service Address: \_\_\_\_\_

\_\_\_\_\_

Great Lakes Energy and Truestream are committed to completing your project in a timely and professional manner. However, customer-owned underground facilities are not marked or protected by MISS DIG, so we must have a signed Hold Harmless Agreement before we proceed. MISS DIG will mark all underground commercial utility services (such as electric, gas, and cable), but not any items that are customer-owned (such as septic systems, wells, sprinkler systems, pet fences, etc.), which are your responsibility to mark, after MISS DIG has flagged your property. Also, despite our most diligent efforts, ruts or other cosmetic property damage may result as we move vehicles or equipment onto your property. The agreement is limited to the service location referenced below and expires upon completion of this project or removal of facilities.

Refusal to return this signed agreement will delay the completion of this work and related services. Please read, complete, and return in order to begin the work in a timely manner. If you have specific questions or concerns, please contact us at 888-485-2537.

By signing below, I agree that Great Lakes Energy and Truestream are not responsible for damage to any unmarked, customer-owned underground facilities as it relates to work at the service location referenced below. This includes secondary electric, water, phone, gas, septic, well-head, and any other underground facilities. I further agree that Great Lakes Energy and Truestream are not responsible for yard or property damage incurred as a result of accessing property for this project.

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

Joint Applicant Signature (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

Updated 9-22



\*Name: \_\_\_\_\_

\*Service Address: \_\_\_\_\_  
\_\_\_\_\_

\*Nearest Cross Streets: \_\_\_\_\_

\*Phone Number: \_\_\_\_\_ Date: \_\_\_\_\_

## Fiber Service Site Plan

In the box below, draw your property and mark the approximate location for any underground facilities.

Items to mark may include:

- |   |  |                                    |   |
|---|--|------------------------------------|---|
| <input type="checkbox"/> Septic and drain field | <input type="checkbox"/> Pet fences        | <input type="checkbox"/> Roadways  | <input type="checkbox"/> Private electric lines |
| <input type="checkbox"/> Propane                | <input type="checkbox"/> Sprinkler systems | <input type="checkbox"/> Buildings | <input type="checkbox"/> Landscaping lighting   |
| <input type="checkbox"/> Satellite services     | <input type="checkbox"/> Property lines    | <input type="checkbox"/> Driveway  | <input type="checkbox"/> Other private lines    |
| <input type="checkbox"/> Electric meter         |  |                                    |   |

Please be sure to mark your preferred fiber route on the drawing using a dashed line (- - -).

**\*NOTE: The site plan below, and all fields marked with an asterisk (\*), must be filled out and returned before Truestream/Great Lakes Energy can proceed with installation. Failure to do so will result in a delay of service.**

NORTH

Truestream/Great Lakes Energy will contact MISS DIG to have all public utilities such as electric, natural gas, phone, and cable marked for you. **Once MISS DIG marks your property, please clearly mark your private underground facilities with the flags that will be provided by a GLE site planner.** A planner will visit your site to determine the best route of your fiber line and determine if additional permits or easements are needed/required. If you have questions, please call 1-888-485-2537.

**\*Please complete and return via:**

**EMAIL: [service@truestreamfiber.com](mailto:service@truestreamfiber.com)**

**IN PERSON OR MAIL: Great Lakes Energy, 1323 Boyne Ave., Boyne City, MI 49712**

**Voice Service Request Form: You have indicated you would like Truestream local phone service.**

- Yes, I would like to keep the same number from my existing carrier.
  Yes, I would like a new number.
  No, I am not interested in phone service.

**The Standard Letter of Agency Document**

**A Letter of Agency (LOA) must be completed by the end-user and supplied to Truestream upon request. The LOA must contain the name and current service address of the end-user and the numbers that will be ported to Truestream the end-user's current carrier. The LOA used must comply with FCC regulations and must be dated and signed by the end-user or a person who has the authority to act as a legal agent.**

**Dear Customer,**

Thank you for choosing Truestream, as your network carrier. As you are aware, you may continue to use your existing telephone number with Truestream. In order to transition your current telephone number to the Truestream network, Truestream must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number is transferred.

Your current provider requires this letter as proof that you have explicitly authorized and requested that your service and current telephone number be transferred to another provider. By filling in all the information requested below and signing and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone number to Truestream. You will then be able to use your old number with the Truestream network.

Please ensure the following information is completed accurately to prevent possible delays.

Name (**exactly** as it appears on phone bill): \_\_\_\_\_

Service Street Address: \_\_\_\_\_ Suite or Apartment No: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Current Service Provider: \_\_\_\_\_

**\*Note that all Telephone Numbers listed below must be associated with this Name.**

Telephone Number 1 (to be transferred): \_\_\_\_\_

Telephone Number 2 (to be transferred): \_\_\_\_\_ \* If necessary

PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS OR DISCONNECTS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

If you wish to select Truestream as your new service provider for the telephone number listed on this form, you will need to sign your initials on the THREE (3) lines below, as applicable:

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **local calls** for this number.

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **intrastate toll calls** for this number.

I select \_\_\_\_\_ (initials) Truestream as the network carrier for all **interstate toll and international calls** for this number.

If you want to receive service on the Truestream network, you will need to select Truestream in ALL THREE (3) spaces above. You may not have more than one carrier for each TYPE of service above.

By signing below, I designate Truestream to transfer my service from my current provider to Truestream. By signing below, I also authorize Truestream to transfer my current telephone number used to provide service so that Truestream may provide its network service to me. By signing below, I also authorize Truestream to obtain billing information, customer service records, and other information required to provide me with service on the Truestream network. I understand that I may consult with Truestream as to whether a fee will apply to the change.

Printed End-User Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

If you have questions about this form or need assistance filling it out, please call us at 888-485-2537 or email [service@truestreamfiber.com](mailto:service@truestreamfiber.com).