



truestream
powered by Great Lakes Energy

Pre-Installation Paperwork

Great News - We're ready to bring Truestream fiber services to you!

To proceed with the design and construction to your home, complete and return these documents as soon as possible.

Be aware that failure to return ALL of these documents in a timely manner may result in construction delays and forfeiture of the free in-home* installation offer (\$149 value, construction fees may apply). Make sure to return ALL of these forms, including the Site Plan, prior to the completion of construction in your area!

Follow these simple steps to move forward:

1. Complete your Subscriber Agreement, Hold Harmless Agreement, and Voice Service Form (if applicable) electronically. **Your Fiber Service Site Plan will need to be printed and returned to us. If you need any of the documents mailed, please contact us.**
2. Once we receive ALL of your documents, we will proceed with construction and scheduling an in-home installation appointment. An adult (18+) must be present during the entire time.

To expedite, please fill out your Site Plan and return it by taking a photo or scanning and emailing it to service@truestreamfiber.com or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City.

How long does installation take?

Time varies depending on length of time to complete the steps above. Delays may occur due to weather, tree-clearing and other circumstances.

Please note, all billing is online. You can register your account online anytime at truestreamfiber.com.

Standard installation includes assistance connecting up to four devices. Tech Squad fees will apply if you need assistance connecting additional devices, setting up streaming or for in-wall routing of fiber cable (wall fishing).

We look forward to serving you!

Questions?

Call 888-485-2537

Visit truestreamfiber.com

Email service@truestreamfiber.com

Please complete and return by mail in enclosed envelope or email to service@truestreamfiber.com or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City.

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.
- C. I have read and agree to the Truestream Acceptable Use Policy, which can be found at 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 9-19



Hold Harmless Agreement

Please complete and return by mail in enclosed envelope or email to service@truestreamfiber.com or drop off at Great Lakes Energy, 1323 Boyne Ave., Boyne City.

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 9-19