

## BRMEMC.NET DSL Service Change Request/Agreement, v.2.3

2 pages total, return by fax to: (706) 379-3685

I authorize BRMEMC.net to initiate changes to my existing Verizon DSL service as specified below. I understand that all Verizon charges for DSL changes will be billed to the billing address associated with my DSL-bearing phone line. BRMEMC.net is not responsible for these charges or for informing me of these charges. I will discuss any Verizon fees directly with the phone company. The choice of services will affect these fees. I also understand that BRMEMC.net will initiate these changes, but has no control over the actual date or time of the Verizon change over, and that downtime may occur, despite efforts to prevent it. BRMEMC.net does not offer service credits for Verizon errors or for any downtime incurred in changes for DSL lines. A prequalification of any phone line intended to support DSL is required, even if it is in the same number moving to a new location. Not all phone lines (even within a service capable area) will qualify. This form can only be accepted from a person authorized and on record at BRMEMC.net as being able to make account changes.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Authorizing Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Other Contact Phone: \_\_\_\_\_

BRMEMC.net email address: \_\_\_\_\_

### A. Type of Request: (Check all that apply)

**1. Change existing DSL *speed* level** (Verizon and BRMEMC.net sides). No change in phone number or location. Please consult BRMEMC.net representative for details. (\$35 Verizon fee applies)

**Change FROM:** (choose ONE only!)

768k/128K  1.5M/128K  1.5M/384K  3.0M/768K  7.1M/768K

**Change TO:** (choose ONE only!)

768K/128K  1.5M/128K  1.5M/384K  3.0M/768K  7.1M/768K

DSL bearing phone number: \_\_\_\_\_ (fill out one form for each number affected)

**If you are ONLY changing the speed level, stop here, and skip the rest.** This change usually takes about 5 working days. If the phone number of physical location will change, please complete the next section also. Note that Verizon is unable to change the speed **and** the location as a single transaction. They must be done as separate requests and will not occur simultaneously.

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### Check all that apply:

**2. Change the phone number** associated with my existing DSL service. (Verizon fees apply!)

**3. Change the address/location** of an existing DSL line. (Verizon fees apply!)

(Expect these requests to take a minimum of 10 working days to complete on the Verizon end)

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### B. Type of Change: (check one AND complete section C on the following page)

(If you selected (2) or/or (3) above, please also select one of the following "cutover options":

**B.1 A simple cutover.** Your line goes off, then comes back up at the new location or phone number. Expect a minimum 1 to 5+ days downtime. No BRMEMC.net fees.

**B.2 A dual-line cutover.** To minimize downtime, BRMEMC.net can initiate a request for a NEW DSL line at the new location using a temporary IP. A dual-line cutover usually ensures that the customer is not offline from both locations at once. When the new location comes live, the old IP

address(es) can be cut over to the new location, so that when the network is moved, it does not have to be renumbered. Optionally, if the IP address is not important, the new IP address can become the permanent IP for the DSL service. All physical and software-related setup, moving, networking and routing for customer machines is the customer's responsibility. These fees do not include any BRMEMC.net consulting time. This can take 2-4 weeks due to phone company processing. NOTE: Downtime can still occur and continuous uptime cannot be guaranteed! BRMEMC.net fees: **\$50 onetime fee for a single temporary IP**. No extra monthly fee for the additional DSL line UNLESS both lines are still in use after 1 week (7 calendar days), at which point the customer authorizes BRMEMC.net to bill them for an additional DSL account until such time as the customer contacts BRMEMC.net billing to cancel the old line.

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**C. Installation information** for a new DSL line.

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

City, State, Zip Code: \_\_\_\_\_

Location of phone jack (please be specific): \_\_\_\_\_

**DSL Service Level**

CHECK ONE:  768K/128K  1.5M/128K  1.5M/384K  3.0M/768K  7.1M/768K

CHECK ONE:  Month to Month  1 Year Contract  2 Year Contract

Install DSL line on:

New phone number: \_\_\_\_\_  Business  Residential  Don't Know

IMPORTANT: If a new phoneline must be installed to support this DSL line, that process must be completed (and a firm telephone number available) **before** this form should be filled out. Provisional, non-confirmed phone numbers should not be supplied, as this can lead to longer timeframes due to confusion. This applies even if the new phone line will have the same NUMBER as one that previously supported DSL. **DSL does not move automatically with your phone service.**

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**D. Modem rental (optional):** If BOTH locations need to be online at the same time for one week or less, BRMEMC.net can optionally rent the user a DSL modem. The DSL Modem rental fee is \$50 for up to one week's rental plus \$215 deposit against damage or loss by customer. Customer must pick up and return modem to BRMEMC.net offices.

YES! I need to rent a DSL modem for this cutover. (\$50 for up to one week)

NO! I do not need an additional DSL modem during the cutover.

**Thank You for your order.**

BRMEMC.net will take 1-2 working days to process your application, providing Verizon with the required information to initiate this order. BRMEMC.net will conduct a line check to ensure the phone line is DSL ready. Verizon will confirm this order with the authorized party for the telephone number intended to support the DSL.