



Gila River Telecommunications, Inc.

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Congratulations on your computer purchase. You can now be connected to a world of information and entertainment for you and your family!

We hope you enjoy your computer along with your high-speed DSL service. Please keep these papers in a safe place for your records. Below we have included important numbers.

- GRTI Customer Service Team M-F, 8AM to 5PM (520) 796-3333
 - 24/7 Technical Support (520) 796-3334
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In this packet you will receive the following for your records:

- A copy of your work order for you to sign
 - Computer program details FAQ
 - Disclaimer
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If you are new to using a computer and/or the Internet, GRTI has Digital Literacy classes (Computer Training) that you can sign up for when we open our lobby and resume Digital Literacy Classes. These classes will help you become familiar with your computer and browsing the Internet as well as sending and receiving e-mails.

If you have any questions please feel free to call GRTI.

Happy Surfing!

Gila River Telecommunications Promotional Team

COMPUTER PROGRAM DETAILS

Technical Specifications

Lenovo 100e (2nd Gen)	Windows 10 Pro, 11.6" Full HD TN Display, Intel® Celeron® quad-core N4100, 4GB Ram, 64GB Storage, 1 USB-C connector, 2 USB 3.0 ports, 1 HDMI port, 1 SD media card reader, Wifi, 720p HD camera with Integrated mic.
Software/Apps	Standard from the manufacturer.
Warranty	Manufacturers warranty until October 21, 2022.

Program Details

One Per Household	Must be in account holders name and DSL installed at account holders address.
Payment Options	\$300 full price or \$150 down with a monthly payment of \$12.50 per month for 12 months. (Will be placed on a contract if choosing monthly payments)
Installation	Must be delivered and installed and set up by our technicians at the account holders address if DSL and Wi-Fi does not exist. Must have DSL and Wi-Fi installed with purchase.
Installation Time Frame	Five to ten working days if DSL-Wi-Fi needs to be installed. Three to five working days if DSL connection exists. (Depends on inventory availability)

FREQUENTLY ASKED QUESTIONS

Q: How long will the program last?

A: Program is subject to change without notice.

Q: What happens if I get disconnected?

A: If on monthly payments, bring account current within 15 days or return the computer. If not returned after 90 days, the remaining laptop balance will be charged in full.

Q: Is there a return policy if I decide not to keep the computer?

A: If customer is current with payments for the months used, they can return all the equipment and stop the monthly payments. There will be no refund for the months used.

Q: What if the computer gets a virus?

A: Computer Virus cleanup is the customer's responsibility. (Please contact GRTI at 520-796-3333 for repair cleanup cost options).

Q: Who is responsible for software/App updates?

A: Customer is responsible for all future software/App updates and upgrades.

Q: If my computer crashes, can I get software/Apps reinstalled on my computer?

A: Yes, at customer's expense. Your device can be restored to original configuration. Please contact GRTI at 520-796-3333 for repair cost options.

Q: Warranty returns and repairs?

A: Equipment returned during the warranty period must be clean and free of external damage. Any visible external damage on any component may void the warranty. Equipment must be free of insects, lint and accumulated dust.

This Gila River Telecommunications, Inc. ("GRTI") Terms and Conditions for Computer Equipment

1. Definitions for Terms Used Below

- 1.1 "Customer" means the person who enters into the GRTI Residential Telephone & Internet Service Agreement with GRTI;
- 1.2 "Customer Equipment" means any equipment owned or otherwise used by you, including but not limited to your personal computer, modems or other related devices and which are used by you to access the Services. Computer Equipment includes any hardware given to you by GRTI (beginning the day given) and used in connection with a broadband connection promotion sponsored by.
- 1.3 "Required Specifications" means, in relation to the Customer Equipment, the internationally accepted standards set by the manufacturer for Customer Equipment use.
- 1.4 "Services" means all or any of the services selected by Customer on the GRTI Residential Telephone & Internet Service Application.
- 1.5 "Third Party Software/Apps" What the manufacturer installs on the device.

2. Your Responsibilities for Customer Equipment and Data

- 2.1 You will be solely responsible, and GRTI accepts no liability whatsoever for:
 - a.) Providing, installing, configuring and maintaining the Customer Equipment;
 - b.) Ensuring that the Customer Equipment complies with all applicable laws or relevant industry standards and meets the Required Specifications;
 - c.) Ensuring that the Customer Equipment is compatible with any Third Party Software used by you in order to receive the Services, and meets your needs in respect of the use of the Services;
 - d.) Assessment and removal of any viruses and malware;
 - e.) Backing-up the data, software, information or other files stored on Computer Equipment including any disk drives, peripherals, portable music players, DVD players, camcorders, digital cameras and/or any other electronic storage device as applicable with the device purchased.
 - f.) All data retrieved, stored or transmitted through the Services. This shall include but not be limited to any distortion or corruption caused by (or to) the Customer Equipment or data as a result of the use of the Services.

- 2.2 You acknowledge that some material accessible through the Computer Equipment may be offensive, illegal or otherwise generally inappropriate. GRTI is not responsible for all or any of the content, accuracy or quality of information or the resources available, received or transmitted by you or anyone else through your (or any other third parties) use of the Services.
- 2.3 You also agree not to utilize the Computer Equipment or Services in any unauthorized manner to upload or download any copyrighted matter, in any format, nor to upload or download any pornographic, adult-oriented, hate or spam matter, in any format.
- 2.4 You will be solely responsible for all access to, and use of, the Computer Equipment and Services provided to you, whether or not you require a User Identification and/or a Password to access the Computer Equipment or Services. If you allow a third party to access the Services, you will remain liable for all activities conducted by the third party, including but not limited to use of the Internet, email accounts or any other usage whatsoever.

3. Your Responsibilities for Use of Software

- 3.1 In connection with the provision of the Services, you may use Third Party Software/Apps. The use of the Third Party Software shall be subject to the Terms & Conditions stated herein and shall be at sole risk and responsibility of the Customer.
- 3.2 You are solely responsible for updating and maintaining the software/Apps that came installed with the Customer Equipment.
- 3.3 GRTI makes no warranty and hereby excludes all liability in respect of and/or arising out of the use of the Third Party Software/Apps provided to you by the manufacturer. You must not copy or modify the Third Party Software (unless permitted by law) or use it for any other purpose apart from using or accessing the Services in accordance with federal law, applicable use terms and all GRTI policies.
- 3.4 In the event that changes are introduced to GRTI's network, GRTI shall not be responsible for ensuring that the Third Party Software/Apps will continue to be compatible with GRTI's network and you shall have no claim whatsoever against GRTI arising from such change.
- 3.5 You agree to strictly comply with all instructions or notices in whatever form and through whatever means given by GRTI from time to time regarding the use of the Third Party

4. Limitation of Liability

IN NO EVENT WILL GRTI BE LIABLE TO ANY PARTY (1) FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF PROGRAMS OR INFORMATION, AND THE LIKE), OR ANY OTHER DAMAGES ARISING IN ANY WAY OUT OF THE AVAILABILITY, USE, RELIANCE ON, OR INABILITY TO USE ANY SERVICES, EVEN IF GRTI IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT, OR OTHERWISE; OR (2) FOR ANY CLAIM ATTRIBUTABLE TO ERRORS, OMISSIONS, OR OTHER INACCURACIES IN, OR DESTRUCTIVE PROPERTIES OF ANY DATA; OR (3) LOSS, DISCLOSURE, ALTERATION OR CORRUPTION OF ANY DATA, SOFTWARE, OR INFORMATION STORED AS ELECTRONIC MEDIA.

5. Support

- 5.1 GRTI support for Computer Equipment and Services is offered only within the boundaries of the Gila River Indian Community and is subject to the terms and conditions contained herein.
- 5.2 You may call the GRTI support line at (520) 796-3334 if your Computer Equipment or Services are not working as anticipated. GRTI will evaluate whether the problem can be solved by GRTI or is appropriate for referral to a computer or internet service repair company, at Customer's option and expense.
- 5.3 GRTI will provide to any Customer a referral of computer and internet independent service repair companies. The vendors are not endorsed or warranted by GRTI but are resources for the Customer if desired.

6. Warranty Returns and Repairs

- GRTI will only service or repair computers purchased through the Computer Program.
 - Only computers that are free of pests and/or contaminants will be serviced or repaired by GRTI.
 - Warranty is voided if the computer hardware shows signs of physical abuse, liquid spills, pest infestation, or other forms of contamination.
- 6.1 Equipment returned for repairs must be clean and free of external damage. Any visible external damage on any component may void the warranty. Equipment must be free of insects, lint and accumulated dust.



GRTI Computer Purchase Signature Form

By signing this contract you the "Customer" agree to enter into the GRTI Computer Purchase Agreement with GRTI.

Account Number: _____

Account Phone Number: _____

Email Address: _____

Printed Name: _____ Date: _____

Customer Signature: _____ Date: _____