

Direct Fiber Residential Package Application



Customer Information

Existing NTCNet Customer? Y or N

Name(s): _____ (Please provide copy of Photo ID)

Service Location: _____ Driv. Lic. #: _____

Mailing Address: _____ SS#: _____

Phone: _____ Mobile: _____

New # Assigned: _____
For Office Use Only

Email Address: _____

Do you have an additional authorized person to discuss account? Yes / No If yes, please provide the following information.

Additional Person on Account:
Name: _____
Date of Birth: _____ Last 4 of SSN: _____

Is your service:

Aerial: or Buried: ? | If buried, is there conduit: ? | Approx. Distance: _____

Internet and Phone Packages

- Enhanced** \$82.95/mo
 - 250Mbps Down x 25Mbps Up
 - Router & Wi-Fi Included
 - **Unlimited Local & 9.9¢/Min LD**
- Advanced** \$112.95/mo
 - 350Mbps Down x 50Mbps Up
 - Router & Wi-Fi Included
 - 250 Min **LD** Included, 9.9¢/Min after
 - **Unlimited Local & Caller ID** Included
- Ultimate** \$142.95/mo
 - 450Mbps Down x 100Mbps Up
 - Router & Wi-Fi Included
 - **Unlimited Local & LD** Included
 - **Caller ID, Call Waiting, Call Forward**
 - **Voicemail** Included

Internet Only Packages

- Enhanced** \$62.95/mo
 - 30Mbps Down x 10Mbps Up
 - Router & Wi-Fi Included
- Advanced** \$102.95/mo
 - 350Mbps Down x 50Mbps Up
 - Router & Wi-Fi Included
- Ultimate** \$132.95/mo
 - 450Mbps Down x 100Mbps Up
 - Router & Wi-Fi Included

Custom Speeds & packages are available for your home. Please ask for details!

Installation Charges:

Aerial Fiber Drop Install: Up to 250ft...\$99 | 251-500ft...\$250 | 501-1000ft...\$750 | 1001-1500ft...\$1,500

Buried (Existing Conduit): Up to 250ft...\$200 | 251-500ft...\$400 | 501-1000ft...\$850 | 1001-1500ft...\$2,000
Over 1,500ft, please contact us. (A handhole is required if over 500ft.)

Buried (New Conduit): Contact Business Office

Pre-Installation Site Survey is required. Locate Charge may apply and vary based on situation.

* Qualified residential customers only. Does not include applicable taxes, surcharges and fees; which are subject to change. The \$99 standard installation or calculated installation charge includes the installation of up to 250ft of aerial fiber optic cable to your home and the set up of the services included in the selected package. Additional services available at current retail rates. Long Distance includes calling to the Continental United States & the District of Columbia.

Digital Telephone

Date Ready for Service: _____ Prior Resident (if known): _____

Would you like the Phone Number **Listed?** **or** **Non-Published?** (\$1.25/mo additional)

Directory Name: _____ Same as Customer Name:

Call ID Display Name (15 characters - includes spaces): _____ **COMING SOON!!!**

Call ID Business Display Number (# Displayed): _____

Do you Own or Rent? _____ If Renting, Landlord name: _____

Telephone Equipment: Customer Provided? **or** Leased Equipment from NTCNet?

(Please note: A residential telephone service will be reclassified to business service if used for business purposes, or if the telephone number is advertised in connection with the sales of products or services.)

Additional Inside Wire Installation

- I would like NTCNet to install my Telephone Inside Wire. The **\$99.00 install charge** covers inside wire installation for all services included in the package. The following charges will apply at the time of the package installation: **\$25.00** per additional drop. Number of jacks required _____
- I do not need to have any Inside Wire installed.

Maintenance

NTCNet offers Inside Wire Maintenance for **\$1.74** per month per telephone jack.
This service is optional and can be added or discontinued at anytime.

- Yes, I would like the Inside Wire Maintenance Plan No, I will maintain the Inside Wire myself
- Number of jacks maintained _____

Call Restrictions

I hereby request that the following call restriction(s) be placed on my telephone number:

Non-Chargeable Restrictions

- 900 Area Code Calls
- Third Party Calls
- Collect Calls
- All Call Restrict
- Per Call Restrict (default)

(Note: Calls to 911, toll free numbers, & 900 numbers will transmit the calling number and are **NOT** capable of being blocked.)

***All International Calling is intentionally blocked to avoid fraudulent calling. If you require a specific country or countries to be opened up please ask a Customer Service Representative for details.

Optional Add-Ons

One Time Service Order Charge (Waived on New Installation)\$7.90

Calling Features

- Call ID**\$5.00/mo
- Call Waiting**.....\$2.35/mo
- Call Forwarding**.....\$2.35/mo
- Three Way Calling**.....\$2.35/mo

- Voicemail**.....\$3.80/mo
 - Distinctive Ring**.....\$3.20/mo
 - Call ID & Call Waiting**.....\$6.75/mo
 - Other:** _____
- Discounts: 10% for (2) - 15% for (3) - 20% for (4)*

High Speed Internet

Please fill in the following information and select any additional services.
If you have any questions please ask a representative.

Wireless Router & Computers

Choose one.....



**I want to use the NTCNet Provided Wi-Fi Router
(included in package)**

Wi-Fi Network Information

Network Name: _____

Password: _____

(Please use as least 8 characters. Special characters are limited to the following: @ ! _)

Or...



I want to use my own router...

♦ **Make/Model:** _____

Router must support PPPoE.

*NTCNet **does not** support Customer Provided Equipment (CPE). Installation Set-up & Premise visits related to CPE will be charged at current labor rates.*

How many computers of each would you like hooked up? Desktop: ____ **and/or** Laptop: ____

Do you need a Static IP Address? No: ____ **or** Yes: ____ (\$5.00 monthly charge per Static IP)

Please note:

Windows 95 through XP are no longer supported or installed by NTCNet. Mac requires OS 8 or newer.

Network Services

Services

- Wireless Router Configuration**.....\$16.25
- Additional E-Mail-Boxes**.....\$6.00/mo
- Static IP Address**.....\$5.00/mo
- Website Hosting**.....\$19.95 & Up/mo
- Secured Server (\$30.00 Set-up Fee)**\$5.00/mo
- House Visits (1/2hr increments)**.....\$65.00/hr

Custom Solutions are available for your home. Please ask for details!

Payment Options

On-line Pay

NTCNET offers an Online way to pay your monthly bill(s).

NTCNET On-line Pay allows you to pay your monthly bills from your credit card (MC, Visa, Discover or AMEX), checking, or savings account.

Processing can take two (2) to three (3) business days for the payment to post. Please keep this in mind when setting your payment frequency.

A NTCNET CSR can assist you!

E-Z Pay Options

NTCNET offers a way of making it easy to pay your monthly bill(s).

NTCNET E-Z Pay Program allows you to pay your monthly bills from your credit card (MC, Visa, Discover or AMEX), checking or savings account.

Your payments will be automatically deducted on the 10th of the month, or the next business day thereafter if the 10th falls on a weekend or holiday.

*** Separate form required, please ask.**

Monthly Bill

Still prefer to pay your monthly bills manually?

NTCNET will mail your bill to the address you provide.

Payments are due by the 23rd of each month by either mailing a check, paying online, paying over the phone with a credit card or coming to our office at 3077 Bridge Street, Newport NY, 13416. We are open 8:00am to 5:00pm Monday to Friday.

Pre-Payment Information

Pre-payment options are available and may be **REQUIRED**.

The pre-payment can cover installation, monthly fees and add-on services.

NOTE: This is for ONE TIME payment only, this information will not be used for any on-going monthly charges.

I would like to Pre-Pay

- Credit or Debit Card
 Cash Check

- Visa MasterCard American Express Discover

Card #: _____

Expiration (mm/yyyy): ____/____/____ Sec. Code: _____

Pre-Paid Amount \$ _____

Special Instructions:

- ◆ *I understand that the installation fee is refundable only if I am unable to receive a FTTH signal. Any prepayments for installation are not refundable if I choose to cancel the service or installation after work has been completed. I understand there may be a one-time charge if my inside wire or Ethernet wire is moved to a new location for installation. Bandwidth Caps may apply due to excessive abuse. Please see the NTCNet Acceptable Use Policy and Terms and Conditions on our website, www.NTCNET.com.*
- ◆ *By signing this form I agree to authorize a credit check, all terms, conditions and acceptable use policies set forth by NTCNet.*

Signature: _____ **Date:** _____

Notices



Attention:

All bills are rendered the first of each month and are due upon receipt. Payment within ten days is requested. Payments are due by the 23rd of each month; after that date, unpaid accounts are considered delinquent. Please bring or send the payment page from your bill when payment is made. All bills stand correct and will not be adjusted after the tenth of the month of the bill. Applicants are subject to approval and will be notified if a deposit is required.

All New Subscribers:

Per CC Docket 91-115, we are required to notify you of the following FCC regulations. Whenever you accept a third party number or collect call, we are required to release your billing name and address (BNA) information to the Interexchange Carrier (IXC) that handles the call. This information is necessary to enable the IXC to bill you for the call, should it not be billed on your NTCNET bill. According to the FCC regulations, IXC's can use your BNA information for several reasons other than billing, which include verification for pre-subscription and new address purposes, fraud prevention, and similar non-marketing purposes.

NONPUBLISHED Customers ONLY:

As a non-published customer, your number does not appear in our telephone directory, in directory assistance, etc., nor do we release it if we receive a request. Regarding the above FCC regulations, you have a choice as to whether you want to have your BNA released in the above described circumstances. **However, should you choose not to allow BNA release, you may not be able to make third party number calls or receive collect calls on your telephone number.** Initial below if you wish to restrict BNA release. Otherwise, we are required by the FCC to release your BNA information to requesting IXC's.

AS A NONPUBLISHED CUSTOMER, I hereby request that, under no circumstances, is my Billing Name and Address (BNA) to be released. I understand that I may not be able to make third party number calls and may not be able to receive collect calls on my telephone number.

Do Not allow my BNA to be released _____ (initial)

NOTICE: For the Protection of YOUR Privacy

YOU MUST PROVIDE US WITH THE CURRENT BILL STATEMENT

If you do not have your bill statement with you we **CANNOT** share any customer information **NOT EVEN THE AMOUNT OF THE BILL** WITHOUT YOUR IDENTITY BEING AUTHENTICATED.

You then will be asked to provide us with a valid Government issued photo ID that matches the name on the account. If you do not have this and have misplaced your bill statement we will be happy to mail you another copy to the billing address we have or call you at the number of record. We will be glad to accept any payment towards your account in any amount you choose but we **CANNOT** share any account information without proper ID or the bill statement.

We apologize for any inconvenience this may cause. Federal CPNI Laws dictates these safeguards to protect your privacy and the information contained on your monthly bill.

CPNI Security Questions: Please answer **ONE** of the following questions (*All parties on the account must know the answer.*):

- 1) What is your favorite childhood friend's name? _____
- 2) What is your favorite place you visited as a child? _____
- 3) What is your favorite stuffed animal? _____
- 4) What is your favorite candy? _____
- 5) What is your favorite color? _____
- 6) What is your favorite holiday? _____
- 7) What is your favorite soft drink? _____