Residential Service Application

PO BOX 447 Grantsburg, WI 54840
Telephone: 715-463-5322 Fax: 715-463-5206
Email: office@grantsburgtelcom.com
Website: www.grantsburgtelcom.net

SERVICE DATE: _____

ACCOUNT & BILLING INFORMATION

Name Of Applicant: _____

Co-Applicant: _____

Signature of both parties is required if Co-Applicant is listed.

Street Address: _____

Mailing Address (if different from above): _____ County: _____

Do you Rent☐ Own☐ your residence? If you rent, from whom? _____

Daytime Phone Number: _____

Alternate Phone Number: _____

Email Address: _____

PAYMENT OPTIONS

____I would like paper bills mailed to me the 1st of every month

____Automatic payment withdrawl (see additional form)

____I would like to receive my bill by email Email Address: _____

EMPLOYMENT INFORMATION

Applicant's Employer _____

Length Of Employment _____

Telephone Number _____

HOW DID YOU HEAR ABOUT US?

☐ Social Media ☐ YouTube

☐ Internet Search ☐ Realtor/Landlord

☐ Friends or Family ☐ Other_____

CUSTOMER PROPRIETARY NETWORK INFORMATION RULES (CPNI)

FCC rules require that we obtain verification from you before we can provide you any information on your billing account.

Please establish a password and back up question/answer for your account privacy.

List any other people that may inquire about your bill:_____

Password:_____

Check only **ONE** verification question and provide the answer:

- ☐ In what state was your mother born? Answer:_____
- ☐ In what state was your father born? Answer:_____
- ☐ What is your mother's zodiac sign? Answer:_____
- ☐ What is your favorite holiday? Answer:_____
- ☐ What is your favorite pet's name? Answer:_____
- ☐ What city were you born in? Answer:_____

TELEPHONE SERVICE

ACTIVATION FEES

☐ $57.00 ($60.14 after taxes)

☐ $124.95 Installation that requires construction up to the home. ($131.83 after taxes)

Request Lifeline Link Up Form If Applicable

ADVANCE PAYMENT

$

For Office Use Only

DIRECTORY LISTING

☐ Published in Directory as:_____	No Charge	**TELEPHONE NUMBER:**
☐ Additional Directory Listing:_____	$2.00/month	
☐ Unlisted (Not in directory, available on caller ID and through directory assistance)	$1.00/month	For Office Use Only
☐ Unpublished (Not in directory or directory assistance, blocked on caller ID)	$1.00/month	

Communication Value Pack

☐ **Communication Value Pack** -Telephone, Unlimited Features, 100 long distance minutes, 100M Internet $65.99 (plus taxes and fees)

Upgrade to 200Mb for an additional $20, or 300Mb for an additional $40

☐ **BASIC TELEPHONE SERVICE $31** (approximate final bill, taxes change quarterly)

OPTIONAL SERVICES

☐ Call Waiting	$	2.50
☐ Caller ID	$	5.00
☐ Voice Mail Basic	$	3.90
☐ Unlimited Features	$	7.50

Other features available upon request.

LONG DISTANCE

Grantsburg Telcom is the default long distance

INTERNATIONAL CALLING

☐ Check here if you would like International Calling

Calling Restrictions

☐ 900 Block**
☐ Pic Freeze
☐ Collect Call Block
☐ Third Party Call Block
☐ Toll Restriction**
☐ Toll Restriction, ECC Calling Only**
☐ No Long Distance Carrier

*ECC- Extended Community Calling is $.05 a minute

**There is a $32.00 charge if you want these blocks taken off your telephone line.

I certify that all information provided above is correct and true to the best of my knowledge. I understand that any false statement made on this application will be grounds for Farmers Independent Telephone Company to discontinue telephone service.

PROPERTY EASEMENT

I, am(owner/authorized agent to the owner)hereby request the Company, or its authorized contractor, to install its service pipe upon the above mentioned premises, in accordance with provisions of its Rule relating to Extension of Distribution Facilities, as files with the Public Service Commission of WI, and I hereby grant to the Company such easements and rights of way in, under, across and through said premises, together with such rights of ingress and egress as may be necessary or convenient to enable the Company to install, operate, inspect, maintain, repair and/or remove meters, gauges, pipelines, fittings, and regulators and all other equipment and apparatus which the Company may deem necessary for the purpose of furnishing service to the aforementioned premise, and to make a survey of number, size and type of appliances installed on the aforesaid premises.

Print Name _____ Applicant Signature: _____ Date: _____

Print Name _____ CoApplicant Signature_____ Date: _____

STREAMING TV SERVICE

MONTHLY SERVICE

- ☐ Local TV $62.55
- ☐ Essential TV $145.95
- ☐ Entertainment TV $155.95

ADD ONS

- ☐ XSTRA SPORTS $2.95
- ☐ HBO $20.00
- ☐ Cinemax $13.00
- ☐ Starz/Encore $13.00
- ☐ Showtime $13.00
- ☐ 100 Hrs Storage $5.00
- ☐ Set Top Box $7.00

ACTIVATION FEES

- ☐ Free Activation - self installation $0
- ☐ Professional Installation $50

*Activation is free if activated at the same time as Internet Service. Certain circumstances may require additional charges.

Included with all packages: Stream up to 5 streams at at a time, 25 devices, 50 hours of storage, Pause, Record, Catchup

Print Name _____ Applicant Signature: _____ Date: _____

Print Name _____ CoApplicant Signature_____ Date: _____

UNLIMITED INTERNET SERVICE

MONTHLY SERVICE

- ☐ Basic - up to 100Mb $69.95
- ☐ Value - up to 200Mb $89.95
- ☐ Power - up to 300Mb $109.95
- ☐ Ultimate - up to 500Mb $159.95

*Plans are not available in all areas

Additional plans available

ACTIVATION FEES

- ☐ $124.95 Activation Fee ($131.83 after taxes)

INTERNET EQUIPMENT

- ☐ Router Lease, includes replacement and Wi-Fi support - $10 per month**
- ☐ Wi-fi Router, includes Wi-Fi support, 2 port $135
- ☐ Wi-fi Router, includes Wi-Fi support, 4 port $180
- ☐ I decline managed Wi-Fi, I will manage my own router

**Equipment Lease: Customer agrees to protect and insure all leased equipment against theft, collision, water damages and other losses in the amount of the full price of the equipment. Customer will be liable for repairs if the equipment is not returned in proper working condition.

All Internet plans are unlimited usage.

PEACE OF MIND

Protect yourself from costly repair charges when unexpected issues arise.

- ☐ Peace of Mind $7.95 a month
- ☐ I decline Peace of Mind, I understand there will be additional charges for interior service work.

Acceptable Use Policy (AUP) & Terms of Agreement

Grantsburg Telcom ("Provider") strives to provide all its members and customers (including anyone who has access to the computers or other devices of such member or customer) (hereinafter collectively referred to as "User" or "Users") with the highest quality Internet service available, while adhering to Internet use policies established by the Internet Community and State and Federal Government Entities.

This Acceptable Use Policy ("AUP") covers all of its Internet Access Service ("Service") and is designed to clarify obligations and help prevent unacceptable use of the internet. All Users of the Service must comply with this AUP. Use of the Service constitutes acceptance of the AUP. The FCC mandates random performance testing of the network to assure Users receive the service they are paying for. User agrees to cooperatie with the Provider in completing this performance testing. Users are solely responsible for any and all improper use of the internet through the User's computers or devices while accepting the Service, and Users agree not violate the AUP or engage in any unacceptable or illegal activities while utilizing the Service. The Provider reserves the right to terminate service to any user without notice upon violation of any part of the AUP. The Provider reserves the right to revise, modify and amend this AUP at any time and in any manner. Notice of any revision, modification or amendment of the AUP will be posted on the Provider's website at www.grantsburgtelcom.net. The Provider may take action against Users for violating these policies, including removing any content that violates the AUP and/or terminating use of the Service. The Provider reserves the right to investigate any violations of this AUP. Information about a User may be revealed to legal authorities and/or third parties in the investigation of suspected or alleged violations of this policy or suspected violation of any laws by the User. The Provider may also cooperate with the System Administrators of the Internet Community to enforce this AUP. Any violations of the AUP may result in costs to the User from the Provider due to any work required as a result of the alleged violation of the AUP by the User, which violations may include, but are not limited to, the following:

VIOLATIONS OF THE PROVIDER'S AUP

Inappropriate Content. Users may not upload, download, post, email, distribute, publish or otherwise transmit (collectively "Transmit") any message, data, information, image, text, song, movie or other material (collectively "Content") that is unlawful, libelous, slanderous, threatening, abusive, harassing, defamatory, vulgar, obscene, pornographic, indecent, invasive of privacy or publicity rights, inflammatory or otherwise harmful or offensive to third parties.

Abuse of Electronic Mail. The User may not use the Service to send unsolicited bulk or commercial messages. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email, whether or not that email is commercial in nature, are prohibited. Users are prohibited from sending the same or substantially similar email messages to (200) or more recipients. Users may not send more than 500 emails per hour without written approval from the Provider. If this provision is violated, the Provider may provide the User with written notice of the violation of this policy. After receipt of the written notice, if the User continues to violate this policy, the User shall be required to pay the Provider $5,000 per day for deliberate violations. Please note that Users may receive spam or unsolicited bulk commercial messages over the internet from other sources.

Network Security / Integrity. Using the Service for any activity which adversely affects the ability of other people or systems to use Services or the Internet is prohibited. This includes Denial of Service (DoS) attacks, Virus Uploading and distribution, and Hacking (intentional unauthorized access into a service or system without express authorization). Users are responsible for ensuring the security of their personal or business network to minimize network abuse. Users are responsible for the configuring and securing of their Service to avoid disruption of network or end user Services. Users may not, through action or inaction, use their network for illegal or inappropriate purposes or configure their network in a way that permits third parties to do the same. Examples of unsecured services are, but not limited to, Open SMTP relays, incorrect configuration of Proxy services, and Hosting Server Relays.

Resale, Sharing, Distribution. Users may not resell, share, or otherwise distribute the Service or any portion thereof to any third party without written consent of the Provider. For example, you may not provide Internet access to others through a wireless, DSL or dial-up connection ("Piggybacking"), host shell accounts over the Internet, provide email or news services, or send a news feed. **Illegal Use.** Users may not Transmit Content that intentionally or unintentionally violates any applicable, local, state, national or international law. **Harm to Minors.** Users may not permit information derived through the use of the Service available to minors in violation of federal or state law, or use the Service to harm or attempt to harm or exploit minors in any way.

Forgery or Impersonation. Users may not impersonate any other person or entity, including, but not limited to, an employee or officer of the Provider, forum leader, guide or host, or falsely state or otherwise misrepresent the Users affiliation with another person or entity. Forging headers or otherwise manipulate identifiers in order to disguise the origin of any content transmitted through the Provider is prohibited**.** **Fraudulent Activity**. Users may not make fraudulent offers to sell or buy products, items or services or to advance any type of financial scam such as "pyramid schemes," "Ponzi Schemes," or "chain letters." **Unauthorized Access.** Users may not use the Services to access, or attempt to access, the accounts of others, or to circumvent or penetrate, or attempt to circumvent or penetrate, security measures of the Service Provider's or other entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in the corruption or loss of data. **Collection of Personal Data.** Users may not use the Service to collect personal information concerning third parties or entities without the knowledge or consent of such third party or entity if such information is intended to be confidential, or otherwise intended to be protected or stored in secure sites and if the User does not otherwise have legal access to such information.

Infringement of Intellectual Property Rights. The Provider does not permit users to transmit any content that infringes any patent, trademark, trade secret, copyright or other proprietary rights of any party as specified by the Digital Millennium Copyright Act (DMCA) of 1998 or any other applicable law. This includes, but is not limited to, the unauthorized copying of copyrighted materials, the distribution of photographs from magazines, books or other copyrighted sources and the unauthorized transmittal of copyrighted software, music and/or movies. As governed by the DMCA Act of 1998 Section 512, the user will be removed from the Provider's network for repeated infringement of copyrighted materials. Any action taken by the Provider may be billed to the User at the charges or hourly rates in effect when the alleged violation occurs. **REPORTING VIOLATIONS OF AUP** The Service requests that anyone who believes that there is a violation of this AUP send that information to abuse@grantsburgtelcom.com or call 715-463-5322. **RETURN OF EQUIPMENT** This section only pertains to a Customer who does not purchase equipment and does not hold the right, title, and interest of the equipment. Customer agrees to maintain equipment in good repair, condition, and working order with the exception of wear and tear from normal everyday use. Reasons Customer may be required to return equipment immediately include, but are not limited to the following: Customer defaults on the equipment rental, Customer chooses to not continue renting the equipment, or Customer chooses to discontinue service. If equipment is not received by FITC/GT in good order and condition as determined by FITC/GT, Customer will be billed for repair and/or replacement costs.

OTHER INFORMATION I agree to hold FITC/GT, its officers, agents and any of its members harmless from liability arising from special, indirect or consequential damages including, but not limited to any lost profits, loss of opportunity, or any other loss which may result from the use of, misuse or, or lack of availability of FITC/GT or its facilities. My signature constitutes my aggreement. This agreement is subject to change at any time. Continued use after such notification will represent your accetpance of any changes.

Printed Name _____ Signature _____ Date _____

Printed Name _____ Signature _____ Date _____

NOTICE: As stated above, you are responsible for all Internet traffic over your Internet connection. To avoid large service fees and/or service disconnection, please secure your wireless connections.

AUTHORIZATION FOR AUTOMATIC PAYMENT WITHDRAWAL

Billing Name _____ Account Number _____

Billing Address _____

Phone Number _____

Automatic Payment

Financial Institution _____ Branch _____

City _____ State _____ Zip _____

Financial Institution Routing Number _____
(On the bottom left of your check)

Account Number _____ Checking_____ Savings _____

Day of the month for payment withdrawal 3rd of month_____ or 15th of month_____

Email Bills

_____ YES, I would like my monthly bills emailed to me.

Email Address: _____

I authorize Grantsburg Telcom and the financial institution named above to initiate entries to my checking/savings account. This authority will remain in effect untill I notify you in writing to cancel it in such time as to afford Grantsburg Telcom and the financial institution a reasonable opportunity to act on it. I can stop payment of any entry by notifying Grantsburg Telcom three (3) days before my account is charged.

Signature _____ Date _____

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