

Residential Application for Service Guernsey, Hartwick, Ladora & Victor

319-647-3131

www.ctctechnology.net

704 3rd Street, PO Box H, Victor, IA 52347



Customer Information

Name _____ SS# _____

E911 Address _____

City, State, Zip _____

Name in Directory _____

Choose how you would like to receive your bill: Email Paper via Mail

Do you want your number to be unlisted? No Yes (\$1.00/mo charge)

Are you renting No Yes. Landlord Name _____

Date of Service Requested _____ (Allow 2 business days)

Billing Name & Address (if different) _____

Current Home Phone _____ Work Phone _____

Cell _____ Employer Name _____

Email Address _____

Residential Customers - Choose the Best Fiber Package for You!

Bundled services allow you to purchase communication tools that work for you!

<input type="checkbox"/> Platinum \$127⁹⁵ <ul style="list-style-type: none"> • 100Mb Fiber Internet • Unlimited Local Phone Unlimited Local Calling, Basic Voicemail, Caller ID & Wire Maintenance <input type="checkbox"/> With Expanded Digital TV \$242⁹⁰	<input type="checkbox"/> Gold \$98⁹⁵ <ul style="list-style-type: none"> • 50Mb Fiber Internet • Unlimited Local Phone Unlimited Local Calling, Basic Voicemail, Caller ID & Wire Maintenance <input type="checkbox"/> With Expanded Digital TV \$213⁹⁰	<input type="checkbox"/> Silver \$69⁹⁵ <ul style="list-style-type: none"> • 25Mb Fiber Internet • Unlimited Local Phone Unlimited Local Calling, Basic Voicemail, Caller ID & Wire Maintenance <input type="checkbox"/> With Expanded Digital TV \$184⁹⁰
<input type="checkbox"/> Internet & TV \$165⁹⁵ <ul style="list-style-type: none"> • 25Mb Fiber Internet • Expanded Digital TV 	<input type="checkbox"/> TV & Phone \$138⁹⁵ <ul style="list-style-type: none"> • Expanded Digital TV • Unlimited Local Phone Unlimited Local Calling, Basic Voicemail, Caller ID & Wire Maintenance 	<p>All packages with TV include 1 Standard Set Top Box.</p> <p>Additional Internet & TV Add-ons available. See back for details.</p>

Packages are for residential customers only. Prices shown do not include regulatory fees and taxes. Installation and activation fees may apply. All services may not be available in all areas. Internet speeds are "up to" and may vary. All fees are monthly unless stated as "one-time fees". Upon disconnection equipment must be returned to our office.

Upgrades & Add-Ons

Internet

- Managed WiFi.....\$6.95
- Managed WiFi Extender.....\$4.95
- SecureIT Plus.....\$7.00
- 10Mb Bandwidth Boosts\$15.00/ea
Quantity_____

Digital TV

- Whole Home DVR\$10.00
- DVR Set Top Box\$10.00
- Upgrade Standard Box to DVR.....\$5.00
- Additional Set Top Box\$5.00
Quantity_____

- HBO.....\$21.95
- Cinemax.....\$13.95
- Showtime/TMC\$15.95
- Starz/Encore\$11.95

Telephone

- 100 Minutes Long Distance\$7.00

Additional Info

Requested Name of Router _____

Requested Password _____

If no password is given, default will be used.

A La Carte Services

Fiber Internet

- 20Mb Fiber - \$67.95**
- 45Mb Fiber - \$96.95**
- 95Mb Fiber - \$125.95**
- 10Mb Bandwidth Boosts - \$15.00/ea**
Quantity_____

Digital TV

- Basic - \$62.95**
- Expanded - \$114.95**

Telephone

- Basic Phone - \$18.00**

Emails

Email extension will be @netins.net. You are not required to use any additional usernames. Usernames need to be 15 characters or less.

Preferred Email Address _____

Preferred Password _____

Mother's Maiden Name (for security) _____

Additional email addresses available upon request.

Long Distance Services

CTC offers several choices of long distance carriers. Customers are not required to use CTC long distance. If you would like to use a different carrier, please list your choice in the interlata and intralata areas below.

CTC A La Carte Plan

- One Rate Plan** - 14¢ plan/No monthly fee
Billed in 6-second blocks after 30 second minimum
- 10¢ Plan** - 10¢ plan/\$3.95 monthly fee
Billed in 6-second blocks after 30 second minimum

CTC Bucket of Minutes

Nationwide - Billed monthly

- 100 Minutes** - \$7.00
- 250 Minutes** - \$17.50
- 500 Minutes** - \$35.00
- 1000 Minutes** - \$70.00

Nationwide Calling Plans are \$0.07/minute for interstate and intrastate calls. Overage charge is \$0.10/minute per month. Minutes not used are not carried over to the next month. There is a one-time hookup charge of \$14.00 for new CTC Long Distance customers and a \$5.50 upgrade charge for existing CTC Long Distance plan customers.



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Application for Service

Complete all sections which apply

Pic Freeze

PIC Freeze freezes your long distance carrier choice and prevents unwanted changes to your carrier or 'slamming'. There is no cost for this service.

Do you wish to turn on PIC Freeze on all telephone lines? Yes No

Lifeline

I qualify for the 'Low Income Telephone Assistance Program'

Please provide me with the 'Lifeline Rate Assistance' Application & Consent Form. Verification required.

Television Truth in Billing Statement

Starting in January 2021 TV Truth in Billing rules go into effect. CTC does not do offers that change the price of our TV products (i.e. introductory TV pricing). As such, these rules largely do not impact CTC customers.

CTC doesn't do 'bait and switch' options with equipment or services like some national providers do. We are a local company who serves our neighbors and friends.

All CTC TV products, whether purchased in a package or alone, include one standard set top box and basic installation. Additional boxes will have a monthly fee that is listed on our website in our product brochure. Wiring for additional boxes will be done at "time and materials" cost and it is discussed with customers before installation.

Cramming

Due to some FCC rules now in effect, we are required to provide you this notice. CTC has made preparations to protect our customers from an illegal form of billing called "cramming". Some unscrupulous "third party billers" have tried to use this opportunity to collect money from people without their permission. Most third party billers are helpful, but it only takes a few bad apples to cause a problem.

FCC rules went into effect which do at least two things: 1) Allow you to block third party billers and 2) Allow us to separate out third party billers from our regular services. This makes them easier to spot.

We have not seen this to be a big problem in our area, but we need to follow the notification rules. We do recommend that you review your bill always and contact us with any questions.

Electronic Banking (ACH)

With our **Direct Payment Program**, you will not have to write another check to pay for your monthly communications bill. When you enroll, we will automatically deduct the 'TOTAL AMOUNT DUE' (found on your bill) from your checking account on the 1st of each month. You will continue to receive your monthly bill for review, but it will reflect 'Direct Payment Program' authorization.

I wish to use Electronic Banking

I (we) hereby authorize CTC Technology, hereinafter called COMPANY, to initiate debit entries to my (our) checking account indicated below, at the depository name below, hereinafter called DEPOSITORY, to debit same to such account from my checking account on the tenth (1st) of each month.

This authority is to remain in full force and effect until COMPANY and DEPOSITORY have received written notification from me of its termination and/or bank account is discontinued, in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. The notification to the COMPANY should reach them prior to the 20th of the month with termination to affect the next month's billing. I understand that adequate account balances must be maintained by me for the ACH debit on the 1st. If not, a fee will be charged to my telephone account and the resulting non-payment could lead to disconnection of service.

For verification purposes, a voided check must accompany this agreement.

Name on Account _____ Bank Name _____
Transit/ABA Number (banking) _____ City, State, Zip _____
Account Number _____
Signature _____

Authorized Contact Information

Keeping your information private is important to us. In keeping with the Customer Proprietary Network Information (CPNI) rules, we are asking that you provide the information below, so that we can confirm with whom we are speaking when you contact us by phone. Additionally, you may add other 'authorized' users to your account. They can be anyone that you wish, or those that need to have access, to make changes to your account with us.

1. _____ 2. _____ 3. _____

What is your mother's maiden name? _____ Your Favorite Color? _____ Requested Password? _____

Signature _____

Customer Compliance Agreement & Authorization

By establishing account with CTC Technology or using any software provided, developed, licensed or owned by CTC, I agree to be bound by this Agreement and to use the Services in compliance with this agreement and other CTC's policies posted from time to time on CTC's website at www.ctctechnology.net.

I understand that all charges are listed on this application are monthly and do not include taxes and regulatory fees.

I authorize CTC Technologies to install all appropriate equipment for the services I have requested. I understand that all policies and procedures can be found on CTC's website or given upon request. All adults are required to sign this application.

Customer Signature _____ Date _____

Customer Signature _____ Date _____