



Voice Service offered by Alliance-Connect

PHOTO ID REQUIRED AT TIME OF APPLYING FOR SERVICE

Applicant(s) Name(s): _____
(Monthly bill will be in this person(s) name – list jointly if so desired, see below to add other authorized users)

2nd Contact Name: _____

Service Address: _____

Billing Address: _____
(If different)

1st Contact: Cell #, SS#, DOB, Employer, Employer #

2nd Contact: Cell #, SS#, DOB, Employer, Employer #

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Colo Telephone Company will only be allowed to discuss CPNI at our office with those listed as an authorized user on the account. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. Remember, CPNI includes all detail information and certain account information, including the amount of your bill. For telephone inquiries, other rules dictate how we authenticate a customer. By signing below, the customer is expressly requesting that the company share certain account and call detail information, including CPNI, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Additional Authorized Users: _____ Owner Password: _____

_____ City born: _____

_____ City born: _____

Applicant Signature

ApplicantSignature

***Fiber will be terminated and wired into house at CIB's Internet termination for \$100, any work done beyond this point for Internet or Skitter TV will be done at time and material rate. (\$80.00 per Hr. or \$40.00 per 1/2 Hr.)

Office Use Only:

Phone Number Assigned

Appointment Preference

Payment by: cash check credit/debit card

Package Charge: \$
Telephone: \$
Internet: \$
Skitter TV: \$
Deposit: (1 Mth svc) \$
(not required with letter of good standing)
Install Fees: \$

TOTAL DUE BEFORE HOOK-UP: \$

RESIDENTIAL SERVICE REQUESTED:

_____ Phone only (\$20.00)

_____ Phone + Internet 30/30 (\$95.00)

_____ Phone + Internet 60/60 (\$115.00)

_____ Phone + Select SkitterTV (\$59.99)

_____ Phone + Select SkitterTV + Internet (\$124.99)

_____ Phone + Prime SkitterTV (\$121.99)

_____ Phone + Prime SkitterTV + Internet 30/30 (\$186.99)

_____ Phone + Prime SkitterTV + Internet 60/60 (\$206.99)

_____ Phone + Total SkitterTV (\$134.99)

_____ Phone + Total SkitterTV + Internet 30/30 (\$199.99)

_____ Phone + Total SkitterTV + Internet 60/60 (\$219.99)

_____ Internet (30/30) + Select SkitterTV (\$114.99)

_____ Internet (30/30) + Prime SkitterTV (\$176.99)

_____ Internet (30/30) + Total SkitterTV (\$189.99)

_____ Internet Only 30/30 (\$75.00)

_____ Internet 60/60 (\$95.00)

_____ TV Only (Includes 1 set top box) Mark which programming you would like below:

_____ Select (\$39.99) _____ Prime (\$101.99) _____ Total (\$114.99)

Package: \$ _____

Indicate how you would like to be listed in the directory:

Directory listing (one free listing with service) _____

Additional Directory Listing \$6.00/month _____

_____ I want my number non-published \$3.00/month

_____ Preferred Carrier Freeze (my long Inter & Intra Carrier can't be changed w/out my knowledge) No Charge

_____ International Calling

INTERNET OPTIONS:

Security Password used when calling INS Tech Support

Username @netins.net

Password (must be between 8-20 characters, with one Uppercase, one lowercase and one digit, cannot be the same as username)

Managed Home Wi-Fi Services

- ____ Basic Plan included with Internet Service
 - 844E with 804 Mesh or GigaSpire Blas
 - Warranty Repair/replacement of 844E/Gigaspire
 - Over the phone Support
- ____ Level 1 Wi-Fi Support Plan \$7.50 per month
 - 844E or GigaSpire Blas
 - Warranty Repair/replacement of 844E/Gigaspire Blast
 - Over the phone Support
 - Smart Home App
 - Parental Controls
- ____ Level 2 Wi-Fi Support Plan \$15.00 per month
 - 844E or GigaSpire Blas
 - Warranty Repair/replacement of 844E/Gigaspire Blast
 - Over the phone Support
 - Smart Home App
 - Parental Controls – expanded (device groups & scheduling; when available)
 - On-site Support during Normal Business Hours, No Charge, Up to One Hour, Limited to twice a year
 - Smart Home Connection Assistance

Giga-Mesh extender \$5.00 per month

I understand that HIGH SPEED DATA is a 'constant connection' to the Internet and is more susceptible to security breaches. I will not hold Colo Telephone liable for any system problems including loss of data or security related problems. I also understand that this service is strictly for subscriber use.

APPLICANT INITIAL _____

Skitter TV OPTIONS:

Premium Channel Option:

- | | | | |
|---------------------|---------------|-----------------------|--------------|
| ____ HBO | \$20.00/month | Sports-Select & Prime | \$8.99/month |
| ____ Cinemax | \$14.00/month | Sports-Total | \$5.99/month |
| ____ Starz-Encore | \$19.00/month | | |
| ____ Starz Package | \$12.00/month | | |
| ____ Encore Package | \$ 7.00/month | | |

____ Additional Set Top Box \$ 5.00/month Qty _____ x \$ 5.00 = _____

____ Remote Storage DVR \$11.95/month

TOTAL FOR DTV: \$ _____

PLEASE READ CAREFULLY

TERMS AND CONDITIONS OF SERVICE:

* I understand that except for the applicant's spouse, only the applicant (*person(s) signing this application*) is responsible for the bill generated from Colo Telephone Company

* The applicant(s) agrees to pay established rates for all such services and equipment. In submitting this application, the signatory agrees to abide by the rules and regulations of Central Iowa Broadband for the service furnished under this application. I understand submission of this application to Central Iowa Broadband constitutes an offer, and when accepted in writing by Central Iowa Broadband, becomes a binding contract for broadband service for the term defined in service agreement.

* I understand that when an appointment is scheduled for the installation of my services, I am responsible for insuring that someone 18 years or older is present at my home for the duration of the installation. Employees of Central Iowa Broadband will not enter my home to complete installation of services if someone over the age of 18 is not present at the scheduled appointment time.

* I understand that Central Iowa Broadband reserves the right to assess a trip charge in the amount of **\$30.00** if the customer is not present at the agreed upon installation appointment time.

* I understand monthly service for local telephone, internet and DTV services are billed one month in advance and long distance charges are billed in arrears and any usage charges for long distance are billed in arrears.

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* I understand my first bill will include any prorated amount for service from the installation date through end of the current billing cycle.

* I understand the bill is due upon receipt. If the bill is not paid by the end of the day on the 20th of each month, it is late and will incur a late fee on the balance. Late fees apply even if a payment arrangement has been approved. If a bill is not paid and no arrangements have been approved by the 26th of the month, services will be disconnected until payment is received at Central Iowa Broadband in full. Once payment has been received, services will be reconnected and a reconnect fee of **\$30.00 per disconnected service** will be applied.

* All equipment installed or provided to you remains property of Central Iowa Broadband and must be returned to our business office upon disconnection of services. Failure to return equipment will result in your account being billed for the full retail price of the equipment.

* FTTH Customers – The applicant agrees to provide a 110 outlet for power within 15 feet of the UDP (box located outside your house) and assume responsibility for the cost of the electricity.

* Service Calls \$ 80.00

(hourly rate-1/2 hr minimum)

Service Calls (after hours) \$ 120.00

(hourly rate-1/2 hr minimum)

*Our technicians will not be dispatched after business hours for Internet or SkitterTV trouble. A work order will be prepared for the next business day. After hour telephone repair will be completed after hours – note if trouble is a customer issue, after hour service call rate will be applied.

*Time begins when truck leaves garage.

For further Terms and Conditions of Service: centraliowabroadband.org