

Residential Services

Assisted Living, Nursing & Rehab Application



PANORA TELCO

641-755-2424 | www.panoratelco.com

Customer Information

Customer Name _____ Customer Email Address _____

Customer Mobile Number _____ Customer Work Number _____

Joint Customer Name _____ Joint Customer Email Address _____

Joint Customer Mobile Number _____ Joint Customer Work Number _____

Physical Address _____

Billing Address _____

City _____ State _____ Zip _____

Directory Listing _____

Name of Closest Relative _____

Relative's Phone _____ Relative's Email Address _____

For Office Use Only

Application Date ____/____/____

Order taken by _____

Customer Type: New Former Current

Share Number _____

Install Date _____

New Number(s) _____

Unlisted # Unpublished #

Explained First Month's Bill

Explained Calling Features

Explained Voicemail Offerings

Rates & Fees

| | |
|--|---------|
| Cooperative Membership-Fiber Voice | \$10.00 |
| Fiber Voice Activation | \$20.00 |
| Deposit Varies by Service | |
| Service Calls (hourly rate-1/2 hr minimum) | \$60.00 |
| Service Order Charge | \$10.00 |
| Central Office Charge | \$10.00 |
| Trip Charge | \$20.00 |
| Late Payment (past due 20th of ea. month) | \$5.00 |
| Returned Check Fee | \$20.00 |

Automatic Bank Payment Checking Savings

Name of Bank/Credit Union _____

Account Number _____ Routing Number _____

Bank/Credit Union Address _____

City, State, Zip Code _____ Bank Phone _____

Signature _____ Please supply voided check

Paperless Billing

I do not wish to receive a paper bill. I understand that I can print off my bill if I choose from my online eBilling account.

Visit www.panoratelco.com to sign up for eBilling.

Customer Proprietary Network Information (CPNI)

We will confirm the identity of callers by asking them to provide the answer to an authentication question listed below. Certain call information will not be shared over the telephone regardless of authentication. Instead, you can: 1) have the information mailed to you; 2) have us call you back at the number on your account; or 3) pick up the information at our office.

Authorized contacts can discuss account information and make changes to your account. Authorized contacts will not be responsible for payment of your account. What is your favorite color? _____

I do want to add authorized contacts, They are listed here: _____

Check if you DO NOT wish to add authorized users

By ordering and accepting Service, you agree to adhere to our Terms and Conditions and Internet Acceptable Use Policy, including any modifications as we may communicate to you from time to time. You can find the Terms and Conditions on our website. We will also send you a copy of our Terms and Conditions if you send your written request to our business address as shown on your monthly bill. Prices in this application do not include taxes or USF charges.

Applicant/Shareholder Signature

Date

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A la carte Services (All fees shown are charged on a monthly basis, unless otherwise noted.)

Email

netINS Email Address \$5.00

Security Services

| | | | |
|--|--------|---|---------|
| <input type="checkbox"/> SecureIT Lite | \$3.95 | <input type="checkbox"/> FileHopper 50Gb | \$9.95 |
| <input type="checkbox"/> SecureIT Live | \$6.95 | <input type="checkbox"/> FileHopper 250Gb | \$23.95 |
| <input type="checkbox"/> SecureIT Plus | \$9.95 | <input type="checkbox"/> Password Genie | \$3.00 |

Fiber Voice

Residential Voice Service \$30.50

Prices reflect basic local residential service, including Call Forward, Call Waiting TouchTone, 911 and Subscriber Line Charge (SLC) fees.

Advanced Calling Features

| | | | |
|--|--------|--|--------|
| <input type="checkbox"/> Telemarketer Screening | \$2.95 | <input type="checkbox"/> 3-Way Calling | \$1.00 |
| <input type="checkbox"/> Voicemail with eForward | \$5.95 | <input type="checkbox"/> Caller ID | \$3.00 |

Long Distance Services

PT Long Distance - 10¢ plan/\$2.95 mo

PT Long Distance - 14¢ plan/no monthly charge

Other _____ Initials _____

No, I don't want long distance features

Yes, block 1-900 numbers

All voice service installations include a battery backup free of charge. This backup makes it possible for your corded, landline phones to work in the event of a power outage. In emergency situations, this will allow you to call 911 from your corded, landline phone. The battery backup is expected to last up to eight hours in the event of an outage depending on the battery age, usage and the environment. The batteries are rechargeable, but should be replaced every five to ten years.

Extended backup batteries, which last up to 24 hours, are available for purchase. If you are interested in purchasing an extended battery, please contact our office.