

# Residential Services 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Unlisted #  Unpublished #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 Bundling Options

Explained FiberTV Protection

Explained Voicemail Offerings

Customer Web Portal Username/Password

## Rates & Fees

Cooperative Membership-FiberTV	\$20.00
Fiber Voice Activation	\$20.00
Deposit Varies by Service	
Fiber Internet Installation (to one PC or router)	\$20.00
FiberTV Installation (to one TV)	\$20.00
FiberTV Home + (install 3 jacks, then \$35/add'l)	\$139.95
Service Calls (hourly rate-1/2 hr minimum)	\$60.00
Networking/PC Service (hourly rate-1/2 hr min)	\$85.00
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

## 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](http://www.panoratelco.com) to sign up for eBilling.

## 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

## Web Portal Access - FiberTV & Fiber Voice

Username \_\_\_\_\_

Password \_\_\_\_\_

## 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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## Bundled Services

### Step 1: Choose your TV

Simple FiberTV    Select FiberTV    Premier FiberTV  
FiberTV Protection Plan and one standard set top box are included in the bundled services at no additional cost.

### Step 2: Choose your Internet

6/1 FiberFast    75/25 FiberFast    150/50 FiberFast

### Step 3: Bring it all together with a phone line

Basic phone includes Caller ID and voicemail, which can be displayed on your TV or forwarded to your email.

### Available Add-ons

Total Hollywood - \$60.95 (Includes all movieplexes)  
 Upgrade First Standard Set Top Box to DVR - \$4.00

Standard Set Top Box \_\_\_\_\_ (qty) \$5.95

DVR Set Top Box \_\_\_\_\_ (qty) \$9.95

Bundle Price \_\_\_\_\_

**Total Price**

Add-Ons \_\_\_\_\_

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

### FiberFast Internet

50/25Mbps\*   \$59.95    100/50Mbps\*   \$84.95  
 200/100Mbps\*   \$99.95

\*Voice line required

### FiberFast Internet Only

75/25Mbps   \$89.95    150/50Mbps   \$119.95

### Wireless Routers (One-time charge)

Basic   \$79.95    Advanced   \$149.95

### Managed WiFi (Monthly charges) See agreement

Managed WiFi   \$9.95    Extra Extenders   \$4.95  
 Managed WiFi w/FiberTV Service Agreement   \$7.45

### Security Services

SecureIT Lite   \$3.95    FileHopper 50Gb   \$9.95  
 SecureIT Live   \$6.95    FileHopper 250Gb   \$23.95  
 SecureIT Plus   \$9.95    Password Genie   \$3.00

### 24/7 Tech Support Username & Email Address

INS Support Username \_\_\_\_\_  
(15 characters max)

2nd Email Address \_\_\_\_\_

3rd Email Address \_\_\_\_\_

4th Email Address \_\_\_\_\_

5th Email Address \_\_\_\_\_

### FiberTV

Simple FiberTV   \$40.95    Premier FiberTV   \$87.95  
 Select FiberTV   \$76.95

### Movieplexes

STARZ/Encore   \$13.95  
 Cinemax   \$14.95  
 Showtime   \$14.95  
 HBO   \$17.95

### Premium

NFL RedZone   \$50.00/season  
 Pay-Per-View   Varies  
 Adult Content   \$15.95

### Channels

### Multiplexes

Total Hollywood   \$60.95

### Additional Set Top Boxes

Upgrade First Standard Set Top Box to DVR   \$6.95  
 Standard \_\_\_\_\_ (qty)   \$5.95  
 DVR \_\_\_\_\_ (qty)   \$9.95

### FiberTV Protection Plan - See agreement

FiberTV Protection Plan   \$4.50

### 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

Telemarketer Screening   \$2.95    3-Way Calling   \$1.00  
 Voicemail with eForward   \$5.95    Caller ID   \$3.00

### Long Distance Services

GCC Long Distance - 10¢ plan/\$2.95 mo  
 GCC 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.

## Panora Telco FiberTV Service Agreement

- SCOPE OF SERVICE:** Service is the Company's furnishing of video programming service. From time to time the Company may change or delete its services, and may change its service and other charges. The Company will give you reasonable prior notice of increases or other changes in its charges in conformity with applicable law. You understand and agree that, without liability to the Company, the content, programs, and/or formats of the services may be discontinued, modified, or changed by the owners of such services at any time without prior notice to you. The Company cannot control the lawful "blacking out" of certain special events or programs, and the Company has no responsibility for such matters.
- SERVICE TERM:** This Agreement is a month-to-month service agreement. You will receive and pay for Service on a month-to-month basis until Service is terminated by you or canceled by the Company. Notwithstanding the foregoing, the Company may immediately terminate this Agreement if you fail to make timely payment or otherwise fail to comply with the terms and conditions of Service.
- LEASE, RENTAL, or PURCHASE:** Set-top boxes (STB) are needed to view video programming from Panora Telco. Panora Telco will lease to you at no charge one (1) set-top box with one (1) infrared (IR) remote control with each paid service. Additional set-top boxes with IR remote controls can be rented for a monthly fee as follows: Standard set-top box \$5.95, Mini set-top box \$5.95, DVR set-top box \$9.95. You understand and agree that all equipment whether leased or rented remains the property of Panora Telco. Rather than entering into a rental agreement, customers may opt to purchase set-top box equipment for a fee as follows: Standard set-top box \$285, Mini set-top box \$285, DVR set-top box \$545. Pricing for additional IR remote controls is \$15.
- RESPONSIBILITY for DAMAGE:** If any equipment leased or rented to you by Panora Telco is stolen, lost, or becomes damaged (except for normal wear and tear), then you will be responsible for the full cost of replacement. Costs are as follows: Standard set-top box \$285, Mini set-top box \$285, DVR set-top box \$545. Customers may choose to have the equipment covered by a homeowner's policy or renter's insurance. Customers also may choose Fiber TV Protection, which covers the replacement cost for damaged FiberTV equipment, including set top boxes, IR remote controls and in-home video transport devices (i.e., HPNA). The plan also covers the labor and trip costs to repair or replace communications wiring in homes wired by Panora Telco. The FiberTV Protection Plan is included with the purchase of pre-bundled services.
- CANCELLATION or TERMINATION of SERVICE:** If you cancel service or if Panora Telco terminates your service, then you agree to return the equipment to Panora Telco during regular Business hours, Monday through Friday (except holidays) within seven (7) days of cancellation or termination. The equipment shall be returned in the same condition that you received it, except for normal wear and tear.
- CUSTOMER EQUIPMENT:** The Company assumes no responsibility for the operation, maintenance, or repair of any equipment owned by you, including but not limited to televisions, DVD players, Blu-ray players, audio receivers or other devices. The Company shall assume no liability for damage to equipment due to circumstances beyond its control, including, without limitation, acts of God, natural disaster, fire, civil disturbance, strike, or weather.

**READ CAREFULLY: BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY REVIEWED AND ARE FULLY FAMILIAR WITH THIS AGREEMENT, AND YOU AGREE TO COMPLY WITH ALL OF THE TERMS, CONDITIONS AND PROVISIONS CONTAINED HEREIN.**

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Service Address \_\_\_\_\_

### Agreement to FiberTV Protection

Yes, I want the FiberTV Protection Plan \_\_\_\_\_ initials

I understand that the service covers the replacement cost for damaged Fiber TV equipment, including set-top boxes, IR remote controls, in-home video transport devices (i.e., HPNA). The plan also covers the labor and trip costs to repair or replace Fiber TV communications wiring in homes.

### Decline of FiberTV Protection

No, I want to waive the FiberTV Protection Plan \_\_\_\_\_ initials

I understand that by selecting 'No' I am responsible for the full replacement costs of any leased or rented equipment provided to by Panora Telco that is stolen, lost, or becomes damaged - except for normal wear and tear and that there could be labor and trip charges as well.