

Residential Services Wireless 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 ___/___/___

Installation Date ___/___/___

Order taken by _____

Customer Type: New Former Current

Explained First Month's Bill

Rates & Fees

Deposit Varies by Service

Standard Internet Install (to one PC or router)	\$129.95
Advanced Internet Install (to one PC or router)	\$249.95
Service Calls (hourly rate-1/2 hr minimum)	\$60.00
Networking/PC Service (hourly rate-1/2 hr minimum)	\$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

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 Signature

Date

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

Fixed Wireless Internet

- | | | | |
|-----------------------------------|---------|------------------------------------|---------|
| <input type="checkbox"/> 4Mb/1Mb | \$59.95 | <input type="checkbox"/> 7Mb/1Mb | \$74.95 |
| <input type="checkbox"/> 15Mb/5Mb | \$84.95 | <input type="checkbox"/> 30Mb/10Mb | \$99.95 |

Service level is dependent on geographical location. A no-cost site survey is conducted prior to service installation to determine accessibility and service level.

Wireless Routers (One-time charge)

- | | | | |
|--------------------------------|---------|-----------------------------------|----------|
| <input type="checkbox"/> Basic | \$79.95 | <input type="checkbox"/> Advanced | \$149.95 |
|--------------------------------|---------|-----------------------------------|----------|

Static IP (Monthly charges)

- Static IP _____ (qty) \$12.00

Managed WiFi (Monthly charges) See agreement

- | | | | |
|---------------------------------------|--------|--|--------|
| <input type="checkbox"/> Managed WiFi | \$9.95 | <input type="checkbox"/> Extra Extenders | \$4.95 |
|---------------------------------------|--------|--|--------|

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 |

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 _____

Installation Options

- | | |
|-----------------------------------|----------|
| <input type="checkbox"/> Standard | \$129.95 |
| <input type="checkbox"/> Advanced | \$249.95 |

Installation Terms: Standard installation includes installation of wireless equipment and connection to 1 PC or router. Installations that require extraordinary time or resources will be billed an advanced installation charge in lieu of the standard installation. In the event of added installation charges, customers will be informed of the costs upfront. Customers requiring connection of more than one PC will be charged \$60/hour plus hardware costs. Monthly service fee includes use of Panora Telco equipment. Panora Telco retains ownership. While the equipment is in the customers' possession, customer will be responsible for insuring the equipment against all physical damage for no less than its value (\$695.00), naming Panora Telco as sole loss payee.