

Residential Services Assisted Living



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Unlisted # Unpublished #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

Where Are You Living?

Lakeside Village

Nursing Home

Assisted Living

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.

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

Rates & Fees

Cooperative Membership-Cable TV	\$20.00
Fiber Voice Activation	\$20.00
Deposit Varies by Service	
Cable TV Installation (to one TV)	\$20.00
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

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.)

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

- 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.