

# Residential Services Linden 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

Install Date \_\_\_\_\_

Explained First Month's Bill

Explained Bundling Options

Asked Install Additional Jacks

## Rates & Fees

Installation Fee (per service)	\$25.00
Membership Fee	\$20.00
Move Service Fee	\$15.00
Reconnect Fee	\$20.00
Season Disconnect Fee	\$10.00
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
Deposit	Varies by Service

## 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

## 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.)

### Cable Internet

- 3Mb Internet \$49.95     3Mb Internet w/Cable \$45.00
- 5Mb Internet \$59.95     5Mb Internet w/Cable \$55.00

### Wireless Routers

(One-time charge)

- Advanced \$149.95

### Managed WiFi (Monthly charges) See agreement

- Managed WiFi \$9.95     Extra Extenders \$4.95

### 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 \_\_\_\_\_

### Cable TV

- Basic Analog Cable \$83.00  
(64 Channels)

### Movieplexes

- STARZ \$13.00
- HBO \$17.00

## Installation

Fees payable with application: \$25.00 installation plus one (1) month's services & deposit. Checks payable to: Panora Telco, PO Box 189, Panora, IA 50216.

Installation fees cover bringing signal into your property. If additional work is required this would be billed at \$60.00 per hour plus materials. Prices listed above do not include fees and taxes