

APPLICATION FOR SERVICES



DATE: _____

Customer Information

| | | |
|----------|------------|------|
| NAME: | EMAIL: | |
| ADDRESS: | TELEPHONE: | |
| CITY: | STATE: | ZIP: |

High-Speed Internet Access

| | | |
|--|--------------|-----|
| Ruby (50Mbps Down/50Mbps Up) <i>(ILEC Customers Only with Phone Line)</i> | \$30.00/mo. | [] |
| Topaz (100Mbps Down/100Mbps Up) | \$50.00/mo. | [] |
| Amber (250Mbps Down/250Mbps Up) | \$65.00/mo. | [] |
| Jade (500Mbps Down/500Mbps Up) | \$80.00/mo. | [] |
| Emerald (1Gig Down/1Gig Up) | \$100.00/mo. | [] |
| Sapphire (2.5Gig Down/2.5Gig Up) | \$175.00/mo. | [] |
| Onyx (5Gig Down/5Gig Up) | \$250.00/mo. | [] |
| Diamond (10Gig Down/10Gig Up) | \$400.00/mo. | [] |

Managed WI-FI

MANAGED WI-FI (HIGHLY RECOMMENDED): \$6.95/mo. []

Make your Internet connection wireless with our commercial grade 6E router.

Our router comes with the Command IQ ap, where you can control who is connected to your internet and more.

DESIRED USERNAME: _____

DESIRED PASSWORD (8 – 64 Characters): _____

**A wireless router is strongly suggested for Fiber customers to prevent a security risk.*

**Albany Fiber Communications recommends that all Internet users use some type of anti-virus software.*

E-Mail Service

| | | |
|----------------------------|----------------------|-------------|
| albanytel e-mail | | [] |
| Desired e-mail address: | albanytel.com | FREE |
| Additional e-mail address: | albanytel.com | \$1.00/mo. |
| Additional e-mail address: | albanytel.com | \$1.00/mo. |
| Additional e-mail address: | albanytel.com | \$1.00/mo. |
| Additional e-mail address: | albanytel.com | \$1.00/mo. |

Digital/Streaming TV Package

HD is included with each package.

Basic -Local Channels + []

Expanded -Most Popular []

Premier -Have it all []

___ **NUMBER OF TV SET TOP BOXES (STB)** Each TV requires a STB. **Buy one get 2nd one FREE** (limit 1 free STB)

Devices we support:

| | Brand | Model | Support |
|------------------------|--------|---|---------|
| | Amazon | Fire TV Stick 4K Max - 2nd Gen (2023) - 16 GB | Yes |
| *Customer purchases | Amazon | Fire TV Cube - 3rd Gen (2022) | Yes |
| *Device must be set up | Roku | Streaming Stick 4K - 3820R2 (2021) | Yes |
| before TV installation | Roku | Ultra LT - 4802R (2021) | Yes |
| | Apple | Apple TV 4K - 3rd Gen | Yes |

WHOLE HOME CLOUD DVR (Watch recorded programs on any TV in the house) \$12.95/mo. []

HBO (6 Channels) \$14.95/mo. []

CINEMAX (8 Channels) \$10.95/mo. []

STARZ & ENCORE (11 Channels) \$11.95/mo. []

HBO + CINEMAX + STARZ & ENCORE \$31.95/mo. []

Please initial next to statements below for TV services:

___ I understand that each TV may incur a receiver charge per month.

___ I understand that some programming may be inappropriate for all audiences and understand that it is my responsibility to activate the parental control features of the system.

___ I understand that available channels may change in the future.

Phone Service

RESIDENTAL PHONE LINE \$22.59 + any features and options []

BUSINESS PHONE LINE \$22.59 + any features and options []

Eight-hour battery backup \$3.00 per month []

Battery backup for calling 911 emergency services only during a commercial power outage. A traditional hard-wired phone would be required in your home to make a phone call. Cordless phones will not work due to them requiring power.

Directory Name Listing:

Calling Features - Calling features can be added to any Telephone line.

| | | | |
|---------------------------------|---------|--------------------------------------|---------|
| ___ Caller ID (Name and Number) | 4.95/mo | ___ Selective Call Forwarding | .75/mo |
| ___ Voice Mail | 3.50/mo | ___ Automatic Call Back | .75/mo |
| ___ Three-Way Calling | 1.50/mo | ___ Automatic Recall | .75/mo |
| ___ Selective Toll Restriction | 3.50/mo | ___ Distinctive Ringing/Call Waiting | 1.25/mo |
| ___ Call Waiting | 1.50/mo | ___ Selective Call Acceptance | .75/mo |
| ___ Call Forwarding | 1.50/mo | ___ Selective Call Rejection | .75/mo |
| ___ Speed Calling | 1.50/mo | ___ Unpublished | 1.00/mo |
| ___ Port Phone Number | FREE | ___ Terminating Call Manager (TCM) | FREE |

Phone number to be Ported: _____

Long Distance Service

As an Albany Fiber Communications customer, toll-free calling is available between the exchanges of 845, 836, and 837. Additionally, Albany (845) residents have Extended Area Service to Upsala (573), Avon (356) and Holdingford (746).

Freeport

Albany Fiber Communications offers several options to make your long distance calling fit your needs while being very affordable.

- 800 # service** (numbers can be ported, we can build a custom plan)
- Flat 14¢ plan** (14¢ no matter how much or as little as you talk. No monthly fees)
- 1.95 & 11** (\$1.95 per month and all calls are just 11¢ per minute)
- 4.95 & 9** (\$4.95 per month and all calls are just 9¢ per minute)
- Unlimited** (\$44.95 per month, call as much as you like with no per minute fees) * Unlimited calling plan is for
- No Long Distance service.**

Do you want 800 number calling ability? Yes ___ No ___

Would you like 900 numbers blocked? Yes ___ No ___ If no, I agree to pay for these calls (initial): _____

Albany Mutual Telephone can give your account a PIC Freeze to stop undesired changes in Long Distance carriers. Would you like your account to have a PIC Freeze? Yes ___ No ___

Please initial next to statements below for general use:

_____ I have read and approved the Acceptable Use Policy. Yes _____

_____ I understand that the prices listed here, and the prices listed in other promotional items do not include mandated taxes and surcharges.

_____ I understand that my first month’s bill may be up to 2 times larger than my regular bill to make my account current with the billing process.

_____ I understand that my service will be suspended for non-payment if the monthly payment is not received by the 25th of each month.

_____ I understand that all equipment placed in the home is leased and is the property of Albany Fiber Communications and this property will be returned to Albany Fiber Communications at the termination of service.

_____ I understand that prices may change in the future.

_____ I agree to pay the following install charges. Exceptions may apply. (Phone: \$50.00, TV or Internet: \$100.00, 2-3 services: \$150.00, Managed WiFi: \$50.00 - Free if done with initial install.)

_____ I agree that Albany Fiber Communications / Albany Mutual Telephone reserves the right to perform a credit check.

_____ As an accepted Internet access user, I agree to abide by the present and future rules and bylaws of Albany Fiber Communications, including the Acceptable Use Policy.

Seasonal Disconnect:

_____ Service can be disconnected a minimum of 2 months and a maximum of 6 months.

_____ If not Reconnected at 6 month mark, services will be automatically reconnected and billing will start again.

_____ Reconnect fee upon return.

Signature: _____ **Daytime Contact Number:** _____

Please complete necessary fields and return to Albany Fiber Communications by mail at 131 6th Street, Albany, MN 56307, fax to (320) 845-7000 or by email at customersupport@albanytel.net. Questions? Call us at (320) 845-2101 or visit us at www.albanytel.com