

APPLICATION FOR SERVICES



DATE: _____

Customer Information

NAME: _____ PHONE: _____
ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

High-Speed Internet Access

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

Managed Wi-Fi Router

MANAGED WI-FI ROUTER (HIGHLY RECOMMENDED): \$9.45/mo. []

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

Our router comes with the Command IQ app, where you can control who is connected to your internet added cyber security and so much more. See additional flyer for full details

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.*

Web Account/Bill Pay

Email: _____

Password: _____

Digital/Streaming TV Package***HD is included with each package.***

Basic -Local Channels +	\$46.50/mo.	[]
Premier -Have it all	\$131.00/mo.	[]

WHOLE HOME CLOUD DVR (Watch recorded programs on any TV in the house)	\$12.95/mo.	[]
HBO (5 Channels)	\$19.95/mo.	[]
CINEMAX (5 Channels)	\$14.95/mo.	[]
STARZ & ENCORE (11 Channels)	\$14.95/mo.	[]
HBO + CINEMAX + STARZ & ENCORE	\$34.95/mo.	[]
NFL RedZone (per season)	\$59.95	[]

_____ **NUMBER OF TV SET TOP BOXES (STB)** \$5.95

**Rent one get 2nd one FREE (limit 1 free STB)*

**Each TV requires a STB or streaming device.*

Streaming devices we support:

Brand	Model	Support
Amazon	Fire TV Stick 4K Max - 2nd Gen (2023) - 16 GB	Yes
Amazon	Fire TV Cube - 3rd Gen (2022)	Yes
Roku	Streaming Stick 4K - 3820R2 (2021)	Yes
Roku	Ultra LT - 4802R (2021)	Yes
Apple	Apple TV 4K - 3rd Gen	Yes

**Customer purchases streaming device(s)*

**Device must be set up before TV installation*

**Limit 5 streaming devices (this includes Set Top Boxes), additional \$2.50 per extra device needed*

Please initial next to statements below for TV services:

_____ I understand that each TV requires a STB or streaming device which may include additional fees.

_____ 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

Directory Name Listing:

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

<input type="checkbox"/> Caller ID (Name and Number)	4.95/mo	<input type="checkbox"/> Selective Call Forwarding	.75/mo
<input type="checkbox"/> Voice Mail <input type="checkbox"/> (Email Alert add \$1/mo)	3.50/mo	<input type="checkbox"/> Automatic Call Back	.75/mo
<input type="checkbox"/> Three-Way Calling	1.50/mo	<input type="checkbox"/> Automatic Recall	.75/mo
<input type="checkbox"/> Selective Toll Restriction	3.50/mo	<input type="checkbox"/> Distinctive Ringing/Call Waiting	1.25/mo
<input type="checkbox"/> Call Waiting	1.50/mo	<input type="checkbox"/> Selective Call Acceptance	.75/mo
<input type="checkbox"/> Call Forwarding	1.50/mo	<input type="checkbox"/> Selective Call Rejection	.75/mo
<input type="checkbox"/> Speed Calling	1.50/mo	<input type="checkbox"/> Unpublished	1.00/mo
<input type="checkbox"/> Port Phone Number	FREE	<input type="checkbox"/> Terminating Call Manager (TCM)	FREE

Phone number to be Ported/Assigned: _____

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 (836) residents can call Upsala (573) toll free. All other calls will incur long distance charges.

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 bill is due on the 25th of each month and that services are subject to disconnect if payment is not made.

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.

Signature: _____

Please complete necessary fields and return to:

Albany Fiber Communications

131 6th Street

Albany, MN 56307

Email: customersupport@albanytel.net

Fax: 320.845.7000

Questions? Call us at 320.845.2101 or visit us at www.AFComm.net