Application for Service

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

Date: _____

Customer Information

Name: _____ **Phone:** _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

High-Speed Internet Access

Ruby (50Mbs Down/50Mbps Up) *(Co-Op Customers Only with Phone Line)*	$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 Router

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

Make your Internet connection wireless with our commercial grade 7E 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 recommended 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. [ ]

____ **NUMBER OF TV SET TOP BOXES (STB)** ***Each TV requires a STB or streaming device (2nd STB is FREE)** $5.95/mo. [ ]

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

Streaming devices we support:

- **Amazon** - Fire TV Stick 4k Max-2nd Gen (2023)
- **Amazon -** Fire TV Cube - 3rd Gen (2022)
- **Roku** - Streaming Stick 4K - 3820R2 (2021)
- **Roku** - Ultra LT - 4802R (2021)
- **Apple** - Apple TV 4K - 3rd Gen

**Customer purchases streaming device(s). Device must be set up before TV installation.*

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/season [ ]

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/mo. [ ]

BUSINESS PHONE LINE $22.59/mo. [ ]

Phone Service includes the following features:

- Caller ID
- Automatic Call Back
- Automatic Recall
- Call Forwarding
- Call Forwarding Busy
- Call Forwarding Do Not Answer

Eight-hour battery backup $3.00/mo. [ ]

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.

Additional Free Phone Features: Please select

- ☐ Voice Mail (cloud service) __Email alert
- ☐ Caller ID TV Screen pop (available w/TV service)
- ☐ Terminating Call Manager (TCM)
- ☐ Call Waiting
- ☐ Three-Way Calling
- ☐ Selective Call Rejection
- ☐ Speed Calling
- ☐ Unpublished
- ☐ Port Phone Number

Phone number to be Ported/Assigned:_____

Directory Name Listing:_____

Long Distance Service

Albany Fiber Communications offers free unlimited long distance within the U.S.

[ ] Free Unlimited Long Distance

[ ] No Long Distance Service

Do you want 800 number calling ability? Yes___ No___

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

Please initial next to statements below for general use:

_____I have read and approved the Acceptable Use Policy (available upon request). Yes_____

_____I understand that the prices listed here, and in 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 Mutual Telephone/ Albany Fiber Communications and this property will be returned to their office for 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 Wi-Fi**: $50.00 - Free if done with initial install.)

_____I understand I will be charged $100 if I disconnect any or all services within the first 30 Days of installations.

_____I agree that Albany Mutual Telephone/Albany Fiber Communications 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 Mutual Telephone /Albany Fiber Communications, including the Acceptable Use Policy.

Signature: _____