

## APPLICATION FOR CVC SERVICES

### GENERAL INFORMATION

Type of service requested     Residential     Business

Legal Name of Applicant              
*Last*    *First*    *MI*

*Additional forms requiring a signature must be signed by the applicant (customer). Business applications including any additional forms must be signed by the responsible party.*

Social Security # or Tax ID #        Date of Birth   

Service Address   

Billing Address (if different)   

Contact Telephone #        Driver License #      
*(Please provide a copy of your Driver License)*

### SERVICE INFORMATION

Does this location have telephone service?     yes     no    If yes, telephone #   

Do you wish to keep your current telephone number?     yes     no    (If "no" is checked you will be assigned a new telephone# when subscribing to Local Telephone Service)

Directions to location   

**For Business Office Use:**

New Telephone #        Date Order Taken        Due Date   

Service Location        Tax Location        School District        Census Tract   

A/C #        S.O. #        CSS         700 Mhz     Unlicensed Wireless

New Member Packet     Bill Explanation     Ported# -Simple     Ported# -Complex     Other PIC

**DIRECTORY INFORMATION**

Would you like the telephone number published, non-published or unlisted?

- A non-published telephone number is a telephone number, which at the request of the customer is not listed and is not made available to the general public by Colorado Valley Communications (CVC). There is a monthly fee of \$1.00 for a non-published number.
- An unlisted telephone number is a telephone number, which at the request of the customer is not listed in the telephone directory but is made available by CVC to the general public upon request. There is no charge for an unlisted number.
- Caller ID per-call blocking is available, at no charge to any customer who wishes to prevent the delivery of their calling party number to the called party by dialing an access code of \*67 immediately prior to placing the call.
- Caller ID per-line blocking is available, at no charge to any customer who wishes to prevent delivery of their calling party number on all calls. Per-line blocking does not prevent transmission of your telephone number when you call a company using an 8XX or 9XX number, therefore, your number may be available to that company’s service representative before your call is answered. Your number can be unblocked on a per call basis by dialing an access code of \*82 immediately prior to placing the call.

Do you wish to have Caller ID per line blocking?  yes  no

Caller Name ID (Customer’s name that will be delivered to their called party.)

Directory Listing Name(s)   
(This listing will appear in the Colorado Valley Telephone Cooperative, Inc. telephone directory)

Directory Listing Address (optional)

Community Name (required)   
(Community name is necessary for directory assistance inquiry.)

Additional Listings (if desired)   
(The fee for each additional listing is 50¢ per month per listing.)

Yellow Pages Heading (Business Only)   
(Heading is necessary if customer wants to have listing in yellow pages as well as for directory assistance inquiry clarification, i.e., Colorado Valley Communications is listed under the Heading of “Telephone Companies”.)

**AUTHORIZATION INFORMATION**

Changes to this account that require a signature shall be made by the applicant only. Changes to the account that do not require a signature (i.e., adding or removing calling features) may be made by a person or persons that the applicant has authorized. If you, the applicant, wish to authorize another person or persons to make changes to your account, please designate the person or persons below.

(Name)

(Relationship)

(Name)

(Relationship)

Your account may be further protected with the assignment of a password. The password is optional.

Password

Answer one of the three security questions below if assigning a password.

1. What is your mother’s middle name?

2. What is your favorite food?

3. What city were you born in?

**MONTHLY PAYMENT METHOD**

- Check/Cash (Bill via U. S. Mail)
- Automatic Bank Draft (Authorization form required)
- Credit Card (via cvctx.com or call 844-886-9799)
- Online Bill Pay (via cvctx.com)

All services selected by the customer will be billed on a single bill. If the customer selects the Credit Card or the Automatic Bank Draft method of payment, the total amount due will be charged for all services listed on the single bill. If the customer selects Online Bill Pay, this service will be available after receipt of the first invoice.

**CVC LOCAL TELEPHONE SERVICE**

**ACTIVATION CHARGES, MONTHLY CHARGES AND LONG DISTANCE RESTRICTIONS**

**Activation Charges**

- Activation Charge - 1 Access Line \$99.00+\$6.69=\$105.69
- Activation Charge-2 or more Access Lines \$199.00+\$13.43=\$212.43

**CVC Local Monthly Charges (Please check type of Service)**

<input type="checkbox"/> Residential Basic Local Service	<input type="checkbox"/> Business Basic Local Service	<input type="checkbox"/> Lifeline Basic Local Service**
Residential Local Service \$23.50	Business Local Service \$33.50	Lifeline Local Service \$10.75
911 Fee \$ .50	911 Fee \$ .50	911 Fee \$ .50
911 Equalization Fee \$ .06	911 Equalization Fee \$ .06	911 Equalization Fee \$ .06
<b>Total BLS* \$24.06</b>	<b>Total BLS* \$34.06</b>	<b>Total Lifeline Service* \$11.31</b>

\*Total BLS does not include all surcharges and taxes

\*\*Rates applicable to customers eligible for both federal and state Lifeline discounts.

**Long Distance Restrictions (Please check all that apply)**

**Residential and Business**

- 900 Block No Charge
- Collect Block No Charge
- 3rd Party Block No Charge
- International Block No Charge

**Residential Monthly Charges**

- Toll Denial \$1.75
- Toll Denial w/800 Access \$1.75
- Toll Denial w/PIN Override \$2.00

**Business Monthly Charges**

- Toll Denial \$2.25
- Toll Denial w/800 Access \$2.25
- Toll Denial w/PIN Override \$2.00

If Toll Denial w/PIN Override is selected, PIN # will be  (4 digits)

**MAINTENANCE PROTECTION PLAN**

- Maintenance Protection Plan \$4.95 (Available to Residential Service Customers Only)

**ACCESSIBILITY QUESTION**

- Please check here if you have a hearing or speech disability or condition and that this disability/limitation prevents or limits your ability to communicate over voice networks.

Nature of the disability or medical condition:

## **BUSINESS BUNDLED PACKAGES – MONTHLY CHARGES**

**CVC Business 1.5 Mbps**      **\$107.00**

Includes Business Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
2500 Long Distance minutes  
Long Distance minutes over the 2500 minutes are billed at \$0.05 per minute  
Up to 1.5 Mbps Broadband Internet Service  
Monthly credit of \$5.00 (include in the price of the bundle)

**CVC Business 3 Mbps**      **\$117.00**

Includes Business Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
2500 Long Distance minutes  
Long Distance minutes over the 2500 minutes are billed at \$0.05 per minute  
Up to 3 Mbps Broadband Internet Service  
Monthly credit of \$5.00 (included in the price of the bundle)

**CVC Business 5 Mbps**      **\$127.00**

Includes Business Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
2500 Long Distance minutes  
Long Distance minutes over the 2500 minutes are billed at \$0.05 per minute  
Up to 5 Mbps Broadband Internet Service  
Monthly credit of \$5.00 (included in the price of the bundle)

**CVC Business 8 Mbps**      **\$157.00**

Includes Business Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
2500 Long Distance minutes  
Long Distance minutes over the 2500 minutes are billed at \$0.05 per minute  
Up to 8 Mbps Broadband Internet Service  
Monthly credit of \$5.00 (included in the price of the bundle)

**CVC Local/Long Distance**      **\$74.00**

Includes Business Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
2500 Long Distance minutes  
Long Distance minutes over the 2500 minutes are billed at \$0.05 per minute

Applicable taxes and surcharges are not included in the bundle pricing. Additional features and services are available as add-ons at their regular rates.

## RESIDENTIAL BUNDLED PACKAGES – MONTHLY CHARGES

### CVC Complete \$97.95

Includes Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
Basic Voice Mail with Call Forwarding-Busy and Call Forwarding-No Answer  
Calling Name & Number Delivery with Call Waiting ID  
Unlimited Colorado Valley Long Distance (ULD)  
EXPRESSNET Premium (up to 5 Mbps.)  
Wireless Router Service

### CVC Complete Plus \$127.95

Includes Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
Basic Voice Mail with Call Forwarding-Busy and Call Forwarding-No Answer  
Calling Name & Number Delivery with Call Waiting ID  
Unlimited Colorado Valley Long Distance (ULD)  
EXPRESSNET Full Throttle (up to 8 Mbps.)  
Wireless Router Service

### CVC Complete (Lifeline)\* \$83.95

Includes Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
Basic Voice Mail with Call Forwarding-Busy and Call Forwarding-No Answer  
Calling Name & Number Delivery with Call Waiting ID  
Unlimited Colorado Valley Long Distance (ULD)  
EXPRESSNET Premium (up to 5 Mbps.)  
Wireless Router Service

### CVC Complete Plus (Lifeline)\* \$113.95

Includes Access Line with Touch Tone Dialing, 911 Service Fee and 911 Equalization Surcharge  
Basic Voice Mail with Call Forwarding-Busy and Call Forwarding-No Answer  
Calling Name & Number Delivery with Call Waiting ID  
Unlimited Colorado Valley Long Distance (ULD)  
EXPRESSNET Full Throttle (up to 8 Mbps.)  
Wireless Router Service

Applicable surcharges and taxes are not included in bundle pricing. Additional features and services are available as add-ons at their regular rates.

\*Lifeline bundles are available to Lifeline customers only. Pricing includes the state and federal Lifeline discounts.

## COLORADO VALLEY LONG DISTANCE, INC. RATE PLANS

<input type="checkbox"/> Unlimited Long Distance	\$35.00 Monthly	(Unlimited minutes anytime/anywhere in the U.S.)
<input type="checkbox"/> Simple Rate Premier	\$ 4.95 Monthly/\$0.09 Per Minute	(Anytime/anywhere in the U.S.)
<input type="checkbox"/> Simple Rate	\$ 0.12 Per Minute	(Anytime/anywhere in the U.S.)

## CALLING FEATURES & SERVICES

### Special Calling Features – Monthly Charges

(Please check all that apply)

	<u>Residential</u>	<u>Business</u>
Automatic Callback	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Automatic Redial	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Call Forwarding	<input type="checkbox"/> \$1.75	<input type="checkbox"/> \$2.25
Call Forwarding-Busy	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Call Forwarding-No Answer	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Call Forwarding-Remote Access	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Call Waiting	<input type="checkbox"/> \$1.75	<input type="checkbox"/> \$2.25
Direct Line/Manual Line	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Distinctive Alert/Call Waiting	<input type="checkbox"/> \$2.50	<input type="checkbox"/> \$2.50
Do Not Disturb	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Do Not Disturb-Telemarketing	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Selective Call Acceptance	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Selective Call Forwarding	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Selective Call Rejection	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.00
Speed Dialing (8)	<input type="checkbox"/> \$2.00	<input type="checkbox"/> \$2.75
Speed Dialing (30)	<input type="checkbox"/> \$3.00	<input type="checkbox"/> \$3.75
Three Way Calling	<input type="checkbox"/> \$1.75	<input type="checkbox"/> \$2.25

### Additional Features & Services – Monthly Charges

(Please check all that apply)

	<u>Residential and Business</u>	
Anonymous Call Rejection		
<i>With Calling Name and/or Number Feature</i>	<input type="checkbox"/> \$0.50	Find Me Ring <input type="checkbox"/> \$5.95
<i>Without Calling Name and/or Number Feature</i>	<input type="checkbox"/> \$1.00	Voice Mail/Email <input type="checkbox"/> \$5.95
Calling Name Delivery	<input type="checkbox"/> \$3.50	
Calling Number Delivery	<input type="checkbox"/> \$3.50	
Calling Name & Number Delivery	<input type="checkbox"/> \$5.00	
Call Waiting ID	<input type="checkbox"/> \$3.00	
(Must have Calling Name and/or Number Delivery)		
Voice Mail		
(Must have CF Busy or CF No Answer)		
<i>Basic Package</i>	<input type="checkbox"/> \$4.95	
(10 messages @ 2 min. each / 5 day memory)		
<i>Enhanced Package</i>	<input type="checkbox"/> \$8.95	
(20 messages @ 2 min. each / 10 day memory)		

**EXPRESSNET**

*Do not complete this page if you are currently an EXPRESSNET customer or do not choose to subscribe to EXPRESSNET at this time.*

**EMAIL INFORMATION**

Email addresses are limited to 256 characters including @cvctx.com.

Passwords require a minimum of 8 and a maximum of 16 characters.

Email #1	<input type="text"/>	Password	<input type="text"/>
Email #2	<input type="text"/>	Password	<input type="text"/>
Email #3*	<input type="text"/>	Password	<input type="text"/>

\*There is a charge for more than 5 email addresses for EXPRESSNET. Disconnection of your EXPRESSNET service will result in termination of email accounts associated with the service.

**MONTHLY CHARGES and/or OTHER CHARGES**

**EXPRESSNET \*\***

<input type="checkbox"/> 1.5 Mbps. Bus/Res \$37.95	<input type="checkbox"/> Wireless Router Service \$2.00	<input type="checkbox"/> 3 Mbps. w/ULD Res *** \$ 67.95
<input type="checkbox"/> 3 Mbps. Bus/Res \$47.95	<input type="checkbox"/> Static IP Address \$6.50	<input type="checkbox"/> Full Throttle w/ULD Res*** \$107.95
<input type="checkbox"/> 5 Mbps. Bus/Res \$57.95	<input type="checkbox"/> Full Throttle Bus/Res *** \$87.95	<input type="checkbox"/> UPS (optional - one time charge) \$ 54.95
<input type="checkbox"/> Additional Internet Hot Spot Service \$27.95	<input type="checkbox"/> Other <input type="text"/>	

\*\* If you chose one of the Residential Bundled Packages on page 4 of this application, there is no need to complete the above section.

\*\*\* Includes Wireless Router Service.

**ACTIVATION CHARGES**

**EXPRESSNET**

<input type="checkbox"/> Activate-12 Month Contract**** \$99.00+\$6.69=\$105.69	<input type="checkbox"/> Activate-No Contract \$199.00+\$13.43=\$212.43
<input type="checkbox"/> Activate-12 Month Contract \$59.00+\$3.98=\$62.98	(Not applicable if external installation is required)

\*\*\*\* A Termination Fee of \$295.00 is applicable for early termination.

**TERMS AND CONDITIONS – APPLIES TO ANY AND/OR ALL SERVICES PURCHASED**

By signing below, I agree to the following statements:

- I am eighteen years old or older and all information supplied by or about me is accurate.
- I have read and agree with the terms and conditions described in Colorado Valley Communications, Inc. (CVC) Internet Access Service Agreement.
- When ordering EXPRESSNET w/ULD or CVLD Unlimited Long Distance, I agree to abide to the terms and conditions described in CVC's unlimited long distance calling Terms and Conditions Policy.
- I agree that any additional equipment furnished by CVC in conjunction with this service remains the property of CVC and shall be returned to CVC upon disconnection of service. A fee will apply if equipment is not returned.
- I agree that the Activation Charge includes "standard activation" of my service(s). Any additional work requested by me and performed by CVC will be billed at the hourly rate of \$75.00 per hour with a minimum of 1 hour.
- I acknowledge and agree that I have been advised of possible 911 limitations.

Applicant Signature  Date

**COLORADO VALLEY COMMUNICATIONS, INC. SERVICE COMMITMENT CONTRACT**

In order to receive the discounted Activation Fee when subscribing to services provided by Colorado Valley Communications, Inc. (CVC), the Applicant must understand and agree to the following:

You, the Applicant, agree to subscribe to CVC's service(s) for a minimum of twelve (12) months from the date of activation of the service.

In the event that you terminate your service(s) before completing twelve (12) consecutive months of service or if CVC terminates your service(s) for nonpayment or other default before the end of the 12-month Service Commitment, you hereby agree to pay CVC a Termination Fee in the amount of \$295.00 in addition to all other amounts owed.

CVC Service Applicants with a 12-month Service Commitment who move to a new location before fulfilling their Service Commitment can have their service(s) transferred to the new location. A \$25.00 Processing Fee and a \$75.00 Move Charge are applicable to the Applicant at the time of the move. If the Applicant signs a new Service Commitment for an additional twelve (12) month period, the \$75.00 Move Charge will be waived.

Upon completion of your 12-month Service Commitment, your service(s) is/are provided on a month-to-month basis. No Termination Fee will be charged for the termination of service provided on a month-to-month basis.

In the event that your CVC service(s) is/are disconnected for any reason including nonpayment and is/are not reconnected within three (3) months, your CVC service(s) is/are considered permanently disconnected and the Termination Fee of \$295.00 applies.

- Yes I agree to the terms and conditions in the Service Commitment Contract and wish to execute said contract.
- No I do not wish to execute the Service Commitment Contract.

Applicant Printed Name

Applicant Signature

Date

CVC Representative



## **VoIP and 911 SERVICE**

The ability to access emergency service by dialing 911 is available to Colorado Valley Communications, Inc. (“CVC”) Voice over Internet Protocol (“VoIP”) customers.

Emergency 911 service is a standard feature available to all CVC customers. The service enables users to access an appropriate public safety answering point (“PSAP”) by dialing 911. When 911 is dialed with a CVC customer, the call will be routed to the appropriate PSAP if 911 service is available in that area, based on the billing telephone number primary service address assigned to the telephone number.

There are several scenarios that could affect your ability to complete a call to 911.

- **Loss of Electric Service.** Your CVC VoIP voice service is powered by electricity. In the event of an extended power outage, your CVC VoIP voice service, including access to 911 emergency service will not be available.
- **Loss of Internet Connection.** Your CVC VoIP voice service allows you to make calls using an Internet connection, possibly a high-speed (“broadband”) Internet connection, such as Digital Subscriber Line (“DSL”), or wireless broadband. Your CVC VoIP voice service will not be available when the Internet connection fails or becomes overloaded.
- **Non-payment for Service.** Failure to make timely payment for your service may result in suspension or disconnection of dial tone and loss of 911 emergency service access.

Your 911 service is based on the billing telephone number’s primary service address assigned to the telephone number. This information must be updated if the CVC customer changes locations from the address given by the customer upon activation of service. If the service address for the customer is incorrect, the 911 call will assume that the customer is located at the address assigned to the telephone number.

By signing the acknowledgement on your customer application, you acknowledge and agree to all of the information above regarding the limitations of 911 service over VoIP voice service and the distinctions between 911 service over VoIP voice service versus 911 service over traditional telephone service. You also agree to advise all individuals who may place calls over your VoIP voice service of the 911 limitations described above. For your safety, labels informing customers that 911 service may be limited or not available are provided by CVC to be placed on and/or near the equipment used in conjunction with interconnected VoIP service. These labels also allow the customer to insert telephone numbers for “Fire”, “Police” and “EMS” in case of emergency.

## TERMS AND CONDITIONS FOR WIRELESS SERVICE

I, the below signed customer, understand that Colorado Valley Communications, Inc. (“CVC”) will provide the necessary equipment to me, and may mount necessary equipment at my service location, in order to provide me with licensed wireless service.

I understand that all equipment provided for the service remains the property of CVC and should the service be discontinued, I shall return any portable equipment to CVC. If there is equipment required to provide the service mounted at my service location, I give permission to CVC to remove the mounted equipment.

I understand that the equipment required to provide the service is the property of CVC and it is my responsibility to ensure that no damage due to loss of equipment, gross negligence, willful damage or vandalism results in the required equipment to discontinue working. If any of the equipment is lost or damaged and requires replacement, I understand that I will be liable for the loss or replacement of said equipment and a fee of \$400.00 will be required to replace any piece of equipment that has sustained loss or damage.

I understand that I will not open, alter, misuse, tamper with or remove any of the equipment as installed by CVC, and will not remove any identity numbers or identifying markings or labels from the equipment. I also agree that I will not permit anyone other than an authorized representative of CVC to perform any work on the equipment.

Service Interruption caused by moving a connection, adding equipment to the network or by other customer actions will be subject to the customary trip charge fee at the hourly rate of \$75.00 plus parts with a minimum of one hour if a CVC employee is required to repair the equipment in order for the network service interruption to be repaired.

By signing below, I agree to the Terms and Conditions listed in this document. I also acknowledge that I have received a copy of said document.

Applicant Printed Name

Applicant Signature

Date

CVC Representative