



Red River Communications Application for Viasat *For Office Use*

Activation Date: _____ Expiration Date: _____
 Account #: _____ Type: Renewal New Add
 Deposit: _____ Account Rep: _____

Subscriber Information

Subscriber Full Name _____ Social Security # _____
 Mailing Address _____ City, State, Zip _____
 Physical Address _____ City, State, Zip _____
 Email Address _____ Contact Number _____

Package Selection

BRONZE	SILVER	GOLD
Up to 12 Mbps 360p Video - TV Quality 35GB Soft Data Cap	Up to 12 Mbps 480p Video - TV Quality 45GB Soft Data Cap	Up to 12 Mbps 720p Video - DVD Quality 65GB Soft Data Cap
\$69.99	\$99.99	\$149.99
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Prices do not include applicable taxes. Service availability depends on location and other factors. A site survey is necessary to determine service eligibility.

Agreement Length

Two Year Agreement
 Free standard installation with a two year.
 Early termination fees may apply.

No Agreement
 Installation fee to be determined during site
 survey. No early termination fee.

Site Survey Information

How many stories is your home?

1 1.5 2 3 or more

What type of roof does your home have (choose one)?

Shingles Steel Wood Other

Do you have obstructions such as trees or buildings that block the southeast sky?

Yes No

What type of siding does your home have (choose one)?

Vinyl Steel Wood Other

Do you own or rent your home?

Own Rent

Do you currently have satellite TV service?

Yes No

If you rent, do you have the landlord's permission to have equipment installed?

Yes No

Do you currently have internet service?

Yes Provider: _____ No

Complete and return this form to Red River Communications, P.O. Box 136, Abercrombie, ND 58001 or fax to 701-553-8396 or email membersupport@redrivercomm.com. You will be contacted to schedule installation or if an additional amount such as a deposit is required. Call 701-553-8309 or visit redrivercomm.com for more information.

Code: _____

Account Privacy - CPNI

The FCC mandates that all telecommunications companies safe guard Customer Proprietary Network Information (CPNI) data. CPNI is personal information stored and collected by Red River Communications for billing and provisioning service. Examples of protected information include call detail, services and features subscribed to and carrier selected. Examples of non-protected information, because it is of public record, include name, address and phone number if published.

Red River Communications will do everything possible to protect the privacy of your CPNI information. The FCC requires Red River Communications to perform a customer authentication process anytime you call for protected information about your account or if you come into the office.

The following procedures have been put into place by Red River Communications to comply with these requirements:

- **If you come to the office for information**, please bring a copy of your complete bill with you. If you do not have your bill you will need to provide a valid photo ID before we can share information on your account.
- **If you are calling the office**, you need to provide your CPNI password to allow us to share information about your account.

Account CPNI Password and PIN

Your CPNI password and PIN allow us to share information about your account.

Password

PIN (*up to 4 numbers*)

Security Questions

Security questions may be set up on your account in the event you call our office to inquire about your account and do not remember your password. Answering these security questions will allow you to access your account.

Pet's Name

Favorite Color

Additional Authorized Contacts

In addition, information will only be given to the name of the person on the account. If you would like other people (husband, wife, family, etc.) to have access and/or make changes, please provide the names below of those whom you wish to have access to your account.

Remember, all contacts will need to know the password and security questions when they call in to our office.

Additional Authorized Contact

Phone Number

Additional Authorized Contact

Phone Number

Terms and Conditions

The undersigned appoints Red River Communications as limited Agents to order and make changes in service associated with the activation of Red River Communications Internet Services as specified above. As an accepted Internet access user through the Red River Communications network, I agree to abide by the present and future rules and bylaws of Red River Communications, including the Acceptable Use Policy. I agree to follow the rules of any connected networks if and when using those networks. I recognize that Red River Communications offers no guarantee or warranty on the performance of its network and Internet connection, nor on the performance of gateway connections to other networks. I agree to hold Red River Communications, its Officers, Directors, and Agents harmless from any liability arising from special, indirect, or consequential damages including but not limited to lost profits, loss of opportunity, or any other loss which may result from the use of, misuse of, or lack of availability of Red River Communications or its facilities. There is a \$24.50 fee for non-pay reconnection. A deposit may be required upon reconnection of this service.

Standard installation includes mounting on the roof or side of the home/structure. Installation will result in mounting screws and bolts being placed through the roof or side of the home/structure. If non-standard installation is necessary, the applicant will be advised of an estimate of charges prior to installation of this service. Installation of this service will not be possible in all situations due to home/structure limitations, obstructions, and other factors. By signing below you agree to allow the technician to perform the installation of this service. If renting, you must obtain permission from your landlord prior to the installation of this service.

Non-standard or no agreement installation will be charged at a rate of \$100.00 per hour plus applicable material charges. An estimate of the non-standard or no agreement installation will be provided prior to installation of this service. Any installation fee must be paid in full prior to the installation of this service. Should the actual installation fee be less than the estimate, the overage will be applied to the monthly account statement.

Standard installation of this service is limited to a radius of 50 miles from Abercrombie, ND. Installation of this service beyond this area will include a charge for travel time at a rate of \$100.00 per hour.

Technical support related to this service is available Monday-Friday from 7:30am to 4:30pm. Technical support inquiries resulting in a technician visit will be billed at a rate of \$100.00 per hour unless the issue is found to be as a result of equipment malfunction or defect from installation.

Weather may affect the performance of this service. No credits, refunds, or allowances will be given due to weather-related service disruptions. On the Unlimited Bronze, Silver and Gold service plans after 35, 45 and 65 GB of data usage, respectively, we may prioritize your data behind other customers during network congestion. Your service will continue to function in these cases, but speeds may be reduced until network traffic subsides.

Equipment including the reflector dish, TRIA, modem, and associated cabling remain property of Red River Communications in all installations. Failure to return equipment (when applicable) will result in up to a \$400.00 fee.

I agree to allow Red River Communications to perform a credit check prior to the installation of service. The outcome of the credit check may require a deposit to receive service or result in a denial of service in some cases. Any deposit due will be required prior to the installation of the service and will be refunded with interest to the customer in full after a period of 12 months of satisfactory account payment status.

Cancellation Policy

I agree that I will retain ViaSat satellite internet service from Red River Communications for the agreement length selected above. Termination before the agreement length has been completed will result in an early termination fee equal to the prorated amount of installation value (up to \$450.00), repayment of promotional items, and/or forfeiture of other promotional offers. A \$20.00 per month penalty will apply for each month remaining on the agreement. Any temporary suspension of service will extend the agreement length by the same period of time as the temporary suspension. A \$24.50 fee applies to reconnection of accounts disconnected for delinquency. Termination fees apply to voluntary or involuntary termination, but do not apply if the agreement is expired or if no agreement length was selected.

Date

Subscriber Signature

Date

Red River Communications
Authorized Signature