



Application for Residential Internet Service (CLEC)

For Office Use

Received Date: _____

Account #: _____

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

SLOW	AVERAGE	FAST	FASTER	FASTEST
↓ 25Mbps ↑ 3Mbps	↓ 50Mbps ↑ 10Mbps	↓ 100Mbps ↑ 25Mbps	↓ 250Mbps ↑ 50Mbps	↓ 1000Mbps ↑ 100Mbps
\$59.95	\$69.95	\$89.95	\$119.95	\$169.95
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Prices do not include applicable taxes or mandated fees. Agreement length is indicated by installation tier selected below.

Service Enhancements

FiberFAST WIFI
 Wi-Fi made simple! Professionally installed, managed in-home Wi-Fi service.
\$6.95 per month, one-time \$99.00 installation fee.



Installation Details

Has there been Red River Communications service at this address previously? _____ Desired installation Date _____

For Red River Communications Staff Use

<input type="checkbox"/>	Fiber Project Area \$100 application fee* + \$200 service deposit** Minimum 24-month contract	Locations that have been identified as part of a larger fiber-to-the-home project. The service deposit must be paid prior to service construction/connection and is refunded over a period of 24 months. <i>* The application fee is non-refundable. **A larger service deposit may be required based on a credit check.</i>
<input type="checkbox"/>	Standard Installation Tier 1 \$500 one-time fee Minimum 24-month contract	Locations where less than 1,500ft of cable placement is needed.
<input type="checkbox"/>	Standard Installation Tier 2 \$1500 one-time fee + \$20 per month for 36 months	Locations where greater than 1,500ft but less than 1 mile of cable placement is needed.
<input type="checkbox"/>	Standard Installation Tier 3 \$2000 one-time fee + \$30 per month for 60 months	Locations where greater than 1 mile of up to 2 miles cable placement is needed.
<input type="checkbox"/>	Non-standard Installation Minimum 24-month contract	Locations where additional boring is required due to parking lot, geotextile fabric, landscaping, or other factors. Actual construction costs will be charged.

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

Promotion Code: _____



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Account Privacy - CPNI

The FCC mandates that all telecommunications companies safeguard 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



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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.

Prices do not include taxes, fees, or other required tariffs. The monthly service price is guaranteed for the duration of the contract length as indicated by the installation tier. **I understand that this agreement does not make me a member in the cooperative or entitled to any membership benefits.**

Credit Check

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 an additional service deposit to receive service or may result in a denial of service. Any deposit required will be due prior to the installation of the service. Deposits are refunded in full with interest after a period of 12 months of satisfactory account payment status, unless otherwise noted on the construction fee schedule on page 1 of this application.

Application Fee

Any application fee is non-refundable unless the project is cancelled by Red River Communications. The application fee must be paid-in-full before a location is placed on the construction list.

Installation

Installation is on a case-by-case basis and Red River Communications reserves the right to refuse service to a location for any reason. Installation of this service will not be possible in all situations due to home/structure limitations, obstructions, and other factors. The applicant is responsible for marking any private underground utilities (e.g. shop drops, sprinklers, outbuilding power lines, etc.) prior to installation. Red River Communications is not responsible for damage to unmarked private underground utilities.

Standard installation includes plowing or trenching fiber optic cable (or equivalent) and terminating the cable at the building receiving service. If non-standard installation is necessary, the applicant will be advised of estimated charges prior to installation of this service. Non-standard installation will be charged at a rate of \$100.00 per hour plus applicable material and contracted construction charges. An estimate of the non-standard installation will be provided prior to installation of this service. Any one-time installation fee must be paid in full prior to the installation of this service for both standard and non-standard installations.

Equipment including the battery backup (if required), optical network terminal (ONT), 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 upon termination of service.

By signing below, you agree to allow Red River Communications to perform the installation of this service. Installation may involve placing equipment on the exterior and interior of the building. If renting, you must obtain permission from your landlord/landowner prior to the installation of this service. A signed release from the landlord/landowner may be required prior to installation.

Cancellation Policy

By signing below, I agree that I will retain internet service from Red River Communications for the agreement length indicated by the selected installation tier. Termination before the agreement length has been completed will result in an early termination fee equal to any construction costs borne by Red River Communications in addition to any remaining contract monthly term, which includes the remaining monthly construction fee (if any) and remaining monthly service fee through the end of the contract.

Billing

Billing is on a monthly basis. Bills are provided electronically and through the mail when requested. The account balance is due in full each month by the 25th (or next business day). Red River Communications accepts payments at our office in Abercrombie during regular business hours. We accept check, direct debit and credit card payments online, in our office, by mail, or through automatic payment.

Any temporary suspension of service will extend the agreement length by the same period as the suspension. Accounts are considered delinquent when at least a 30-day plus current balance is present on the account and no arrangements have been made to make the account current. Delinquent accounts are disconnected on the 25th (or next business day) each month. A \$24.50 fee applies to reconnection of accounts disconnected for delinquency. A deposit may be required upon reconnection of this service. The service may not be placed on vacation disconnect status at any time.

Repeated account delinquencies may result in refusal of service. Delinquency may result in referral to a collection agency at the discretion of Red River Communications or other appropriate and legal action to remedy the debt.

Technical Support

Technical support related to this service is available Monday-Friday from 7:30am to 4:30pm, with limited after-hours technical support. 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.

Common Cents

I wish to round up my monthly bill to the whole dollar and donate the additional amount to Common Cents, which benefits community and non-profit groups.

Applicant Signature

Date

Red River Communications Signature

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