



Application for CLEC Voice

For Office Use

Activation Date: \_\_\_\_\_
Account #: \_\_\_\_\_
Deposit: \_\_\_\_\_

Expiration Date: \_\_\_\_\_
Type: Renewal New Add
Account Rep: \_\_\_\_\_

Subscriber Information

Subscriber Full Name \_\_\_\_\_ Social Security # \_\_\_\_\_
Authorized Representative (if business) \_\_\_\_\_ EIN (if business) \_\_\_\_\_
Mailing Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_
Physical Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_
Email Address \_\_\_\_\_ Contact Number \_\_\_\_\_

Package Selection

Table with 2 columns: Residential (\$29.95 per line per month) and Business (\$34.95 per line per month). Each cell contains a checkbox.

Call Feature Selection

Table with 5 columns: Long Distance (Free), Caller ID (Free), Voice Mail (Free), Call Waiting (\$1.00/Month per Line), Call Forward (\$1.00/Month per Line). Each cell contains a checkbox.

Agreement Length

[ ] One Year Agreement Free standard installation with a one-year agreement. Early termination fees may apply.
[ ] No Agreement Installation fee of \$50. No early termination fee.

Phone Number Information

List each phone number you wish to bring (port) to Red River Communications Voice service. Please include a current phone bill from your provider (e.g. CenturyLink).

If you are not porting any numbers, please leave this area blank.

Phone Number \_\_\_\_\_ Current Phone Provider \_\_\_\_\_
Phone Number \_\_\_\_\_ Current Phone Provider \_\_\_\_\_
Phone Number \_\_\_\_\_ Current Phone Provider \_\_\_\_\_
Phone Number \_\_\_\_\_ Current Phone Provider \_\_\_\_\_

## Authorization to Port Phone Number

I authorize Red River Communications to submit a port request for all numbers listed above. The port request will terminate service at the current phone provider and transfer service to Red River Communications.

I do not wish to port a telephone number and wish to have a new number assigned to me. I understand that I cannot pick this phone number.

## 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

## 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.

### 911 Dialing

VoIP 911 service is different from traditional wire line 911 and cellular/wireless 911, but it is a safe and reliable means of emergency dialing that may differ depending on where you are located, and the device used, when using your VoIP service.

VoIP customers have access to Enhanced 911 (E911) or basic 911. When you dial 911 your VoIP phone number and registered address is sent to the local emergency center serving your location, and emergency operators have access to this information in order to send help and call you back if necessary. With basic 911, when you dial 911, local emergency operators answering the call may not see your VoIP telephone number or your registered address. The emergency center may not be equipped to receive, capture or retain your VoIP telephone number and registered address, so you must be prepared to give them this information. Until you give the operator your phone number, he/she may not be able to call you back or dispatch help if the call is dropped or disconnected, or if you are unable to speak. Once local emergency centers can receive our customers' information, we automatically upgrade customers with basic 911 to E911 service.

We require you to provide the physical address where you will be using our service for 911 purposes. For E911 and basic 911, this address is used to route 911 calls to your local emergency center. When you initially provide your physical address, it can take up to 120 minutes to verify your address and activate 911 services at this address.

If you move this device to another location, you must update your address. You may register only one location at time. If you do not update your location, your 911 calls may be sent to an emergency center near your old address. When you update your location, it can take several hours to activate 911 services at the updated address.

Please note that our 911 Dialing service will not function in the event of a broadband or power outage or if your broadband, Internet Service Provider (ISP), or VoIP phone service is terminated.

### Features

All VoIP service includes enhanced voice mail, caller ID, enhanced 911 (e911), unlimited local calling, and unlimited long distance calling.

### Internet Connection Disruptions

VoIP service will not function in the event of a broadband or power outage or if your broadband, Internet Service Provider (ISP), or VoIP phone service is terminated. Depending on the internet connection used, VoIP service may not function during periods of inclement weather such as heavy rain or snowfall.

### Excessive Usage

Red River Communications evaluates customer usage in comparison to similarly situated customers, e.g., residential. We may conclude that a customer's aggregate usage is outside of normal use if it exceeds typical use by 95% of our customers per month IN COMBINATION with one or more of the following, including, but not limited to, excessive:

- Number of unique numbers called
- Call lengths
- Frequency of call forwarding/transferring
- Conference calling
- Excessive calls to conference bridges
- Short duration calls or chats
- Calls made during business hours
- Number of calls terminated and re-initiated consecutively, which, in the aggregate, result in excessive call lengths during a specific time frame
- Other abnormal calling patterns indicative of an attempt to evade enforcement of these Terms of Service and our Reasonable Use Policy

Red River Communications may take appropriate steps to enforce these Terms of Service and our Reasonable Use Policy. We reserve the right to review your account and take further action, including, but not limited to, immediate suspension of your VoIP service if account usage is beyond normal standards, impermissible or detrimental to other customers' ability to use the service or adversely affects our operations. We may assess abnormal usage based on comparisons to the usage patterns and levels of our other customers.

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](mailto: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](http://redrivercomm.com) for more information.



If we determine that you are engaging in abnormal or impermissible usage, we will use commercially reasonable efforts to inform you and provide you with the opportunity to correct the improper usage. If we give you the opportunity to correct your abnormal usage patterns and you fail to immediately conform to normal use, we may exercise our right to transfer your service to a more appropriate plan, charge applicable rates or suspend or terminate your service. You acknowledge that if your service is terminated under this provision, you are subject to all applicable fees and taxes at the time your service is terminated.

**Directory**

Your phone numbers will not be listed in a directory. However, you can choose to have your number listed at your cost should you choose. Please contact our office for more information.

**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 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 to the customer in full with interest after a period of 12 months of satisfactory account payment status.

**Delinquency**

A delinquent account can be disconnected after notice is provided to a customer. 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. A final reminder (pink sheet) is sent approximately 10 days prior to the disconnect day. An automated call is placed 2 business days prior to disconnect day to the contact number on file.

Customers may do one of the following to ensure there are no interruptions to service:

- Pay the bill in full
- Setup a pay arrangement

Accounts disconnected for non-payment will be subject to a \$24.50 reconnection fee. A deposit may be required before service is reconnected.

**Early Termination Fee**

If a contract length is selected and the customer disconnects service prior to the completion of the contract length, a prorated installation fee will be assessed up to \$50.00. Additionally, the customer may be billed for any non-returned equipment.

**Service Availability**

The VoIP service may not be available in all areas.

**Service Fees**

All prices stated are per month on a per line basis inclusive of taxes and fees.

**Technical Support**

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.

**Porting**

A bill from the current provider may be necessary to complete the port. The name on the account of the current provider must match the subscriber's name. Port requests will result in termination of service at the current provider. A temporary loss of service may occur between the time the port completes from the current provider and until the number becomes active at Red River Communications.

\_\_\_\_\_  
**Date**                      **Subscriber or  
Authorized Signature**

\_\_\_\_\_  
**Date**                      **Red River Communications  
Authorized Signature**

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