



Application for New Business Service (CLEC)

For Office Use : 01/2022

Received Date: \_\_\_\_\_ Account #: \_\_\_\_\_

Deposit: \_\_\_\_\_ Account Rep: \_\_\_\_\_

Code: \_\_\_\_\_

SUBSCRIBER INFORMATION

Subscriber Full Name \_\_\_\_\_

Tax ID/EIN #: \_\_\_\_\_

Mailing Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Physical Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email Address \_\_\_\_\_

Contact Phone \_\_\_\_\_

Date of Birth \_\_\_\_\_

Contact Cell Phone \_\_\_\_\_

FIBERFAST™ INTERNET

Your business needs reliable and powerful broadband with unlimited capabilities. Keep your business operating efficiently with our dedicated fiber optic network.

BASIC

100 MBPS DOWNLOAD
100 MBPS UPLOAD

\$90.50

per month

Fast symmetrical Internet for those who just need the basics; check email, browse the Internet, online shopping, credit card processing and light streaming.

PREMIUM

500 MBPS DOWNLOAD
500 MBPS UPLOAD

\$129.50

per month

Fast symmetrical Internet great for streaming multiple HD movies & shows, browsing and cloud-based software that requires a reliable upload speed.

ENTERPRISE

1 GIG DOWNLOAD
1 GIG UPLOAD

\$194.50

per month

Lightening-fast symmetrical Internet that can handle heavy usage. Working from home, connect numerous smart devices, and the most EXTREME Internet experience available!

[ ] 3-Year Agreement and Standard Installment

[ ] 3-Year Agreement and Standard Installment

[ ] 3-Year Agreement and Standard Installment

All pricing assumes a three (3) year contract length and standard installation. Shorter contract lengths may incur construction costs. Any construction costs will be stated prior to installation.

FIBERFAST™ PHONE SERVICE

Phone service from Red River Communications uses your FiberFAST™ Internet connection to bring you crystal-clear voice quality. You can keep your current phone number and use your existing landline phones.

INCLUDES UNLIMITED LOCAL CALLING, LONG-DISTANCE CALLING (US), CALLER ID & VOICEMAIL

[ ] YES, I want to add phone service for \$34.95/month per line

FREE INSTALLATION

[ ] NO, I do not want to add phone service

## ADDITIONAL CALLING FEATURES

### CALLER ID

Free

### VOICE MAIL

Free

### LONG DISTANCE

Free

### CALL WAITING

\$1.00 per line per month

### CALL FORWARD

\$1.00 per line per month

**IF SUBSCRIBING TO PHONE SERVICE, PLEASE COMPLETE THE REST OF THIS PAGE:**

## PORTING YOUR CURRENT PHONE NUMBER

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

*You must provide a current copy of the bill from your current phone provider prior to installation.*

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

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

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

- 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.

## DIRECTORY LISTING OPTIONS

- LISTED: I would like to be added to the Red River Communications phone directory.
- UNLISTED: Omit my listing from the phone book but keep me in directory assistance.
- NON-PUBLISHED: Omit me from the phone book and directory assistance. I understand a **\$1 MONTHLY FEE** applies.

### Directory Listing Information

Directory Name \_\_\_\_\_

Directory Address \_\_\_\_\_

Additional Listings  
(25¢ per month) \_\_\_\_\_

## BATTERY BACKUP

An optional battery backup allows your phone service to operate even if the power is out.

### 8 HOUR BATTERY BACKUP

**\$3.00** per month

### 24 HOUR BATTERY BACKUP

**\$6.00** per month

I **DECLINE** a battery backup and understand a power outage will cause a loss of phone service.

# RED RIVER COMMUNICATIONS BUSINESS DIGITAL TV

Choose the entertainment package that fits your business. Whether you are a non-hospitality business that wants the basics, or are looking for wall-to-wall sports coverage, we can customize a package to fit your needs.

## BUSINESS TYPE

<input type="checkbox"/> LOBBY TV	<input type="checkbox"/> MDU PROPERTY	<input type="checkbox"/> BAR/RESTAURANT	<input type="checkbox"/> HOTEL
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## REGULAR LOBBY PACKAGES

<b>BASIC</b> INCLUDES BASIC CHANNEL LINE-UP <input type="checkbox"/> <b>\$28.50</b> per month	<b>CHOICE</b> INCLUDES BASIC AND CHOICE CHANNELS <input type="checkbox"/> <b>\$81.50</b> per month	<b>PREMIER</b> INCLUDES BASIC, CHOICE AND PREMIERE CHANNELS <input type="checkbox"/> <b>\$91.50</b> per month
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## MDU PROPERTY & HOTELS

TV for hotels, hospitals, apartments or nursing homes. Your community deserves a premier TV experience, delivered directly to individual rooms or units – and one that’s totally scalable.

**Request a consultation to get a personalized quote for your property.**

## BARS & RESTAURANTS

If you’re a bar, restaurant, or if your establishment’s revenue stream comes from food or beverage sales or entrance fees, you’re considered a public-view establishment – meaning certain live TV channels may be sold separately.

**Request a consultation to get a custom quote today!**

## HOW WOULD YOU LIKE TO WATCH?

**STREAM DIGITAL TV** using a Roku, Amazon Firestick or Apple TV AND/OR **WATCH** on a traditional set top box/remote.

**I want to STREAM Digital TV.**  
Customer must provide a Roku, Amazon Firestick, or an Apple TV device.  
**NO ADDITIONAL CHARGE. SELF-INSTALL SETUP.**  
LIMIT OF THREE CONCURRENT STREAMS

**I would like \_\_ SET TOP BOX(es)**  
A set top is required for each TV with service.  
**\$5.95/MONTH PER BOX** | **INSTALLATION FEE:**  
**FIRST BOX - \$25**  
**ADDITIONAL BOXES - \$100/EACH**

Prices do not include mandatory taxes. All TV service is offered without contract unless otherwise noted by a promotional offer. Digital TV service requires FiberFAST Internet service and/or Red River Communications local phone service.

## CLOUD DVR

**Pause and record TV from any connected TV in your home!** Cloud DVR stores your recorded programs on a server, which means your recordings are safe and sound. Plus, you can restart any program even after it starts and watch it from the beginning.

<b>SMALL</b> 30 HOURS OF RECORDING <input type="checkbox"/> <b>\$7.95</b> per month	<b>MEDIUM</b> 250 HOURS OF RECORDING <input type="checkbox"/> <b>\$14.95</b> per month	<b>LARGE</b> 500 HOURS OF RECORDING <input type="checkbox"/> <b>\$20.95</b> per month
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# CONSTRUCTION SITE PLAN

## SUBSCRIBER INFORMATION

Subscriber Full Name \_\_\_\_\_

Physical Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Email Address \_\_\_\_\_ Contact Phone \_\_\_\_\_

## LOCATION OF NATURAL OR BURIED OBSTACLES AND CUSTOMER-OWNED FACILITIES

For any above or underground facilities or obstacles on your property, check the appropriate box(es) below and mark the approximate location on your plat of survey or site plan on the back of this form.

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> OUTDOOR LIGHTING        | <input type="checkbox"/> SPRINKLER SYSTEM     | <input type="checkbox"/> ELECTRIC DOG FENCE           |
| <input type="checkbox"/> SEWER LATERAL           | <input type="checkbox"/> RETAINING WALL       | <input type="checkbox"/> FUTURE BUILDING ADDITIONS,   |
| <input type="checkbox"/> PRIVATE ELECTRIC        | <input type="checkbox"/> TREES                | <input type="checkbox"/> CONCRETE SLABS, ETC.         |
| <input type="checkbox"/> UNDERGROUND WATER LINES | <input type="checkbox"/> CUSTOMER-OWNED CABLE | <input type="checkbox"/> UNDERGROUND FUEL TANKS/LINES |
| <input type="checkbox"/> DRAINTILE/DOWNSPOUTS    | <input type="checkbox"/> SUMP DISCHARGE       | <input type="checkbox"/> OTHER                        |

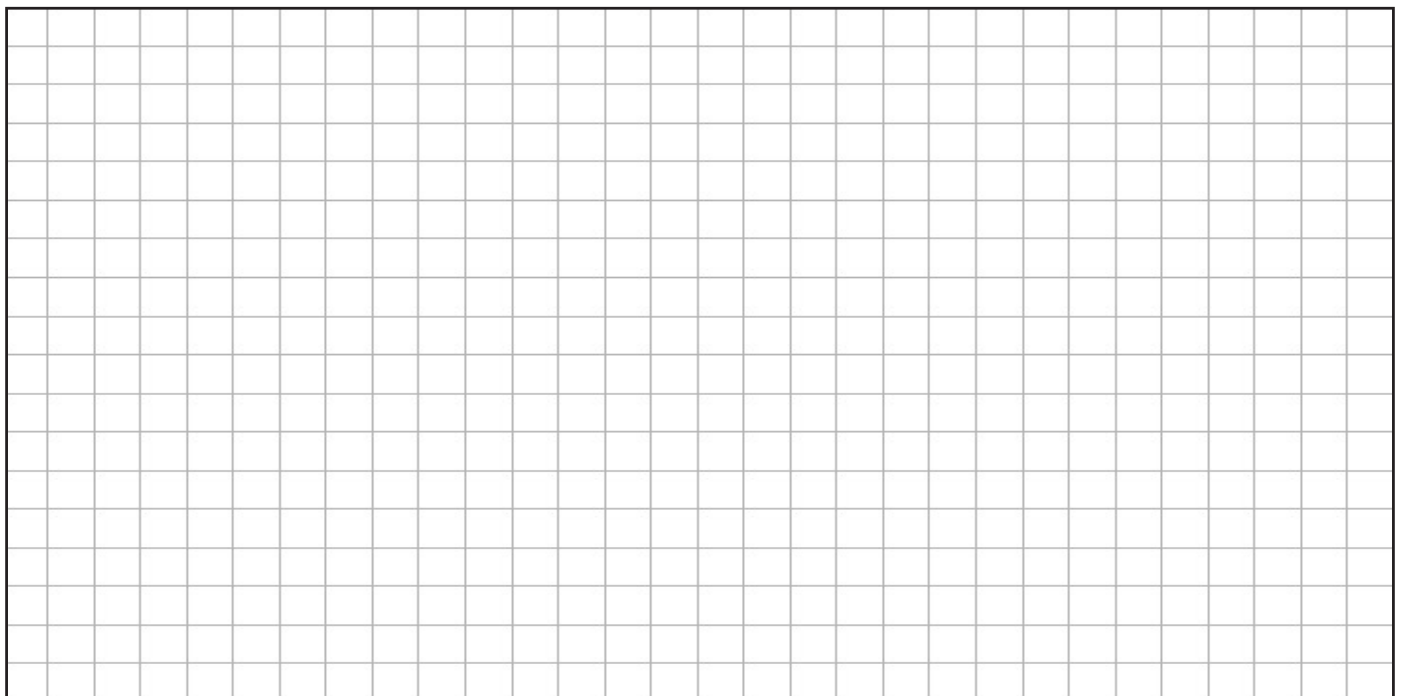
**It is the obligation of the property owner or authorized representatives to identify and mark any underground facilities. Natural gas, electric, and phone utilities will be located through the One Call 811 Hotline as part of construction procedure.**

Red River Communications and/or its agents, are not responsible for damage to your facilities that are not properly marked with stakes, spray paint or flags before work begins. If you are unable to properly locate and mark your privately owned buried facilities, contractors will do it for a fee. After construction activity is complete, Red River Communications will backfill with existing soil and mound the affected area. Further restoration of the affected area is the responsibility of the property owner.

I certify that I own or am the authorized representative of the person(s) who owns the property indicated in this application. I will provide Red River Communications (RRC) with reasonable access to its premises to inspect, install, maintain, and repair RRC products or services, and shall authorize any other employee or its designated agent to grant access to these premises for these purposes. I certify the information provided is accurate and I will promptly inform Red River Communications of any plan revisions. If installation requirements differ from what is submitted on this application, I understand these changes may result in an increased cost to me.

## SITE PLAN

Use the site plan on the back to sketch your building site details. This **Site Plan** also can be used in addition to your certified plat of survey to document additional detailed information about your building site not included on your plat of survey. **PLEASE NOTE ANY PLANNED DECKS, POOLS, DRIVEWAYS, RETAINING WALLS, ETC., SO OUR FACILITIES WON'T BE IN YOUR WAY IN THE FUTURE.**



# ACCOUNT PRIVACY

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.

<b>Password</b>		<b>PIN (up to 4 numbers)</b>	
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## 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.

<b>Pet's Name</b>	
<b>Favorite Color</b>	

## 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.

<b>Additional Authorized Contact</b>		<b>Phone Number</b>	
<b>Additional Authorized Contact</b>		<b>Phone Number</b>	
<b>Additional Authorized Contact</b>		<b>Phone Number</b>	
<b>Additional Authorized Contact</b>		<b>Phone Number</b>	

# TERMS AND CONDITIONS

## Prices and Taxes

Advertised prices do not necessarily include taxes, fees, or other required regulatory fees.

## Cooperative Status

I understand that this agreement does not make me a member in the cooperative or entitled to capital credits patronage or any other cooperative membership privileges.

## Equipment

Equipment including the battery backup (if chosen), optical network terminal (ONT), and associated cabling remains 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. An additional fee may be charged for non-returned equipment applicable to other services including phone and digital TV.

## Credit Check

A deposit may be required based on credit history. 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.

## 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.

I 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, I must obtain permission from my landlord/landowner prior to the installation of this service. A signed release from the landlord/landowner may be required prior to installation.

## 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 Red River's equipment malfunction or defect from installation.

## 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. A drop box is available at our main office in Abercrombie.

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 bring the account current. Delinquent accounts are disconnected on the 25th (or next business day) each month. A \$24.50 fee per service 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.

## Application Fee

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

## Early Termination Fees (ETF)

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 \$240.00), 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 as the temporary suspension. Termination fees apply to voluntary or involuntary termination, but do not apply if the agreement is expired or if no agreement length was selected.

## PHONE SERVICE

### 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 the customer is located, and the device used, when using VoIP phone service.

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

## TERMS AND CONDITIONS, CONTINUED:

used to route 911 calls to the local emergency center. When the customer initially provides a physical address, it can take up to 120 minutes to verify the address and activate 911 services at this address.

If the customer moves this device to another location, the customer must update the address. The customer may register only one location at a time. If the customer does not update the location, 911 calls may be sent to an emergency center near the old address. When the customer updates the 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 broadband, Internet Service Provider (ISP), or VoIP phone service is terminated.

### Features

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

### Internet Connection Disruptions

VoIP phone service will not function in the event of a broadband or power outage or if broadband, Internet Service Provider (ISP), or VoIP phone service is terminated. Depending on the Internet connection used, VoIP phone 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 & 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 the customer's account and take further action, including, but not limited to, immediate suspension of VoIP phone 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.

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

### Directory

Phone numbers will not be listed in a directory unless requested by the customer. An additional fee for a directory listing will apply. Directory listings will be billed each month and are billed for the entire calendar year even if service is canceled prior to the end of the calendar year.

### Battery Backup

Please note that 911 Dialing service will not function in the event of a broadband or power outage or if broadband, Internet Service Provider (ISP), or VoIP phone service is terminated. An optional battery backup is offered to provide power to phone service in the event of a power outage.

### DIGITAL TV

All leased equipment used to provide Digital TV service remains the property of Red River Communications. I understand that I may need to purchase replacement equipment if damaged beyond normal usage. I give permission to Red River Communications to monitor viewing patterns and practices for internal purposes only and not for sale to or shared with a third party. I agree to pay all pay-per-view charges. Packages, lineups, pricing and terms are subject to change without notice. Red River Communications will provide advance notice of these changes to customers when possible.

Replacement remote controls are available at a cost of \$25.00 plus tax for the standard Potenza or Royal Big Button remote. RF or other advanced remotes may cost more. A remote is included with each set-top box. The universal remote is not guaranteed to work with all TVs.

A one-time \$14.50 fee is assessed if downgrading to a lower channel package. Digital TV service requires active FiberFAST Internet service. Failure to maintain at least one of these services will result in termination of Digital TV service.

Taxes and mandated franchise fees plus a Local Broadcast Retransmission Fee of \$22.29 per month apply. Federal law requires TV providers to get consent to retransmit to local stations and TV providers are charged a retransmission fee. These fees are returned to the local broadcast stations.

### INTERNET SERVICE

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.

# COMMON CENTS PROGRAM

COMMON CENTS FOR THE COMMON GOOD. MAKING A **BIG** DIFFERENCE IN OUR COMMUNITIES!

**Common Cents** is a non-profit organization operated separately from Red River Communications that awards funds to local non-profit and community organizations and offers emergency & medical assistance for local individuals.

Common Cents is funded by our customers when they choose to round up their bills to the next dollar. These tax-deductible contributions average \$0.40 per month.

Learn more at [redrivercomm.com/common-cents](http://redrivercomm.com/common-cents)

I **DO NOT** wish to have my bill rounded up and donated to common cents.



## PAPERLESS BILLING (PLEASE CHOOSE ONE)

I **DO** want to receive a paper bill

There is no monthly charge to receive a mailed billing statement.

I **DO NOT** want to receive a paper bill

The bill will be available online each month.  
**RECEIVE A ONE-TIME \$10 BILL CREDIT**

## AUTO PAY OPTIONS

Red River Communications offers two ways for you to AUTO PAY your monthly bill, monthly credit card payments, or auto bank pay.

YES, I am interested in setting up one of the auto payment options.

**WE TAKE ONLINE SECURITY SERIOUSLY.**  
**Therefore, we have a separate Auto Payment Authorization Form to fill out.**

## Return completed application to Red River Communications

» **MAIL:** PO Box 136, Abercrombie, ND 58001 » **FAX:** 701-553-8396 » **EMAIL:** [membersupport@redrivercomm.com](mailto:membersupport@redrivercomm.com)

## SIGNATURE:

\_\_\_\_\_  
APPLICANT SIGNATURE

\_\_\_\_\_  
DATE: