

TCT

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# TCT High Speed Internet Residential Services Agreement

## Colstrip, Montana



**APPLICATION REQUIREMENTS:** TCT will be performing a credit check based on the information provided here. The results of the credit check will determine if a deposit is required and how much the deposit will be. Full payment of deposit, if any, will be required prior to connection of service. A \$20 connect fee per line of service will be applied to applicant's first bill.

I authorize TCT to perform a credit check?  Yes  No Applicant's signature \_\_\_\_\_

Applicant's SS# \_\_\_\_\_ Driver's License # \_\_\_\_\_ Date of Birth \_\_\_\_\_

TCT will provide equipment\* (subscriber module, reflector hardware, power supply, and surge suppressor) and arrange for installation and wiring needed to support wireless Internet service. The customer will be responsible for networking multiple computers on the service as well as equipment required for networking. Customer agrees to abide by the Acceptable Use Policy of the Company. The Acceptable Use Policy can be found at [http://www.tctwest.net/internet/acceptable\\_use\\_policy.php](http://www.tctwest.net/internet/acceptable_use_policy.php).

Most customers do not require the use of a static IP address. Those customers who do request a static IP address agree to pay a \$25.00 set up fee and \$10.00 per month for the use of that address. In addition, customers requesting static IP addresses must provide a written request with a brief explanation of the reason the address is needed.

Customer may request e-mail service by completing the e-mail registration information on the back of this form. One main account will be provided. Customer may then add up to four additional addresses by logging on to [www.tctwest.net](http://www.tctwest.net). Please contact our help desk for assistance.

**Equipment:** Customer understands the equipment provided by TCT remains the property of TCT and must be returned to the Company, in good condition, in the event the customer's service is terminated, either by customer request or by TCT. Equipment not returned will be charged to the customer's TCT account at replacement cost at the time of disconnect. By signing this agreement, customer gives permission for TCT to remove its equipment from the customer's premise if service is terminated for any reason.

**Contract Period:** Residential customers may choose a one-year agreement resulting in a \$5.00 per month reduction in the regular monthly recurring charges. After the one-year agreement period has expired, customer will remain on the system at the reduced price on a month-to-month basis. Customers requesting a disconnect, or who have been disconnected for nonpayment of services, prior to the completion of the one-year agreement will be charged the full service rate through the end of the agreement period. If equipment is removed from the customer's premise and a reconnect is requested, customer will then pay full installation charge (time and materials).

**Installation:** TCT will provide up to 5-1/2 man hours for installation. This time allotment will be more than adequate for most residential installations. may require additional time which will be billed to the customer by TCT. Any additional installation time and/or materials, unique construction types, or additional customer-requested wiring will be charged to the customer. The installation crew will inform the customer prior to installation if additional charges will apply. A move fee charged by TCT (time and materials) will apply if a customer requires service moved to a new premise location or within the existing premise.

**Computer requirements:** (customer responsibility) **Desktop:** An ethernet card must be installed in customer's computer **Laptop:** PCM or USB slot must be available

**Monthly Service Charges:** (please choose one option)  
NOTE: Bills will cycle on the 1st of every month. Credit & debit card payments will be processed on the 3rd, and automatic (ACH) payments on the 10th of each month.  
 **\$29.95** per month - I agree to remain on the system for a minimum of one year from date of installation. I understand that early disconnect will result in charges for the entire agreement period.  
 **\$34.95** per month - I am able to withdraw my participation with 10 days notice.

Good surge protection and grounding are recommended and are the responsibility of the customer. Equipment provided by TCT remains the property of TCT. Any damage to the provided equipment after initial installation will be the responsibility of the customer. Customer may purchase equipment protection coverage for \$1.50 per month which will cover all damage to TCT equipment. TCT reserves the right to refuse service.

**Monthly Coverage Plans:** (please choose one option)  
 Yes, please include wireless service coverage for \$1.75 per month.  Yes, please include the equipment protection coverage at \$1.50 per month  
 I wish to subscribe to both coverage plans for \$3.00 per month.  No, I do not wish to purchase any coverage plans at this time.

Name of applicant \_\_\_\_\_ Billing address \_\_\_\_\_

Physical address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone # \_\_\_\_\_ Alternate # \_\_\_\_\_ Authorized signature \_\_\_\_\_ Date \_\_\_\_\_

**Additional payment options:**

**Credit Card:**  VISA  MasterCard  
Card number \_\_\_\_\_  
Expiration date \_\_\_\_\_  
Name as it appears on card \_\_\_\_\_

**Automatic Payment:** Bank name \_\_\_\_\_  
Bank address \_\_\_\_\_  
Bank transit routing # \_\_\_\_\_ Bank account # \_\_\_\_\_  
Account type:  Checking (attach voided check)  Savings (attach voided deposit slip)

**Office use only:**

Installed by \_\_\_\_\_ Date \_\_\_\_\_

IP Address \_\_\_\_\_ Tower \_\_\_\_\_ Channel \_\_\_\_\_ Frequency \_\_\_\_\_

MAC Address \_\_\_\_\_

**Computer Operating System:**  Windows Vista  Windows XP  Windows ME  Windows 98  Other \_\_\_\_\_

I already have an e-mail address that I will use. It is: \_\_\_\_\_

I would like to create a new e-mail address. **Login name** - Make three choices. We will use first choice if possible. Your login name will be the first part of your e-mail address which will end with @tctwest.net. **Password** - Must contain at least 5 characters and may be alpha, numeric, or a combination. All login names and passwords are lower case and cannot contain special characters or punctuation (i.e. &#@;:;+). You may choose four additional email addresses that you can set up and manage yourself once your service has been established.

1st Choice	2nd Choice	3rd Choice	Password
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**IMPORTANT NOTICE ABOUT YOUR ACCOUNT**

Under federal law, customers have the right to confidentiality of account information being held by TCT. We will not sell or divulge this information to any outside and/or unrelated party.

Customers will need to provide proof of identity when contacting TCT regarding their accounts. This proof of identity can be in the form of photo ID when visiting in person or password identification when calling by phone. In the event the password is forgotten, customers may answer a predetermined challenge question in order to gain account information.

In addition, TCT representatives will only talk to persons authorized to access account information. You have the opportunity to determine your password and challenge question and also provide name(s) of others you have given authority to access your account.

Password \_\_\_\_\_

Challenge Question (*Please choose only one and provide answer below*)

- What is (was) your favorite pet's name?
- What is your favorite book or magazine?
- What was the make & model of your first car?
- Which US President do you most admire?
- Who is your favorite musician?

Answer to Challenge Question \_\_\_\_\_

In addition to the name(s) on the billing account, I authorize the following people to discuss my account, and to make changes to services and/or account information.

Names \_\_\_\_\_

I agree to abide by the Acceptable Use Policy of TCT and understand that policy may be viewed at [http://www.tctwest.net/acceptable\\_use\\_policy.htm](http://www.tctwest.net/acceptable_use_policy.htm) and that I am responsible to view and read that policy. By signing this contract, I agree that I am at least 18 years of age and legally bound by this contract. If I am not 18 years of age, the signature below is of a parent or guardian that agrees to be held responsible for the actions of the account applicant. I also understand that I am responsible for determining that my computer and modem hardware meet the minimum requirements recommended by my Internet Service Provider and that my Internet Service Provider does not accept responsibility or liability for accounts with substandard hardware.

I authorize the Internet Service Provider chosen above to bill my account for any charges that I may accrue from month to month. This authorization is valid until revoked in writing. I also certify that I have read the "welcome to" information provided. I further understand that my Internet account will be suspended if my account is not paid in full by the date indicated on my monthly statement. I understand that should my Internet service be terminated due to nonpayment, I may be assessed a reconnect fee. I further understand that I will receive informational emails from my Internet Service Provider periodically. I accept the free filtering service with the understanding that it is not guaranteed to filter all junk mail or detect all viruses. I may request this service be removed from my account. I realize that to be better protected, I should also use independent virus detection software on my computer(s). There will be a service order charge to reinstate the service if desired later. I further understand that email must not be left on the server and that if my mailbox exceeds 25MB, mail will not be delivered until the size of mailbox is decreased.

Authorized signature \_\_\_\_\_ Date \_\_\_\_\_