

TCT VONtel Services Agreement



Mailing address: PO Box 671
Physical address: 405 S 4th St
Basin, WY 82410
OFFICE 307.568.3357
FAX 307.568.2506

Mailing address: PO Box 158
Physical address: 451 Shoshone Ave
Lovell, WY 82431
OFFICE 307.548.2275
FAX 307.548.7771

401 S Bent #4
Powell, WY 82435
OFFICE 307.754.9160
FAX 307.568.3748



Name of applicant(s) _____ Date _____
Billing address _____
Physical address _____
Current Telephone # _____ Alternate Telephone # _____

NEW TCT CUSTOMERS ONLY: Please complete this section.

DOB _____ Driver's License # _____ SSN _____

I authorize TCT to perform a credit check. Yes No Applicant's Signature _____

A clear photocopy of a picture ID for applicant(s) must accompany this application. TCT will be performing a credit check based on the information provided in this application. 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.

Please choose one option:

- I would like TCT to provide a local telephone number for my VONtel service.
- I would like to port my local telephone number from my current provider, to be used for my VONtel service. (Porting agreements not established with all carriers).
Note: If porting your local telephone number, an alternate telephone number where you can be reached MUST be provided above.

Telephone Company _____ Account Holder _____ Signature _____

Please choose a VONtel plan for unlimited local and long distance calling within the 50 United States.

Note: International & operator-assisted calls, as well as directory assistance calls can be placed using VONtel for an additional fee.

- \$24⁹⁵/month* Residential Plan
- \$49⁹⁵/month* Business Plan

The following FREE custom calling features will be automatically included with your VONtel service:

(Please visit us on the web at http://www.tctwest.net/telephone/calling_features.php for information & instruction for custom calling features)

- | | | | | | |
|-----------------|---|---------------------------|--------------------------|----------------|----------------------|
| Call Forwarding | Call Waiting | Caller ID Name & Number | Delayed Call Forwarding | Do Not Disturb | Busy Call Forwarding |
| Reminder Calls | Remote Access Call forwarding (PIN _____) | Selective Call forwarding | Selective Call Rejection | Sim-Ring | Find Me Follow Me |

You may also choose to add any of these FREE custom calling features & blocks:

- Voice Mail
- Call Barring
- International Call Block
- Mandatory Account Codes (PIN _____)
- Anonymous Call Rejection
- 3rd # Block
- 900 Block
- Collect Block

Do you want your name and number to appear in the directory and/or be available through National Directory Assistance?

Note: If porting your number from Qwest, it will remain exactly as it is currently listed. If currently Non-pub or Non-list, it will remain Non-pub or Non-list. There will be a one-time \$7²⁰ charge to make any changes to your listing status.

YES _____
(Please print name exactly how you would like it to appear in the directory)

- NO - **Non-pub** \$4⁰⁰ per month charge (No listings in any directories or Nat'l Directory Assistance. Not included in out-going caller ID.)
- NO - **Non-list** \$4⁰⁰ per month charge (No listings in any directories. Available through Nat'l Directory Assistance and included in out-going caller ID.)

Equipment required - must be purchased from TCT:

- Linksys ATA/Router combo - Discount price - \$50⁰⁰ (2 telephone ports and 1 ethernet connection - for use with one computer or with an existing hub, switch or router.)

TCT Protection Plan:

- TCT telephone choice only \$2⁰⁰
- With TCT services including Internet \$4⁰⁰
- With TCT services including television \$6⁰⁰

- Shipping charge - \$5⁰⁰

For office use only

- Equipment shipped
- Customer picked up
- Taken to install

Notes: _____

Assigned/porting number _____

Service effective date _____

MAC ID _____

S/N _____

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. Customer Proprietary Network Information (CPNI), includes information relating to the telecommunications services purchased including service types, the way the service is provided, call detail, and billing data. It is the policy of TCT to only use this CPNI for internal use or within the corporate structure of TCT and subsidiaries for marketing purposes. It is our pledge to keep CPNI confidential and private. We will not sell or divulge this information to any outside and/or unrelated party. If you do not want us to use your CPNI for these related services offered by TCT, you will need to contact our office within 30 days of the date your telecommunication and/or any other service connect date. Please remember, if you choose to opt out, you may not be able to learn about innovative service proposals, new technology or offerings, or savings made possible. 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. 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 inquire on your account.

So that TCT employees are free to discuss my account and/or provide Customer Proprietary Network Information (CPNI) to me during a call that I initiate to the TCT business office (or others preauthorized by me and on record at TCT), please establish the following Account Authentication Password for my account. *Please print all information except signature.*

Account Authentication Password: _____

Note: Passwords can be words, numbers, word/number combinations, or short phrases.

Should I forget or lose my password please use the following challenge question to authenticate my password:

Note: Please check the box for only one challenge question and provide the answer to that question below.

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

Answer: _____

Optional: In addition to the name(s) on the billing account, I authorize the following people to discuss my account and CPNI information with TCT representatives, only if they provide the correct authentication password or challenge question answer. I understand that only the account holder is authorized to make **changes** to my account.

Additional Authorized Contacts: _____

911 INFORMATION

Your new VONtel phone number can be taken with you wherever you go! You can plug your ATA into any high-speed Internet connection in the country and have your local number with you. Please consider, however, that the ATA is programmed to send all 911 calls and information to your local 911 dispatcher. TCT requires that you notify us if your physical address changes. **A signature is required for the following acknowledgment, verifying you are aware of this information.**

ACKNOWLEDGMENT OF RECEIPT OF INFORMATION ON E-911 SERVICE

I hereby acknowledge that I have been informed, prominently and in plain language, of the circumstances under which E-911 service may not be available through the interconnected VoIP service known as VONtel, or may be somewhat limited by comparison to traditional E-911 service, as noted in the VONtel terms & conditions statement at www.tctwest.net. SUCH CIRCUMSTANCES OF LIMITATION OF THE E-911 SERVICE, INCLUDE, BUT ARE NOT LIMITED TO RELOCATION OF THE END USER'S IP-COMPATIBLE CPE, USE BY THE END USER OF A NON-NATIVE TELEPHONE NUMBER, BROADBAND CONNECTION FAILURE, LOSS OF ELECTRICAL POWER, AND DELAYS THAT MAY OCCUR IN MAKING A REGISTERED LOCATION AVAILABLE IN OR THROUGH THE ALI DATABASE. I REALIZE THAT THE EMERGENCY SERVICE PROVIDER MAY NOT KNOW THE ADDRESS THAT I AM CALLING FROM WHEN I MAKE AN EMERGENCY CALL, AND THAT I WILL NEED TO PLAINLY AND CLEARLY STATE THE CORRECT ADDRESS AND DIRECTIONS TO THE EMERGENCY.

I acknowledge that I understand the limitations of the E-911 service of VONtel. I also acknowledge that I will receive free warning stickers from TCT prior to my service being initiated to place on or near my equipment used in conjunction with the interconnected VoIP service known as VONtel. I agree to place these stickers on my equipment, and to warn other users of my equipment about the limitations of the E-911 service.

I hereby assume all risk for use of the VONtel service without traditional E-911 service. **I ACKNOWLEDGE THAT I HAVE BEEN INFORMED THAT I SHOULD ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL E-911 SERVICES.**

I understand that my VONtel service will not be connected until this fully completed form is returned to TCT, and the E-911 web registration is submitted at www.tctwest.net.

Printed Name _____

Signature _____

Date _____