



## APPLICATION FOR INTERNET, TELEVISION & VOICE SERVICE

607 Main St., PO Box 640 Griswold, IA 51535 • phone 712-778-2121 • fax 712-778-2500  
griswoldcommunications.com • email gctc@netins.net

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

### 1. Terms of Service:

The communications services and ancillary equipment you order and receive from Griswold Communications are subject to our General Terms and Conditions of Service and Service-specific Terms and Conditions of Service. By ordering and accepting service, you agree to adhere to these terms and conditions, including any modifications to such terms and conditions as we may communicate to you from time to time. If you fail to comply with our terms and conditions, your service may be suspended or disconnected. Griswold Communications is an equal opportunity provider.

### 2. Subscriber Name(s) & Social Security Number:

Primary Applicants Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

OR

Co-Applicants Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_ - \_\_\_\_ - \_\_\_\_\_

*Both the Primary Applicant and Co-applicant are responsible to pay for all rates and charges for all products and services.*

### Authorized Users to Add to Account:

*Authorized Users are optional. Adding authorized users does not mean their name will show up on the bill, but only that the company is authorized to discuss service and account questions with these individuals:*

\_\_\_\_\_  
Legal Name – Print

The Primary Applicant will be established as the account owner. Any Co-Applicant(s) or Authorized User(s) may be removed from the account or account access at any time by written direction provided by the Primary Applicant.

3. Service Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Please check one: Paper  eBill

### 4. Cooperative Organization – Stock Purchase

Being a cooperative the purchase of a share of stock for \$25.00 is recommended. The ownership of the share of stock is evidenced by the name(s) listed on the stock. The stock should be made out to subscriber(s) listed above.

Being a cooperative, the amount of margins after expenses are allocated to the patrons each year. The patron (subscriber), in order to receive the payment of margins, should inform the cooperative of any change in address. When the cooperative pays dividends, the dividends will be sent to the address on file. Upon receiving a returned check we will try to locate the patron for payment. However, if such person cannot be located, such person agrees to donate such dividend payment for the benefit of the cooperative. By signing you agree to be responsible for prompt monthly payments. In order to maintain our mailing address, please give the name and address of a close relative (other than spouse):

\_\_\_\_\_  
At the discretion of the telephone company, dividends could be applied in full or in part to the customers account if the customer has been late in payments 6 or more times and has been disconnected at least once in the past year.

**5. Email Address of Record:**

Upon establishment of service, your mailing address of record is the billing address for your account. If you wish to establish an electronic address of record, you must provide us written instruction of the email address you wish to designate as your electronic address of record. If you wish to establish an electronic address of record, please complete this section, including checking one or more of the boxes, which will serve as your written instructions. The designation of an electronic address of record for any of the purposes below is optional. If you have not selected eBill, but you choose to establish an electronic address of record, it will not change the billing address for your account. You may revoke any or all of these permissions at any time by written notice to the cooperative.

Email Address of Record: \_\_\_\_\_ New (@netins.net)\_\_\_\_\_

I hereby designate the above email address as my billing address for eBill.

I hereby consent and grant the company express permission to use the above email address as the electronic address of record in connection with service and/or account inquiries made by an account owner or designated account user(s). This includes without limitation inquiries relating to customer proprietary network information (CPNI), as defined under federal law. This designation will be effective 30 days following the in-service date.

To the maximum extent permitted by law, I hereby consent and grant the company express permission to use the above email address as the electronic address of record in connection with any account or service notice required under any state or federal law or regulation governing communications services provided by the cooperative.

To the maximum extent permitted by law, I hereby consent and grant the company permission to use the above email address as the electronic address of record in connection with any notice or other communication sent by the company and relating to my membership in the cooperative, including without limitation notices of annual or special meetings of the members of the cooperative.

**Establishment of Telephone Service:**

**6. Telephone Bill –Cycle and Payment Due Date**

Monthly bills are mailed out on the 10th of the month and are due upon receipt. The bills indicate a payment date no later than the 30<sup>th</sup> of the month (with the exception of February). Payment not received on or before the 30<sup>th</sup> of the month is subject to disconnection. Local service is billed in advance. Tolls are billed in arrears. For example a June 10<sup>th</sup> billing would include the toll calls for May 1 through May 31.

**7. Lifeline Assistance is available for qualifying individuals.** Please ask for a Lifeline Assistance form if applicable.

**8. Available Service and Options (ask about pricing):**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Residential  | <input type="checkbox"/> Call Forwarding (basic, delayed, selective, remote access) |   |
| <input type="checkbox"/> Business   | <input type="checkbox"/> 8 Speed Dial   | <input type="checkbox"/> Anonymous Call Rejection |
| <input type="checkbox"/> Call Waiting   | <input type="checkbox"/> 30 Speed Dial  | <input type="checkbox"/> Do Not Disturb           |
| <input type="checkbox"/> 3 Way Calling  | <input type="checkbox"/> Key System   | <input type="checkbox"/> Priority Call            |
| <input type="checkbox"/> Voice Mail   | <input type="checkbox"/> Additional Lines   | <input type="checkbox"/> Voice Mail to Email      |
| <input type="checkbox"/> Caller ID Number   | <input type="checkbox"/> Selective Call Rejection                                   | <input type="checkbox"/> Music on Hold            |
| <input type="checkbox"/> Caller ID Name   | <input type="checkbox"/> Find Me Follow Me  | <input type="checkbox"/> Automatic Recall         |
| <input type="checkbox"/> Long Distance: <input type="checkbox"/> Interlata <input type="checkbox"/> Intralata       |   |   |
| <input type="checkbox"/> Collect Calls: <input type="checkbox"/> Accept <input type="checkbox"/> Block              |   |   |
| <input type="checkbox"/> 3 <sup>rd</sup> Party Call: <input type="checkbox"/> Accept <input type="checkbox"/> Block |   |   |
| <input type="checkbox"/> 900 Call Blocking  |   |   |
| <input type="checkbox"/> Directory: <input type="checkbox"/> Published <input type="checkbox"/> Non-Published       |   |   |

If published, please indicate how to appear in Telephone Directory:

\_\_\_\_\_

**9. PIC Freeze:**

Under FCC rules, Griswold Communications is not allowed to verify customer requests to change long distance carriers. A PIC Freeze ensures that your long distance carrier will not be changed without your knowledge by requiring you to notify the company of any carrier change in advance. Please note, a valid long distance carrier change will be rejected if you do not contact the company. Requests for long distance carrier changes require a service fee.

YES – I wish to add a PIC Freeze to my selection of long distance carriers. By selecting a PIC Freeze option and signing below, I am providing Griswold Communications with express, written approval to add a PIC Freeze to my account at no charge. Please choose ONE of the three options below:

- Intralata and interlata long distance carriers
- Intralata long distance carrier only
- Interlata long distance carrier only
- NVT \$0.14/min
- NVT \$0.10/min \$3.95/month

Once a PIC Freeze is in place, you must personally contact Griswold Communications by phone or in writing to authorize a change in my long distance carrier.

**blueSURGE Television Service**

- blueSURGE television \$112.95
  - Economy blueSURGE television \$29.95  
(service includes first standard box, additional jacks cost time & material)
  - HBO Movie Pkg. \$11.99
  - Cinemax Movie Pkg. \$11.99
  - Starz/Encore Movie Pkg. \$11.99
  - Set Top Box \$4.99/box/month
  - DVR Service \$3.00/month
  - HD Equipment Fee \$4.00/month
  - My TVs App
  - Watch TV Everywhere
- \_\_\_\_\_ **Total # of boxes**

**blueSURGE Internet Service**

- 100M (\$54.99)
- 250M (\$69.99)
- 500M (\$99.99)
- 1Gig (\$194.99)
- Wireless Router \$9.99/mo.
- WiFi Extenders \$9.99/mo./unit
- Outdoor WiFi Extender \$19.99

\*All speeds are "up to" the speed listed. Certain restrictions do apply. User experience is influenced by devices being used and performance capability of those devices as well as wireless router capability and environmental conditions.

**Tech Home**

- Protect \$5.99
- Protect Plus \$9.99
- Support \$14.99
- Add One Desktop \$4.99
- Add Mobile Device \$1.99
- Add Protect Plus \$9.99

**Signature of the Applicant and Co-Applicant Applying for Service:**

\*\*Applicant: \_\_\_\_\_

\*\*\*Co-Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

\*\* Even if the application is not signed by the applicant, the acceptance of the service will have the effect of the person signing the application.

\*\*\* Even if the application is not signed by the co-applicant, the co-applicant is responsible for the account.

Griswold Communications reserves the right to evaluate applicant/co-applicant credit for service consideration.

Section for Office Use Only:

In Service Date: \_\_\_\_\_

Telephone/Account #: \_\_\_\_\_

Capital Credit #: \_\_\_\_\_

Deposit Amount: \_\_\_\_\_

Verify Photo ID: \_\_\_\_\_

- 1. Terms and Conditions.** These General Terms and Conditions govern any and all communications services ("**Service**") and ancillary equipment ("**Equipment**") you order and receive from Griswold Cooperative Telephone Company (together with any subsidiaries or affiliates providing any Service or Equipment, "**we,**" "**us,**" or the "**Company**"). These General Terms and Conditions of Service are incorporated into your Service Agreement. By ordering and accepting Service, you agree to adhere to these General Terms and Conditions, including any modifications to such terms and conditions as we may communicate to you from time to time. If you fail to comply with these General Terms and Conditions, your Service may be suspended or disconnected.
- 2. Additional Terms.** Our Services are diverse, so sometimes additional terms and conditions will apply. For example, Service will or may be subject to (a) your Service Application/Agreement; (b) the Company's Service-specific Terms and Conditions and Service Tariffs or Service Catalogs (as applicable); (c) the Company's Acceptable Use Policy; and (d) your selected Service Package(s) (items (a)-(d) collectively, the "**Additional Terms**"), each of which you should read carefully before ordering or activating any Service. By accepting Service, you agree to adhere to all Additional Terms applicable to your Service, including any modifications to such terms and conditions as we may communicate to you from time to time. If you fail to comply with any applicable Additional Terms, your Service may be suspended or disconnected.
- 3. Rates; Invoicing.** Nonrecurring and recurring charges for Service are as set forth in your selected Service Package and/or the rate schedules maintained by the Company, current versions of which are available upon request. All Service charges, along with applicable local, state and federal taxes, regulatory assessments, fees and charges, cost recovery charges and other applicable charges and fees will be itemized on your invoice. You must pay all charges for your Service, including all applicable taxes, fees and surcharges, by the due date on the invoice. If you have signed up for electronic billing, we will not mail you a paper invoice. Invoice information will remain available in your account information or by calling us at our customer service number. Failure to pay invoices when due may result in late payment fee of \$15.00 and/or other penalties, including suspension or disconnection of Service. An additional installation charge and/or a minimum service term may be required to restore Service. If we don't receive your payment before the next billing cycle, you agree to pay any costs and expenses associated with our collection efforts, including attorneys' fees. We may charge you an insufficient funds or returned check fee, up to the maximum rate allowed by law, if your check, bank draft, electronic funds transfer, or other order for payment is dishonored or returned for insufficient funds or any other reason. Our acceptance of late or partial payment and late payment charges will not constitute waiver of any of our rights to collect the full amount due.
- 4. Service Term.** Depending on the Service Package you select, you may receive Service for an agreed minimum term (your "**Contract Term**"). In the absence of any Contract Term or after any Contract Term has expired, you will receive Service on a month-to-month basis until Service is canceled by you or disconnected by us in accordance with your Service Agreement. If you select a Contract Term, you understand that you have received a special rate and/or we have incurred costs in exchange for your commitment to the full Contract Term. **If your Service is downgraded, canceled or disconnected prior to the end of an agreed Contract Term, you may be charged an early termination fee ("ETF") as set forth in your Service Agreement. If your pricing is based on a bundled package of Service, downgrading, canceling or disconnecting any Service within the bundle may, in addition to an ETF, result in increased pricing for the remaining Services.** ETFs are cumulative and in addition to any other charges or fees you may owe us and any fees or charges that we may charge upon cancellation or disconnection of Service.
- 5. Changes to Terms.** We reserve the right to change these General Terms and Conditions or any Additional Terms upon thirty (30) days written notice to you. The notice may be provided on your monthly bill, as a bill insert, by email, on our website, or by other written communication. You may, upon receipt of notice of such change, cancel your Service Agreement; provided that no early termination fee will apply if the communicated change would materially adversely modify the terms (including price) of Service or your rights under your Service Agreement. If you elect not to cancel your Service Agreement and continue to use Service after receiving notice of such changes, your continued use of Service will constitute acceptance of the changed terms and conditions.
- 6. Credit Check; Deposits.** In connection with your request or application for any Service, we may conduct an investigation into your credit-worthiness, including obtaining one or more reports or ratings from one or more independent credit reporting or credit scoring agencies. By applying for Service, you authorize the Company to investigate or verify your credit history and to share credit information with credit reporting agencies. We may require a deposit for you to establish Service or obtain Equipment. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history and any applicable laws or regulations. If Service is canceled or disconnected for any reason, we may, subject to applicable law and regulations, apply your deposit toward payment of outstanding charges.
- 7. Service Accounts.** Service accounts are assigned to customers only, and the customer in whose name the account is established will be treated as the account owner for all purposes. Account owners may designate one or more "authorized users" who will have access to account information and may make certain account changes in accordance with our policies. As the owner of the account, you are responsible for designating (or changing the designation) of any authorized users. You will hold the Company harmless from