

Direct Fiber for Business Package Application



MIDTEL
Innovative Solutions Since 1897

Customer Information

[Existing MIDTEL Customer? ☐ Y or ☐ N]

Bus. Name: _____

COPY OF PHOTO ID REQUIRED

Service Location: _____ DUNS#: _____

Mailing Address: _____ B-ID/EIN: _____

Phone : _____ Mobile: _____ Daytime: _____

Email Address: _____ Authorized Business Personnel to
discuss account? ☐ Yes ☐ No
(Please fill in names in Special Instruct. on back)

Will your service be:

Aerial: _____ or Buried: _____? | If buried, is there conduit: _____? | Approx. Distance: _____

Internet and Phone Packages

☐ **Enhanced** **\$103.95/mo***

Internet w/ Wi-Fi: Speed 300Mbps/25Mbps
Phone: Unlimited Local and Long Distance

☐ **Ultimate** **\$163.95/mo***

Internet w/ Wi-Fi: Speed 500Mbps/100Mbps
Phone: Unlimited Local and Long Distance, X-Large Voicemail, Call ID, Call Waiting & Call Forwarding

Internet

☐ **Enhanced** **\$79.95/mo***

Internet w/ Wi-Fi: Speed 300Mbps/25Mbps

☐ **Ultimate** **\$149.95/mo***

Internet w/ Wi-Fi: Speed 500Mbps/100Mbps

Installation Charges*: Pre-Installation Site Survey is required.

- ♦ **Aerial Drop:** Up to 250ft...\$99 | 251-500ft...\$250 | 501-1,000ft...\$750 | 1,001-1,500ft...\$1,500 | Over 1,500ft...please contact us
- ♦ **Buried (Existing Conduit):** Up to 250ft...\$200 | 251-500ft...\$400 | 501-1,000ft...\$850 | 1,001-1,500ft...\$2,000 | Over 1,500ft...please contact us. (A handhole is required if over 500ft)
- ♦ **Buried (New Conduit):** Please contact us for buried options.
- ♦ If fiber is already at location or if adding a new service to an existing fiber package, standard installation charge of \$50 applies for the setup of the services included in the selected package. Please visit www.MIDTEL.com or call 518.827.5211 for further details.

* Qualified business customers only. Does not include applicable taxes, surcharges, and fees; which are subject to change. The installation charge includes the installation of the fiber optic drop to your business and the set up of the services included in the selected package. Additional services available at current retail rates. Unlimited long distance includes calling to the United States & the District of Columbia.

Business Fiber Packages **Broadband Labels**

Broadband Facts

MIDTEL
 Enhanced Fiber Internet - Business
 Fixed Broadband Consumer Disclosure

| | |
|----------------------|--------------|
| Monthly Price | 79.95 |
|----------------------|--------------|

| | |
|--|-----------|
| This monthly price is an introductory rate | No |
|--|-----------|

Additional Charges & Terms

| | |
|-----------------------|-------------|
| Provider Monthly Fees | None |
|-----------------------|-------------|

One-Time Fees

| | |
|------------------|---|
| Installation Fee | \$99.00; Additional if aerial drop length > 250ft or if buried drop desired |
|------------------|---|

| | |
|-------------|------------------------|
| Pre-Payment | May Be Required |
|-------------|------------------------|

| | |
|---------------|-------------------------------|
| Reconnect Fee | \$50.00 per occurrence |
|---------------|-------------------------------|

| | |
|------------------------|-------------------------------|
| Insufficient Funds Fee | \$15.00 per occurrence |
|------------------------|-------------------------------|

| | |
|------------------|------------------------------|
| Late Payment Fee | \$5.00 per occurrence |
|------------------|------------------------------|

| | |
|------------------|---------------------------|
| Government Taxes | Varies by Location |
|------------------|---------------------------|

Discounts & Bundles

Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.

<https://www.midtel.com/bfp>

Speeds Provided with Monthly Price

| | |
|------------------------|-----------------|
| Typical Download Speed | 300 Mbps |
| Typical Upload Speed | 25 Mbps |
| Typical Latency | 10ms |

| | |
|---------------------------|---|
| Network Management Policy | https://www.midtel.com/nmp |
| Privacy Policy | https://www.midtel.com/pp |

Customer Support

Phone: **518.827.5211**

Website: <https://www.midtel.com/support/>

Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.
[fcc.gov/consumers](https://www.fcc.gov/consumers)

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Broadband Facts

MIDTEL
 Ultimate Fiber Internet - Business
 Fixed Broadband Consumer Disclosure

| | |
|----------------------|---------------|
| Monthly Price | 149.95 |
|----------------------|---------------|

| | |
|--|-----------|
| This monthly price is an introductory rate | No |
|--|-----------|

Additional Charges & Terms

| | |
|-----------------------|-------------|
| Provider Monthly Fees | None |
|-----------------------|-------------|

One-Time Fees

| | |
|------------------|---|
| Installation Fee | \$99.00; Additional if aerial drop length > 250ft or if buried drop desired |
|------------------|---|

| | |
|-------------|------------------------|
| Pre-Payment | May Be Required |
|-------------|------------------------|

| | |
|---------------|-------------------------------|
| Reconnect Fee | \$50.00 per occurrence |
|---------------|-------------------------------|

| | |
|------------------------|-------------------------------|
| Insufficient Funds Fee | \$15.00 per occurrence |
|------------------------|-------------------------------|

| | |
|------------------|------------------------------|
| Late Payment Fee | \$5.00 per occurrence |
|------------------|------------------------------|

| | |
|------------------|---------------------------|
| Government Taxes | Varies by Location |
|------------------|---------------------------|

Discounts & Bundles

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<https://www.midtel.com/bfp>

Speeds Provided with Monthly Price

| | |
|------------------------|-----------------|
| Typical Download Speed | 500 Mbps |
| Typical Upload Speed | 100 Mbps |
| Typical Latency | 10ms |

| | |
|---------------------------|---|
| Network Management Policy | https://www.midtel.com/nmp |
| Privacy Policy | https://www.midtel.com/pp |

Customer Support

Phone: **518.827.5211**

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Digital Telephone



Porting your landline number? Phone #(s): _____

Current Provider (If not MIDTEL): _____ (Copy of recent phone bill required)

Would you like the Phone Number **Listed?** ☐ **or** **Non-Published?** ☐ (\$0.63/mo additional)

Directory Name: _____ Same as Customer Name: ☐

Call ID Display Name (15 characters - includes spaces): _____

Rollover Line(s)? No ☐ Yes ☐ Call Masking? No ☐ Yes ☐ Phone #: _____

Additional Phone Lines*

_____ **Basic Business line with Unlimited Local (plus \$0.04 per minute Long Distance)** \$23.00/mo

_____ **Business line with Unlimited Local and 1000 minutes of Long Distance (\$0.04/min thereafter)** \$24.95/mo

_____ **Business line with Unlimited Local and Long Distance** \$29.95/mo

* Non-Recurring Line Charges Apply

Inside Wire Installation

- ☐ I would like MIDTEL to install my Telephone Inside Wire. The install charge covers inside wire installation for all services included in the package. Additional inside wire needs will be **\$25.00** per additional drop. Number of jacks required _____

Maintenance

MIDTEL offers Inside Wire Maintenance for **\$2.00** per month per telephone line. This service covers all telephone inside wire and telephone jacks. It is optional and can be added or discontinued at any time.

- ☐ Yes, I would like the Inside Wire Maintenance Plan ☐ No, I will maintain the Inside Wire myself

Call Restrictions

I hereby request that the following call restriction(s) be placed on my telephone number:

- ☐ Robo Call Filter ☐ Third Party Calls
☐ 900 Area Code Calls ☐ Collect Calls

Outgoing Call ID Presentation:

- ☐ All Call Restrict (your number will be withheld)
☐ Per Call Restrict (default)
(Calls to 911, toll free numbers, & 900 numbers will transmit the calling number and are **NOT** capable of being blocked.)

International Calls (dialing International numbers blocked by default):

- ☐ Remove International Call Restriction (International long distance rates apply)

Optional Add-Ons

One Time Installation Charge (Waived on New Installation) **\$25.00**

Calling Features

- ☐ CC3 (Call ID/Waiting/Forward)...\$5.00/mo
☐ Call ID\$5.00/mo
☐ Call Waiting\$4.00/mo
☐ Call Forwarding\$4.00/mo
☐ Three Way Calling.....\$4.00/mo
☐ Distinctive Ring.....\$6.00/mo
☐ Other _____

Voicemail

- ☐ Small (10) 30-Second Messages \$3.95/mo
☐ Medium (20) One-Minute Messages \$4.95/mo
☐ Large (25) Two-Minute Messages \$5.95/mo
☐ X-Large (30) Three-Minute Messages \$7.95/mo
☐ Voicemail to Email Feature (No Charge)
Email: _____

High Speed Internet

Please select any additional services.
If you have any questions please ask a representative.

Wireless Router & Computers

☐ **MIDTEL Provided Wi-Fi**
(included in package)

Wi-Fi Network Information

Network Name: _____

Password: _____
(Please use as least 8 characters. Special characters are limited to: at symbol @, exclamation !, and underscore _)

Guest Network Information

Network Name: _____

Password: _____
(Please use as least 8 characters. Special characters are limited to: at symbol @, exclamation !, and underscore _)

☐ I want to add-on MIDTEL's WiFi Boost
Extender for \$6.95/Month/per Extender

Number of Extenders _____

Or...

☐ **I have my own router...**

♦ Make/Model: _____

Router must support PPPoE

MIDTEL **does not** support Customer Provided Equipment (CPE). Installation Set-up & Premise visits related to CPE will be charged at current labor rates.

How many computers of each would you like hooked up? Desktop: _____ **and/or** Laptop: _____

Do you need a Static IP Address? No: _____ **or** Yes: _____ (\$7.00 monthly charge per Static IP)

Maintenance

Inside Wire Maintenance (Optional)

☐ Internet Inside Wire Maintenance\$ 2.00/mo

Network Equipment and Services

Equipment

CAT-5e Wire\$ 0.50/ft
Networking Labor (1/2hr increments)\$75.00/hr

**Custom Solutions are available for your home
or office. Please ask for details!**

Damaged/Unreturned Equipment

Modem\$ 125.00

Services

Additional E-Mail-Boxes\$ 2.00/mo
(Set-up Fee per E-Mail-Box)
Static IP Address\$ 7.00/mo
Website Hosting\$19.95/mo
Secured Server\$ 5.00/mo
(Set-up Fee)
Custom Router Configuration.....\$75.00/hr
Premise Visits (1/2hr increments).....\$75.00/hr

Notices

Attention:

All bills are rendered the first of each month and are due upon receipt. Payment within ten days is requested. Payments are due by the 23rd of each month; after that date, unpaid accounts are considered delinquent. Please bring or send the payment page from your bill when payment is made. All bills stand correct and will not be adjusted after the 10th of the month of the bill. Applicants are subject to approval and will be notified if a deposit is required.

All New Subscribers:

Per CC Docket 91-115, we are required to notify you of the following FCC regulations. Whenever you accept a third party number or collect call, we are required to release your billing name and address (BNA) information to the Interexchange Carrier (IXC) that handles the call. This information is necessary to enable the IXC to bill you for the call, should it not be billed on your MIDTEL bill. According to the FCC regulations, IXC's can use your BNA information for several reasons other than billing, which include verification for pre-subscription and new address purposes, fraud prevention, and similar non-marketing purposes.

NONPUBLISHED Phone Customers ONLY:

As a non-published customer, your number does not appear in our telephone directory, in directory assistance, etc., nor do we release it if we receive a request. Regarding the above FCC regulations, you have a choice as to whether you want to have your BNA released in the above described circumstances. ***However, should you choose not to allow BNA release, you may not be able to make third party number calls or receive collect calls on your telephone number.*** Initial below if you wish to restrict BNA release. Otherwise, we are required by the FCC to release your BNA information to requesting IXC's.

AS A NONPUBLISHED CUSTOMER, I hereby request that, under no circumstances, is my Billing Name and Address (BNA) to be released. I understand that I may not be able to make third party number calls, and may not be able to receive collect calls on my telephone number.

Do Not allow my BNA to be released _____ (initial)

NOTICE: For the Protection of YOUR Privacy

YOU MUST PROVIDE US WITH THE CURRENT BILL STATEMENT

If you do not have your bill statement with you we **CANNOT** share any customer information **NOT EVEN THE AMOUNT OF THE BILL** WITHOUT YOUR IDENTITY BEING AUTHENTICATED.

You then will be asked to provide us with a valid Government issued photo ID that matches the name on the account. If you do not have this and have misplaced your bill statement we will be happy to mail you another copy to the billing address we have or call you at the number of record. We will be glad to accept any payment towards your account in any amount you choose but we **CANNOT** share any account information without proper ID or the bill statement.

We apologize for any inconvenience this may cause. Federal CPNI Laws dictates these safeguards to protect your privacy and the information contained on your monthly bill.

Payment Options



Online Pay

MIDTEL offers an Online way to pay your monthly bill(s).

MIDTEL Online Pay allows you to pay your monthly bills from your credit card (MC, Visa, Discover or AMEX).

Processing can take two (2) to three (3) business days for the payment to post. Please keep this in mind when setting your payment frequency.

A MIDTEL CSR can assist you!



E-Z Pay Options

MIDTEL offers a way of making it easy to pay your monthly bill(s).

MIDTEL E-Z Pay Program allows you to pay your monthly bills from your credit card (MC, Visa, Discover or AMEX), checking, or savings account.

Your payments will be automatically deducted on the 10th of the month, or the next business day thereafter if the 10th falls on a weekend or holiday.

*** Separate form required, please ask.**



Monthly Bill

Still prefer to pay your monthly bills manually?

MIDTEL will mail your bill to the address you provide.

Payments are due by the 23rd of each month by either mailing a check, paying online, paying over the phone or coming to our office. We also have an "after-hours" Drop Box located outside.

Mon-Fri: 8:00am-Noon, 1:00pm-5:00pm
 Wed: 8:30am-Noon, 1:00pm-5:00pm

Pre-Payment Information

Pre-payment options are available, and may be **REQUIRED**.

The pre-payment can cover installation, monthly fees, and add-on services.

NOTE: This is for ONE TIME payment only, this information will not be used for any on-going monthly charges.

I would like to Pre-Pay

☐ Credit or Debit Card

☐ Cash ☐ Check

☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

Card #: _____

Expiration (mm/yyyy): ____/____ Sec. Code: _____

Pre-Paid Amount \$ _____

Special Instructions:

Name(s) of Authorized Personnel for the account:

By signing this form I agree to authorize a credit check, all terms, conditions, and acceptable use set forth by MIDTEL. I give permission to install High Speed Internet via Fiber To The Premise (FTTP) and charge me any applicable installation fees. I understand that the installation fee is refundable only if I am unable to receive a FTTP signal. Any prepayments for installation are not refundable if I choose to cancel the service or installation after work has been completed. I understand there may be a one-time charge if my inside wire, Ethernet wire, or coaxial wire is moved to a new location for installation. Bandwidth Caps may apply due to excessive abuse. Please see the MIDTEL Acceptable Use Policy and Terms and Conditions on our website, www.MIDTEL.com.

Signature: _____ **Date:** _____