Direct Fiber Residential Package Application

MIDTEL
Innovative Solutions Since 1897

Customer Information

[*Existing MIDTEL Customer?* ___ Y or ___ N]

Name(s): _____

COPY OF PHOTO ID REQUIRED

Service Location: _____

Driv. Lic. #: _____

Mailing Address: _____

SS#: _____

Phone: _____ Mobile: _____

Daytime: _____

Email Address: _____

New # Assigned: _____
For Office Use Only

....

Is your service?

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

Do you Own: _____ or Rent: _____ ?

If Renting, Landlord name: _____ Landlord Phone: _____

Internet and Phone Packages

○ **Enhanced** .... **$ 91.95/mo***

○ **Advanced** **$121.95/mo***

○ **Ultimate** **$151.95/mo***

Internet Only Packages

○ **Enhanced** .... **$ 67.95/mo***

○ **Advanced** **$107.95/mo***

○ **Ultimate** **$137.95/mo***

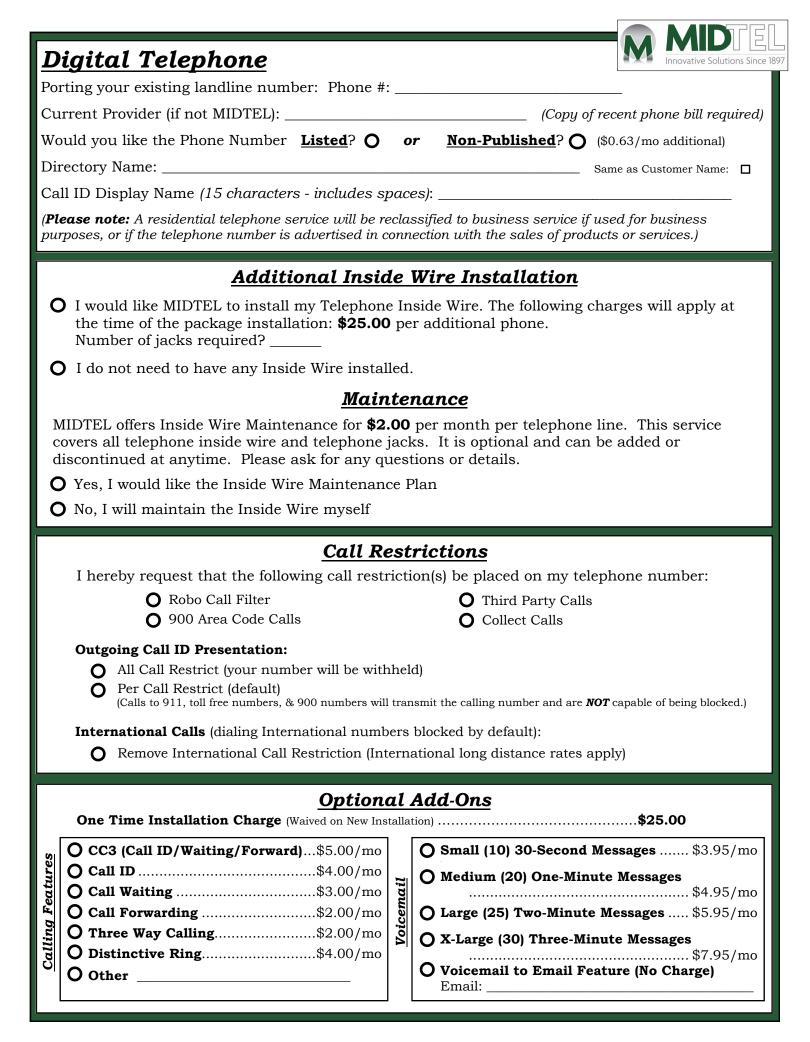## Installation Charges*: Pre–Installation Site Survey is required.

♦ **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 residential 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 home 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.

Revised 3/01/24

103 Cliff Street, PO Box 191, Middleburgh, NY 12122 | Email: sales@corp.midtel.com | 518.827.5211 | Fax: 518.827.7600

Digital Telephone

Porting your existing landline number: Phone #: _____

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)*: _____

*(**Please note:** A residential telephone service will be reclassified to business service if used for business purposes, or if the telephone number is advertised in connection with the sales of products or services.)*

Additional Inside Wire Installation

◯ I would like MIDTEL to install my Telephone Inside Wire. The following charges will apply at the time of the package installation: **$25.00** per additional phone.
Number of jacks required? _____

◯ I do not need to have any Inside Wire installed.

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 anytime. Please ask for any questions or details.

◯ 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** $4.00/mo
◯ **Call Waiting** $3.00/mo
◯ **Call Forwarding** $2.00/mo
◯ **Three Way Calling**........................$2.00/mo
◯ **Distinctive Ring**...........................$4.00/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 fill in the following information and select any additional services. If you have any questions please ask a representative.

Wireless Router & Computers

Choose one.....

MIDTEL Provided Wi-Fi (included in package)		I have my own router...
Wi-Fi Network Information	**Or...**	Model: _____
Network Name: _____		**Router must support PPPoE**
Password: _____		** MIDTEL **does not** support Customer Provided Equipment (CPE). Installation Set-up & Premise visits related to CPE will be charged at current labor rates.
_(Please use as least 8 characters. Special characters are limited to: at symbol @, exclamation !, and underscore _)_		

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

Damaged/Unreturned Equipment

Modem..$ 125.00

Equipment

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

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

Services

Additional E-Mail-Boxes ....$ 2.00/mo
  ($2.00 Set-up Fee per E-Mail-Box)
Static IP Address ....$ 7.00/mo
Website Hosting................................$19.95/mo
Secured Server ....$ 5.00/mo
  ($30.00 Set-up Fee)
Custom Router Configuration..............$75.00/hr
House 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 tenth 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:

By signing this form I agree to authorize a credit check, all terms, conditions and acceptable use policies set forth by MIDTEL. I give permission to install High Speed Internet via Fiber To The Home (FTTH) and charge me any applicable installation fees. I understand that the installation fee is refundable only if I am unable to receive a FTTH 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. Certain other restrictions may apply.

Signature: _____   *Date:* _____