

DIRECT FIBER PACKAGE APPLICATION

BUSINESS DOUBLE PLAY

Business Name:		Existing MIDTEL Customer? <input type="checkbox"/> Yes or <input type="checkbox"/> No	
DUNS#:	B-ID/EIN:	Last 4 Digits of SS#:	
Service Address:		City:	St: Zip:
Mailing Address:		City:	St: Zip:
Phone:	Mobile:	Email:	
Authorized Personnel:		COPY OF PHOTO ID(s) REQUIRED	

<input type="checkbox"/> Aerial Service	<input type="checkbox"/> Buried Service Conduit? <input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> Unsure Approx. Distance: _____
<input type="checkbox"/> Own	<input type="checkbox"/> Rent Landlord Name: _____ Phone: _____

Fiber Packages	Enhanced 300Mbps/25Mbps	Ultimate 500Mbps/100Mbps
Internet & Phone	<input type="checkbox"/> \$103.95 / month*	<input type="checkbox"/> \$163.95 / month*
Internet	<input type="checkbox"/> \$79.95 / month*	<input type="checkbox"/> \$149.95 / month*

Installation Charges* Pre-Installation Site Survey required.	Up to 250 Ft	251-500 Ft	501-1,000 Ft	1,001 - 1,500 Ft	Over 1,500 Ft
Aerial Drop	\$99	\$250	\$750	\$1,500	Please contact us
Buried Existing Conduit	\$200	\$400	\$850	\$2,000	Please contact us

Buried New Conduit Needed: 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 premise and the setup 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.*



MIDTEL
Innovative Solutions Since 1897

HIGH SPEED INTERNET

Equipment

☐ **MIDTEL Provided Router & Wi-Fi (Included in Package)**

Main Wi-Fi Network Information

Network Name:

Network PW:

Please use at least 8 characters. Special characters are limited to: ! ? @ # *

☐ Wi-Fi Extender ____ # of Extenders

Guest Wi-Fi Network Information

Network Name:

Network PW:

Please use at least 8 characters. Special characters are limited to: ! ? @ # *

\$6.95 / month / Extender

☐ **Customer Owned Router**

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

Model:

(Router must support PPPoE)

Miscellaneous Internet Charges

☐ Static IP Address

\$7.00 / month / Static IP

☐ Internet Inside Wire Maintenance

\$2.00 / month

Damaged/Unreturned Modem

\$125.00

Damaged/Unreturned Power Cord

\$20.00

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/np>

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

F000345441 00000000INTB1 0015

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

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 500 Mbps

Typical Upload Speed 100 Mbps

Typical Latency 10ms

Network Management Policy <https://www.midtel.com/nmp>

Privacy Policy <https://www.midtel.com/np>

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

F000345441 00000000INTB25050

DIGITAL TELEPHONE

Porting existing landline? Phone # :		Copy of recent phone bill required.	
Current Provider (if not MIDTEL):			
Phone number:	<input type="checkbox"/> Published	<input type="checkbox"/> Non-Published (\$0.63 / month additional)	
Directory Name:			
Call ID Display Name:	(15 Characters)		
<input type="checkbox"/> Rollover Line(s)	<input type="checkbox"/> Call Masking	Phone #:	
Additional Business Phone Lines (Non-Recurring Line Charges Apply)			
#	Unlimited Local (plus \$0.04/min Long-Distance)	\$23.00 / line / month	
#	Unlimited Local and 1000 minutes of Long-Distance (\$0.04/min thereafter)	\$24.95 / line / month	
#	Unlimited Local and Long-Distance	\$29.95 / line / month	
Miscellaneous Telephone Charges			
<input type="checkbox"/> Install Inside Wire	____ # of jacks	Charges applied at time of installation. \$25.00 each additional phone jack.	
<input type="checkbox"/> Telephone Inside Wire Maintenance	\$2.00 / month		
Call Restrictions			
I hereby request that the following call restriction(s) be placed on my telephone number.			
<input type="checkbox"/> Robo Call Filter	<input type="checkbox"/> 900 Area Code Calls	<input type="checkbox"/> Third Party Calls	<input type="checkbox"/> Collect Calls
Outgoing Call ID Presentation			
<input type="checkbox"/> All Call Restrict (your number withheld)	<input type="checkbox"/> Per Call Restrict (default) (Calls to 911, toll-free, & 900 numbers will transmit your number and are NOT capable of being blocked.)		
International Call Restriction (blocked by default)			
<input type="checkbox"/> Remove International Call Restriction (International long-distance rates apply)			
Optional Add-Ons			
One-Time Installation Charge (Waived on New Installation) \$29.75 **Features included with Ultimate Phone Packages			
Calling Features		Voicemail	
<input type="checkbox"/> CC3 (Call ID/Waiting/Forward)**	\$5.00/month	<input type="checkbox"/> Small (10) 30-Second Messages	\$3.95/month
<input type="checkbox"/> Call ID**	\$5.00/month	<input type="checkbox"/> Medium (20) 1-Minute Messages	\$4.95/month
<input type="checkbox"/> Call Waiting**	\$4.00/month	<input type="checkbox"/> Large (25) 2-Minute Messages	\$5.95/month
<input type="checkbox"/> Call Forwarding**	\$4.00/month	<input type="checkbox"/> X-Large (30) 3-Minute Messages**	\$7.95/month
<input type="checkbox"/> Three Way Calling	\$4.00/month	<input type="checkbox"/> Voicemail to Email Feature	No charge
<input type="checkbox"/> Other		Email:	

NOTICES

Attention All New Customers:

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 and assessed a late fee. 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 billing period. Applicants are subject to approval and will be notified if a deposit is required.

All New Telephone Customers:

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.

NON-PUBLISHED Telephone Customers ONLY:

As a non-published customer, your number does not appear in our online telephone directory, directory assistance, etc., nor do we release the number 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 NON-PUBLISHED 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 my not be able to receive collect calls on my telephone number.

Do Not allow my BNA to be released ____ (initials)

NOTICE All Telephone Customers: 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 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 on file 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 dictate these safeguards to protect your privacy and the information contained on your monthly bill.

Miscellaneous Charges

Seasonal Reconnect	\$25.00
Premise Visit - Covers first 30 Minutes	\$37.50
Additional Time - Billed in 15-Minute Increments	\$75.00 / hour
Change in Service	\$16.25



MIDTEL

Innovative Solutions Since 1897

SIGNATURE

PAYMENT OPTIONS ~ SPECIAL INSTRUCTIONS



ELECTRONIC BILL PAY

Pay your monthly bills with your credit card.

MC ~ Visa ~ Discover ~ AMEX

Payments may take 2-3 business days to post, schedule accordingly
www.midtel.com/bill-pay

A MIDTEL CSR can assist you.



E-Z PAY PROGRAM

Pay your monthly bills with your checking or savings account, or credit card.

MC ~ Visa ~ Discover ~ AMEX

Payments are automatically deducted the 10th of the month and may take 2-3 business days to post.

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



MONTHLY BILL

MIDTEL will mail your bill to the address you provide.

Payments are due by the 23rd of each month by mailing a check, paying online, paying over the phone or coming to our office.

A 24-hour Drop Box is available.

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.



Cash Pre-Paid Amt \$_____



Check Pre-Paid Amt \$_____



Credit Card (Contact office)

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 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 pre-payments 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. The MIDTEL Acceptable Use Policy and Terms and Conditions are available to me on the website, www.MIDTEL.com.

Signature: _____

Date: _____