

# DIRECT FIBER PACKAGE APPLICATION

## RESIDENTIAL TRIPLE PLAY

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

<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 250Mbps/25Mbps	Advanced 350Mbps/50Mbps	Ultimate 450Mbps/100Mbps
Internet, Cable TV <sup>†</sup> & Phone	<input type="checkbox"/> \$183.90 / month*	<input type="checkbox"/> \$225.90 / month*	<input type="checkbox"/> \$265.90 / month*
Internet & Cable TV <sup>†</sup>	<input type="checkbox"/> \$159.90 / month*	<input type="checkbox"/> \$197.90 / month*	<input type="checkbox"/> \$227.90 / month*
†The Broadcast TV Retransmission Surcharge of <b>\$31.95</b> is included in each TV Package Pricing.			
Internet & Phone	<input type="checkbox"/> \$93.95 / month*	<input type="checkbox"/> \$123.95 / month*	<input type="checkbox"/> \$153.95 / month*
Internet	<input type="checkbox"/> \$69.95 / month*	<input type="checkbox"/> \$109.95 / month*	<input type="checkbox"/> \$139.95 / month*

Installation Charges*	Up to 250 Ft	251-500 Ft	501-1,000 Ft	1,001 - 1,500 Ft	Over 1,500 Ft
Pre-Installation Site Survey required.					
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](http://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 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.*

# HIGH SPEED INTERNET

## Equipment

<input type="checkbox"/> <b>MIDTEL Provided Router &amp; Wi-Fi</b> (Included in Package)		<input type="checkbox"/> <b>Customer Owned Router</b> (Router must support PPPoE)	
<b>Network Name:</b>		<b>Model:</b>	
<b>Network PW:</b>		<b>MIDTEL <u>does not</u> support Customer Provided Equipment (CPE). Installation Set-up &amp; Premise visits related to CPE will be charged at current labor rates.</b>	
Please use at least 8 characters. Special characters are limited to: ! ? @ # *			
<input type="checkbox"/> Wi-Fi Extender _____ # of Extenders	\$6.95 / month / Extender		

## Miscellaneous Internet Charges

<input type="checkbox"/> Internet Inside Wire Maintenance	\$2.00 / month
Additional Cat5e Cable	\$0.50 / foot
Damaged/Unreturned Modem	\$125.00
Damaged/Unreturned Power Cord	\$20.00

### Broadband Facts

<b>MIDTEL</b> Enhanced Fiber Internet - Residential Fixed Broadband Consumer Disclosure	
<b>Monthly Price</b>	<b>\$69.95</b>
This monthly price is an introductory rate	
<b>Additional Charges &amp; Terms</b>	
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
<b>Discounts &amp; Bundles</b>	
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.	
<a href="https://www.midtel.com/rfp">https://www.midtel.com/rfp</a>	
<b>Speeds Provided with Monthly Price</b>	
Typical Download Speed	250 Mbps
Typical Upload Speed	25 Mbps
Typical Latency	10ms
Network Management Policy	<a href="https://www.midtel.com/nmp">https://www.midtel.com/nmp</a>
Privacy Policy	<a href="https://www.midtel.com/pp">https://www.midtel.com/pp</a>
<b>Customer Support</b>	
Phone:	518.827.5211
Website:	<a href="https://www.midtel.com/support/">https://www.midtel.com/support/</a>
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.	
<a href="https://www.fcc.gov/consumers">https://www.fcc.gov/consumers</a>	
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### Broadband Facts

<b>MIDTEL</b> Advanced Fiber Internet - Residential Fixed Broadband Consumer Disclosure	
<b>Monthly Price</b>	<b>\$109.95</b>
This monthly price is an introductory rate	
<b>Additional Charges &amp; Terms</b>	
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
<b>Discounts &amp; Bundles</b>	
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.	
<a href="https://www.midtel.com/rfp">https://www.midtel.com/rfp</a>	
<b>Speeds Provided with Monthly Price</b>	
Typical Download Speed	350 Mbps
Typical Upload Speed	50 Mbps
Typical Latency	10ms
Network Management Policy	<a href="https://www.midtel.com/nmp">https://www.midtel.com/nmp</a>
Privacy Policy	<a href="https://www.midtel.com/pp">https://www.midtel.com/pp</a>
<b>Customer Support</b>	
Phone:	518.827.5211
Website:	<a href="https://www.midtel.com/support/">https://www.midtel.com/support/</a>
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<a href="https://www.fcc.gov/consumers">https://www.fcc.gov/consumers</a>	
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### Broadband Facts

<b>MIDTEL</b> Ultimate Fiber Internet - Residential Fixed Broadband Consumer Disclosure	
<b>Monthly Price</b>	<b>\$139.95</b>
This monthly price is an introductory rate	
<b>Additional Charges &amp; Terms</b>	
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
<b>Discounts &amp; Bundles</b>	
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.	
<a href="https://www.midtel.com/rfp">https://www.midtel.com/rfp</a>	
<b>Speeds Provided with Monthly Price</b>	
Typical Download Speed	450 Mbps
Typical Upload Speed	100 Mbps
Typical Latency	10ms
Network Management Policy	<a href="https://www.midtel.com/nmp">https://www.midtel.com/nmp</a>
Privacy Policy	<a href="https://www.midtel.com/pp">https://www.midtel.com/pp</a>
<b>Customer Support</b>	
Phone:	518.827.5211
Website:	<a href="https://www.midtel.com/support/">https://www.midtel.com/support/</a>
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<a href="https://www.fcc.gov/consumers">https://www.fcc.gov/consumers</a>	
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# 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)		
<b>(Please note:</b> 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.)		

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
<b>Outgoing Call ID Presentation</b> <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.)			
<b>International Call Restriction</b> (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) \$25.00			
Calling Features		Voicemail	
<input type="checkbox"/> CC3 (Call ID/Waiting/Forward) <small>Included in Advanced &amp; Ultimate Phone Packages</small>	\$5.00/month	<input type="checkbox"/> Small (10) 30-Second Messages	\$3.95/month
<input type="checkbox"/> Call ID <small>Included in Advanced &amp; Ultimate Phone Packages</small>	\$4.00/month	<input type="checkbox"/> Medium (20) 1-Minute Messages <small>Included in Advanced Phone Package</small>	\$4.95/month
<input type="checkbox"/> Call Waiting <small>Included in Advanced &amp; Ultimate Phone Packages</small>	\$3.00/month	<input type="checkbox"/> Large (25) 2-Minute Messages <small>Included in Ultimate Phone Package</small>	\$5.95/month
<input type="checkbox"/> Call Forwarding <small>Included in Advanced &amp; Ultimate Phone Packages</small>	\$2.00/month	<input type="checkbox"/> X-Large (30) 3-Minute Messages	\$7.95/month
<input type="checkbox"/> Three Way Calling	\$2.00/month	<input type="checkbox"/> Voicemail to Email Feature	No charge
<input type="checkbox"/> Other		Email:	

## CABLE TELEVISION

High Definition (HD) programming requires both  
an HD Set-Top Box and an HD Television.

### Equipment Selections

Install # of TVs		Additional Installations		Additional Set-Tops <i>(Each set-top includes remote)</i>		
#	Analog	First TV	\$50.00	#	Motorola HD-DVR Set-Top	\$12.95/month/set-top
#	Digital	Each Additional TV	\$25.00	#	TiVo T6 HD-DVR Set-Top	\$18.95/month/set-top
#	HDTV	Move to New Location	\$50.00	#	TiVo Mini HD Set-Top	\$11.95/month/set-top
		Each Additional Move	\$25.00	#	Additional Remote Control	\$ 1.00/month/remote

### Package Upgrades

Premiums		Tiers		Adult Channels	
<input type="checkbox"/> Showtime	\$12.99/month	<input type="checkbox"/> Lifestyle	\$ 6.95/month	<input type="checkbox"/> Playboy	\$17.95/month
<input type="checkbox"/> Cinemax	\$17.99/month	<input type="checkbox"/> Lounge	\$ 6.95/month	<input type="checkbox"/> Reality Kings	\$19.95/month
<input type="checkbox"/> HBO*	\$17.99/month	<input type="checkbox"/> Lifestyle & Lounge*	\$10.95/month	<input type="checkbox"/> Bang U	\$19.95/month
<input type="checkbox"/> Starz*	\$17.99/month	*Premiums & Tiers Included with Ultimate TV Package		<input type="checkbox"/> Brazzers	\$19.95/month
<input type="checkbox"/> Premium Suite	\$55.95/month				

### Miscellaneous Cable TV Charges

<input type="checkbox"/> Cable TV Inside Wire Maintenance	\$2.00 / month
Additional HDMI Cable (6ft)	\$15.00 / each
Additional Coaxial Cable with ends	\$1.00 / foot

### Damaged/Unreturned Equipment

Motorola HD-DVR Set-Top Box	\$250.00
Motorola Digital Set-Top Box	\$100.00
TiVo T6 HD-DVR Set-Top Box	\$500.00
TiVo Mini Set-Top Box	\$250.00
Remote	\$10.00
Power Cord	\$10.00

## 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 23<sup>rd</sup> 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

# 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](http://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 10<sup>th</sup> 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 23<sup>rd</sup> 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 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 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](http://www.MIDTEL.com).

Signature: \_\_\_\_\_

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