



MIDTEL

Innovative Solutions Since 1897

RESIDENTIAL APPLICATION

Name(s):		Existing MIDTEL Customer? ☐ Yes ☐ 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: REQUIRED for Streaming Access	
☐ Aerial Service	☐ Buried Service Conduit? ☐ Y ☐ N ☐ Unsure Approx. Distance		
☐ Own	☐ Rent Landlord Name:		Phone:
Porting in existing Landline? Phone Number:		Current Provider: Copy of recent phone bill REQUIRED	

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
Buried - Existing Conduit:	\$200	\$400	\$850	\$2,000	Please contact
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 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 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.					



OMNI
NET



High Speed

Fiber internet with
features you control!

OMNI
VIEW



Streaming

New television
experience with better
flexibility!

OMNI
VOICE



Digital

Same trusted, crystal
clear voice services!

Explore the many options we offer for Internet, Video and Voice services!
Choose from our pre-made Cost Saving bundles or build your own bundle.
We also offer stand-alone services.

BUNDLED Services



☐
O2 - SURF & TALK

Connected Home 500M/500M GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi	Unlimited Unlimited Local & Long-Distance
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Retail ~~\$99.90/month~~
\$94.95/month*
SAVE \$4.95

☐
O2 - SURF & TALK PLUS

Signature Plus 1G/1G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	Unlimited Unlimited Local & Long-Distance Call ID Call Waiting Call Forwarding Medium Voicemail
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Retail ~~\$149.90/month~~
\$124.95/month*
SAVE \$24.95



☐
O2 - SURF & STREAM

Connected Home 500M/500M GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi	Select Line-Up 97 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 1 FORCE-1 Device
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Retail ~~\$204.90/month~~
\$164.95/month†
SAVE \$39.95

☐
O2 - SURF & STREAM PLUS

Signature Plus 1G/1G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	All-Star Line-Up 144 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 1 FORCE-1 Device
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Retail ~~\$284.90/month~~
\$194.95/month†
SAVE \$89.95

COMING SOON
☐
O2 - SURF & STREAM PRO

Premier Pro 2G/2G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	All-Star Line-Up 144 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 3 FORCE-1 Devices 2 Premium Channels
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Retail ~~\$344.90/month~~
\$224.95/month†
SAVE \$119.95

Continue to our Add-ons for more options to complete your service.

*Pricing does not include Taxes, Fees, and Surcharges.

†Pricing includes \$34.47 Local Retransmission Fee.

BUNDLED Services



O3 - CONNECTED

Connected Home 500M/500M GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi	Select Line-Up 97 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 1 FORCE-1 Device	Unlimited Unlimited Local & Long-Distance
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Retail ~~\$234.85~~/month
\$194.95/month*†

SAVE \$39.90

O3 - SIGNATURE

Signature Plus 1G/1G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	All-Star Line-Up 144 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 1 FORCE-1 Device	Unlimited Unlimited Local & Long-Distance Call ID Call Forward Call Waiting Medium Voicemail
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Retail ~~\$314.65~~/month
\$224.95/month*†

SAVE \$89.90

O3 - PREMIER

Premier Pro 2G/2G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	All-Star Line-Up 144 Prime + 50 Music 400+ Pluto/TiVo+/Plex Watch TV Everywhere 100 DVR Hours Up to 3 Streams Up to 3 FORCE-1 Devices 2 Premium Channels	Unlimited Unlimited Local & Long-Distance Call ID Call Forward Call Waiting XL Voicemail
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Retail ~~\$374.65~~/month
\$254.95/month*†

SAVE \$119.90

Continue to our Add-ons for more options to complete your service.

*Pricing does not include Taxes, Fees, and Surcharges.

†Pricing includes \$34.47 Local Retransmission Fee.

Internet Only Options

☐ ESSENTIALS	☐ CONNECTED HOME	☐ SIGNATURE PLUS	☐ PREMIER PRO COMING SOON
100M/100M GigaSpire Router CommandIQ ProtectIQ Wi-Fi not included	500M/500M GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi	1G/1G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit	2G/2G GigaSpire Router CommandIQ ProtectIQ ExperienceIQ Wi-Fi Indoor Mesh Unit
\$38.95/month	\$69.95/month	\$119.95/month	\$179.95/month
Visit https://www.midtel.com/broadband-labels/ to compare plans			

Add-On Streaming Line-Ups for Internet Only	☐ BROADBAND TV (BBTV)	☐ LOCALS+
	50 Assorted Channels 400+ Pluto/TiVo+/Plex Channels 100 DVR Hours Up to 3 Streams	20 Local - 7 Assorted Channels 50 Music Choice Channels 400+ Pluto/TiVo+/Plex Channels Limited Watch TV Everywhere 100 DVR Hours Up to 3 Streams
	\$25.00/month	\$50.00/month[†]

[†]Pricing includes \$34.47 Local Retransmission Fee.

Internet and Streaming Add-ons, Upgrades & Charges

Internet Equipment

- ☐ MIDTEL Provided GigaSpire Router
- ☐ Customer Owned 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.

Optional Internet Add-Ons

- ☐ Wi-Fi (Incl. in plans 500M & up) **\$9.95/month**
- ☐ Indoor Mesh Unit ____ # of Units **\$6.95/unit/month**
- ☐ Outdoor Mesh Unit ____ # of Units **\$15.95/unit/month**
- ☐ Internet Inside Wire Maintenance **\$2.00/month**

Miscellaneous Internet Charges

Additional Cat5e Cable per foot	\$0.50
Damaged/Unreturned Modem	\$150.00
Damaged/Unreturned Power Cord	\$25.00

Premium Channel Add-Ons

- | | | |
|---------------------------------|----------------------|---|
| ☐ PICK 1 | \$18.95/month | ☐ Cinemax - 3 channels |
| ☐ PICK 2 | \$32.95/month | ☐ HBO - 5 channels |
| ☐ PICK 3 | \$44.95/month | ☐ Showtime - 10 channels |
| ☐ PICK 4 | \$52.95/month | ☐ Starz - 13 channels |

Optional Streaming Upgrades

- ☐ Add'l 50 Hours of DVR ____ # of 50 **\$2.95/50/month**
- ☐ Add'l Stream ____ # of Streams **\$2.95/stream/month**
- ☐ Set of 3 Streams Bundle ____ # of Sets **\$4.95/set/month**
- ☐ FORCE-1 Device ____ # of Devices **\$6.95/device/month**

Miscellaneous Streaming Charges

Additional HDMI Cable per 6 feet	\$15.00
Damaged/Unreturned FORCE-1 Device	\$150.00
Damaged/Unreturned Remote	\$25.00
Damaged/Unreturned Power Cord	\$10.00

Voice Only Options Add-Ons & Info

☐	ESSENTIAL	☐	1000 MINUTE	☐	UNLIMITED
Unlimited Local & 4¢/Minute LD		Unlimited Local & 1000 Minute LD		Unlimited Local & Long-Distance	
\$23.00/line/month*		\$24.95/line/month*		\$29.95/line/month*	

Optional Voice Add-Ons

Visit our website for our full list of **Calling Features** and **Voicemail Options**.

- ☐ Install Inside Wire ____ # of jacks **\$25.00**/each additional jack. Charges applied at time of install.
- ☐ Telephone Inside Wire Maintenance **\$2.00**/month ☐ Non-Published Telephone Number **\$0.63**/month

Directory Name:

Call ID Display Name: (15 characters)

(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.)

Call Restrictions

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

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

Outgoing Call ID Presentation

- ☐ All Call Restrict (Your number withheld) ☐ 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)

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

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 may 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.

*Pricing does not include Taxes, Fees, and Surcharges.

Attention All 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.

One month service minimum required for all new services.

Miscellaneous Service Charges

Seasonal Reconnect **\$25.00**

Premise Visit - Covers first 30 Minutes **\$37.50**

Additional Time - Billed in 15-Min Increments **\$75.00/hour**

☐ **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 on 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 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 Telephone 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: _____