

MARNE & ELK HORN TELEPHONE COMPANY

APPLICATION FOR TELEPHONE & CATV SERVICE

DATE: _____

TELEPHONE # _____

1. Agreement with the Rules and Regulations:

In completing this application the undersigned agree to the rules and regulations of the telephone company as set forth in the exchange tariff, and to any general changes in rules or rates for the regulated and non regulated service(s) furnished under this application.

2. Subscriber names, Social Security Number, & Date of Birth: (PLEASE PRINT)

Applicants Name: _____ Social Security # _____ D.O.B. ___/___/___

Co-applicants Name: _____ Social Security # _____ D.O.B. ___/___/___

Other Daytime Work or Cell Phone # _____

Both the applicant and Co-applicant are responsible to pay for all rates and charges for telephone, cable television, and other charges for services provided.

3. Service address:

Address: _____

City: _____ State: _____ Zip: _____

Billing address if different:

Address: _____

City: _____ State: _____ Zip: _____

Directory Listing: _____ Published or Non Published

4. Monthly billing.

Monthly bills are mailed out the 5th of each month. Bills are due no later than the 25th of the month. Accounts for which payment is not received on or before the 25th of the month are subject to disconnection.

Local service is billed in advance. Toll calls are billed from prior months.

Automatic bank withdrawal is available upon request.

5. Non Regulated - House wiring

Maintenance Agreement... Yes _____ No _____

As a Marne Elk Horn Tele Co customer, you are responsible for maintaining the inside telephone wiring from the protector (usually a small gray box on the outside of your house) to your telephone devices. "Inside wire" refers to the wiring running from the protector to the telephone devices in your home. The monthly charge for the Inside Wire Maintenance Plan is \$2.00 per line. Customers who choose NOT to subscribe are responsible for the maintenance of their inside wiring. You can repair the wiring yourself or contact Marne Elk Horn Tele Co to make the repair based on an hourly rate, standard trip charge and cost of materials.

6. **Cable TV Wire Maintenance:**

Maintenance agreement... Yes _____ No _____

As a Marne Elk Horn Tele Co customer, you are responsible for maintaining the inside coaxial cable from the ground block (a connecting block installed on the outside of your home) or protector to your video device. "Inside wire" refers to the wiring running from the protector to the video devices in your home. The transmission facilities used to deliver the signal from the company head-end to your home are maintained by Marne & Elk Horn Telephone Co. Customer owned video devices such as televisions, VCRs, satellite receivers, cable converter boxes or line amplifiers are not included in the definition of "inside wire". The monthly charge for the Cable TV Wire Maintenance Plan is \$3.95 Customers who choose NOT to subscribe are responsible for the maintenance of their inside wiring. You can repair the wiring yourself or contact Marne Elk Horn Tele Co to make the repair based on an hourly rate, standard trip charge and cost of materials. **See Brochure for Exclusions**

7. **Free 900 Call Blocking**

You have the option to block all calls to 900 or 976 numbers dialed from your home or business phone. If you would like 900 call blocking, please indicate by signing here. _____

8. **Long Distance Carrier**

\$50 deposit is required to activate long distance service

No deposit is required if long distance service is not requested

With equal access, you may choose whom you would like as your long distance carrier. Carriers are listed in our telephone directory with their telephone numbers. Long distance rates are available by calling each individual carrier. By signing this application, I am giving METC permission to submit my contact information to the chosen and future long distance carriers for collection purposes. **Carrier of my choice:** _____

Customer Proprietary Network Information (CPNI) is information contained in your telephone bill pertaining to the service you receive from Marne Elk Horn Telephone Company.

The FCC implemented new rules to protect the privacy of information contained in all telephone accounts, including your telephone account with Marne & Elk Horn Telephone Company. The new rules allow us to discuss account information only with the person(s) listed on the account. Also, when you call our office, we must be able to confirm that you are who you say you are.

We will confirm the identity of callers by asking them to answer the authentication question listed below. We will not share certain call detail information over the phone regardless of authentication. Instead, that information will need to be mailed to you, we may call you back at the phone number on your account, or you may stop by our office to pick up this call detail information.

Please PRINT your ANSWER to the question below.

Authentication Question: What are the last 4 digits of your social security number? _____

Do you want to add any additional authorized contacts to your account? Yes _____ No _____

Do you want to add an email address of record to your account? Yes _____ No _____

9. **By signing this application I/we do hereby choose Marne Elk Horn Telephone Co as my local telephone provider. I/we are authorized to sign on behalf of the name or business and address listed on this application.**

Applicant: _____ Date: _____

Co-applicant: _____ Date: _____

Even if the application is not signed by the applicant, the acceptance of the service will have the effect of the person signing the application
Revised 1/14/09.

Establishing an E-mail Address of Record

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Marne & Elk Horn Telephone Company may be permitted to respond to your inquiries regarding call detail information or certain account information only by calling the telephone number listed on the account or sending such information to the mailing address or electronic address of record. Your mailing address of record is the billing address for your account. If you wish to establish an electronic address of record, you must notify us of the e-mail address you wish to designate as your electronic address of record. **In order to be considered an electronic address of record, the designated e-mail address must be on file with the company for at least thirty (30) days.** This form will establish an e-mail address as an electronic “address of record” only for purposes of service and account inquiries, including inquiries relating to CPNI. This form will not change the billing address for your account. If you wish to establish an electronic address of record for service and account inquiries, please take this opportunity to complete the section below and mail it back to us in the provided envelope.

Designated E-mail Address for Account Inquiries:

(Print)

IMPORTANT: By signing below, the customer is providing the company with express, written approval to communicate via the designated e-mail address in connection with service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer’s services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

Account Owner (Print)

Signature

Date

Telephone Number on Account



Customer Update on New CPNI Rules

What is CPNI?

Customer Proprietary Network Information (CPNI) is information contained in your telephone bill pertaining to the service you receive from Marne Elk Horn Telephone Company.

Effective in December of this year, the FCC will implement new rules to protect the privacy of information contained in all telephone accounts, including your telephone account with Marne & Elk Horn Telephone Company. The new rules allow us to discuss account information only with the person(s) listed on the account. Also, when you call our office, we must be able to confirm that you are who you say you are.

Authenticating Our Customers:

We will confirm the identity of callers by asking them to answer the authentication question listed below. We will not share certain call detail information over the phone regardless of authentication. Instead, that information will need to be mailed to you, we may call you back at the phone number on your account, or you may stop by our office to pick up this call detail information.

Please PRINT your ANSWER to the question below.

Question for authentication: What are the last 4 digits of your social security number? _____

Adding Authorized Contacts:

If your account is listed only in your name, you might want to consider adding the name of your spouse or roommate to the account so that we can discuss the account with them and allow them to make changes to the account. If you rely on someone else (a child, neighbor or friend) to help with your account, pay your bill or anything else with our company, you will need to have that person's name added to your account. The name does not need to be added to the billing name but can be added to our records as an "Authorized Contact" for discussing information and making changes to your account. Authorized Contacts will not be held responsible for payment of your account.

_____ No, I do not want to add any additional authorized contacts to my account

_____ Yes, I would like to add the following as authorized contacts for my account

Authorized Contact _____

Authorized Contact _____

Authorized Contact _____

Authorized Contact _____

Note: If you are adding contacts, you will need to provide them with the answer to the authentication question.

Telephone Number (s) the above contacts are authorized on: _____

Email address: Please contact us if you would like to add an email address of record to your account.

By signing this authorization, the account owner(s) is expressly requesting that the company shares certain account information with authorized account contacts and is authorizing the company to share such information with authorized contacts as necessary to address service, account inquiries and/or changes initiated by the account owner or any authorized contact.

Authorized by: _____ **Date:** _____
(Signature of person currently listed on account)

_____ **Date:** _____
(Signature of person currently listed on account)

Please return this completed form as soon as possible in the enclosed envelope or drop it by our office at 4242 Main Street, Elk Horn, IA 51531