



100 Runestone Drive • PO Box 336
 Hoffman MN 56339-0336
 Office: (320) 986-2013 • Fax: (320) 986-2050
 www.runestone.net • rtaoffice@runestone.net

Account Information

Name of Applicant: _____

Service Address:	Billing Address (if different):
City, State, Zip:	City, State, Zip:
Daytime Phone Number:	Additional Contact Number(s):

Current e-mail Address: _____

If a business, check appropriate box: Individual/Sole Proprietor Corporation Partnership Other: _____

I rent my home/apartment (Written permission from owner must be received in our office before wiring or outlets are done)

Account Password (Required): _____
 This will keep your account secure and not allow anyone who is not authorized to request or receive information about your account

Additional Authorized Contact(s): _____
 Please list any additional contacts you would like to have access to information about or make changes to your account

High Speed Internet Service (\$45 connect fee)

Includes phone service • Prices subject to change • Services are subject to availability • Business rates slightly higher

<input type="checkbox"/> 5 - 7 Mbps \$69.29	<input type="checkbox"/> 40 - 50 Mbps \$90.29	<input type="checkbox"/> 500 - 1000 Mbps....\$170.29
<input type="checkbox"/> 10 - 15 Mbps...\$72.29	<input type="checkbox"/> 75 - 100 Mbps\$121.29	
<input type="checkbox"/> 20 - 30 Mbps...\$82.29	<input type="checkbox"/> 250 - 300 Mbps...\$146.29	

I would like to lease a Managed Router...\$3.95 per month (a router is needed to make your internet service wireless)

Desired Runestone email addresses (optional): _____@runestone.net

- Email address requirements: Minimum 3 characters, lower case only, no special characters
- Customers are allowed up to 5 email addresses. Please contact our Internet Department for additional email setup.

Desired Email Password: _____

- Password requirements: 16 to 80 characters, including one from each of these groups: (a-z) (A-Z) (0-9) (!*+-./_)

Telephone Service & Options

I want phone service only (\$10 connect fee) - \$33.34 per month (Prices subject to change)

<input type="checkbox"/> Directory Listing (how it appears in the phone book)	<input type="checkbox"/> Unpublished Listing - \$1.00 (not published anywhere)
_____	<input type="checkbox"/> Unlisted Listing - \$0 (not in directory but in directory assistance)

<input type="checkbox"/> Runestone Long Distance 14¢/minute, no monthly charge, no minimum usage	<input type="checkbox"/> No Long Distance <input type="checkbox"/> Other Long Distance Carrier (List available upon request)
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Please connect my service on the following date: _____ (Services will be connected as close as possible to this date.)

Customer's Signature: _____

Printed Name: _____ **Date:** _____

By signing, you agree to comply with Runestone's Articles of Incorporation, By-Laws, policies, rules and regulations.
 (Articles & By-Laws can be found on our website: www.runestone.net)

More options on back.

Telephone Features

<input type="checkbox"/> Caller ID Number - \$4.00	<input type="checkbox"/> Voice Mail Basic - \$3.95	<input type="checkbox"/> Phone Lease - \$2.00
<input type="checkbox"/> Caller ID Name & Number - \$6.00	<input type="checkbox"/> Voice Mail Plus - \$4.95	<input type="checkbox"/> Inside Wire Maintenance - \$2.00
<input type="checkbox"/> Caller ID Call Waiting/Cancel Call Waiting - \$7.00	<input type="checkbox"/> Voice Mail Deluxe - \$8.95	<input type="checkbox"/> Inside Wire Maintenance Plus - \$4.00
<input type="checkbox"/> Call Waiting/Cancel Call Waiting - \$1.00	<input type="checkbox"/> Voice Mail Greeting - \$6.95	<input type="checkbox"/> Selective Call Accept - \$1.00
<input type="checkbox"/> Do Not Telemarket - \$3.00	<input type="checkbox"/> Call Forwarding - \$1.00	<input type="checkbox"/> Selective Call Reject - \$1.00
<input type="checkbox"/> Optional Extended Area - 1 Town - \$2.00 **	<input type="checkbox"/> 3 Way Calling - \$1.00	<input type="checkbox"/> 3rd # Billed Call Block—Free
<input type="checkbox"/> Optional Extended Area - All Towns - \$6.00	<input type="checkbox"/> Collect Call Block—Free	<input type="checkbox"/> 900 & 976 Block - Free

** Towns to choose from (circle one): Barrett, Cyrus, Donnelly, Elbow Lake, Hoffman, Kensington, Lowry, Norcross, Tintah & Wendell

Runestone Cable TV Service *(\$35 connect fee)*

<input type="checkbox"/> Broadcast - \$29.78 (Channels 2-22, plus 50 Stingray Music Channels)	<input type="checkbox"/> Basic - \$70.55 (includes Broadcast Channels, plus Channels 24-60)
<input type="checkbox"/> Outlets _____ # installed (billed on time & materials used)	

Payment & Billing Options

Receive a \$3.00 bill credit for your Internet Service by enrolling in all three:

eBill Paperless Billing Recurring Bank AutoPay

Sign me up for eBill: Enables you to view your bill and pay online at <https://ebill.runestone.net>

Email address (username): _____ Temporary Password: _____

You will be required to change your password the first time you log in

Sign me up for Paperless Billing: You will receive your bill by email only. Must be enrolled in eBill

Sign me up for Recurring Bank AutoPay: Please provide a voided blank check for enrollment

Name of Financial Institution: _____ Type of Account: Checking Savings

Routing Number: _____ Account Number: _____

Sign me up for Recurring Credit/Debit Card AutoPay (Visa or MasterCard only):

Name on Card: _____ Type of Card (Circle One): Visa MasterCard

Card Number: _____ Expiration Date: ____/____ CVV (on back): _____

AutoPay Authorization:

I would like my account to be paid automatically on the 20th of each month from my checking/savings account or debit/credit card for the amount due. I authorize Runestone Telecom Association and the bank named below to initiate transactions to my selected account. This authorization will remain in effect until I notify Runestone Telecom in writing to cancel it. I can stop payment of any transaction by notifying Runestone Telecom 3 days before my account is charged.

Signature: _____ Date: _____

Thank you for choosing Runestone Telecom Association!



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FCC Battery Backup Disclosure

Maintaining Telephone Capability During Electrical Outages

Runestone Telecom has two delivery methods for our service, copper and fiber (also known as Fiber to the Home). Customers who are on our copper wire are connected to one of our central offices and will not have an interruption to their telephone service in the event of a power outage, as long as the customer uses a corded phone. You may want to consider maintaining at least one corded phone to use during power outages.

If you are one of our customers on a fiber connection, you have an optical network terminal (also known as an ONT) at your home. Runestone Telecom's telephone service requires this ONT to be powered by a power supply plugged into an electrical outlet. If the ONT loses power, your telephone services will not work, including 911 and any home, security and medical monitoring that relies on our telephone service unless you have a backup power source such as the backup battery in your ONT or a generator. Runestone Telecom provides a battery backup to every home during the initial Fiber to the Home install. Depending on when fiber was initially installed at your home, your battery may or may not last a full eight hours in a power outage. Customers wishing to guarantee that their ONT includes a battery rated to last eight hours in a power outage may purchase a new ONT battery from Runestone Telecom for \$15. The battery that you may purchase from Runestone Telecom is rated by its manufacturer to last for at least 8 hours in idle mode and provide 6 hours of talk time when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls.

Purchase and Replacement Options

Replacement ONT batteries are available for purchase at our office in Hoffman for \$15 plus any applicable taxes. If you return your old battery, we will refund the \$15. You may have the battery shipped to you for an additional fee of \$20. If you do not feel comfortable installing your own battery, please call us to make an appointment and we would be happy to assist you. A labor charge of \$60 per hour will apply for battery installation. If you have any questions about the ONT battery or would like to purchase a replacement battery, please call our office at 320-986-2013.

Instructions for Proper Care, Use & Monitoring of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. If properly maintained, the life of a battery is 3 -5 years. At the end of the useful battery life, the battery LED light will be on and we will receive an alarm notification in our software indicating that you need a battery replacement.

Warranty Information

The battery comes with a one year warranty.