Runestone Telecom Association

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:	
If a business, check appropriate box: ☐Individual/Sole Proprietor ☐Corporation ☐Partnership ☐Other: _____	
Service Address:	Billing Address (if different):
City, State, Zip:	City, State, Zip:
Contact Phone Number: Allow Texts: ☐Yes ☐No	Additional Contact Number(s): Allow Texts: ☐Yes ☐No
Current e-mail Address:	
Tax ID Number (Required for Capital Credit Refund purposes): Individual/Sole Proprietor/Single-Member LLC: Social Security Number _____ Business: Employer Identification Number: _____	
☐ 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 ($35 Connect Fee*)

Prices subject to change • Services are subject to availability

☐ 100 Mbps $75.95	☐ 300 Mbps $89.95	☐ 1,000 Mbps (1G) $119.95

One managed WiFi router is included for all Internet subscribers at no additional monthly charge.

Runestone e-mail address included with all Internet subscriptions. Available upon request. Contact us for more information.

* Connect fee waived during the project period. Service requests after the project period will be subject to connect fee.

Telephone Service ($10 Connect Fee)

Prices subject to change

☐ Residential Line $29.95* ☐ Business Line $39.95*

***Receive a $10 telephone discount for subscribing to Runestone Internet Service**

☐ I have a current landline telephone number I would like ported: _____ (Telephone Number)

☐ Directory Listing (how it appears in the Runestone Directory)

_____

☐ Unpublished Listing - $1.00 (not published anywhere)

☐ Unlisted Listing - $0 (not in directory but in directory assistance)

*Telephone Service includes Unlimited Long Distance to the lower 48 of the United States, Caller ID, Voice Mail, and Call Waiting. Additional charges apply for Operator and Directory Assistance, Long Distance to AK & HI, and International Long Distance.

☐ Check here to allow International Calling. International rates apply (Must sign a waiver as well)

*Connect fee waived during the project period. Service requests after the project period will be subject to connect fee.

More options on back

Runestone Cable TV Service* ($35.00 Connect Fee*)

Prices subject to change • Services are subject to availability

☐ Broadcast $46.66 (Channels 2-22, plus 50 Stingray Music Channels)	☐ Basic $102.00 (includes Broadcast Channels, plus Channels 24-60)
☐ Outlets _____ # installed (billed on time & materials used)	

***Customers must also subscribe to Runestone Internet to have Cable Service. Cable is not available as a stand-alone service.**

*Connect fee waived during the project period. Service requests after the project period will be subject to connect fee.

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)
(Terms & Conditions can be found at: https://runestone.net/wp-content/uploads/2019/07/RUNESTONE-HOSTED-UNIFIED-COMMUNICATIONS-TERMS-AND-CONDITIONS.pdf)

Payment & Billing Options

Receive a $3.00 bill credit by enrolling in <u>all three</u>:

☑ eBill ☑ Paperless Billing ☑ Recurring <u>Bank</u> 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: ☐ 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's delivery method for our service is fiber (also known as Fiber to the Home).

Customers on a fiber connection 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 8-hour 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.

Replacement 24 hour extended outage ONT batteries are also available for purchase at our office in Hoffman for $345 plus any applicable taxes. 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. The extended outage ONT will provide an expected service availability of 24 hours based on typical usage, which is impacted by talk time and is not guaranteed.

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.

RUNESTONE TELECOM ASSOCIATION EMERGENCY 911 SERVICES WITH VOICE OVER INTERNET PROTOCOL (VOIP) SERVICES

1.**SERVICE LIMITATIONS.** THE FCC REQUIRES THAT PROVIDER PROVIDE E911 SERVICE TO ALL CUSTOMERS WHO USE RUNESTONE TELECOM ASSOCIATION SERVICES (HEREAFTER REFERRED TO AS "PROVIDER") WITHIN THE UNITED STATES. SECTIONS 2-8 APPLY TO ALL CUSTOMERS WHO USE PROVIDER SERVICES WITHIN THE UNITED STATES. SECTION 9 APPLIES TO ALL CUSTOMERS.

2. ACKNOWLEDGEMENT AND WARNING LABELS. CUSTOMER ACKNOWLEDGES THAT PROVIDER'S EQUIPMENT AND SERVICES DO NOT SUPPORT 911 EMERGENCY DIALING OR OTHER EMERGENCY FUNCTIONS IN THE SAME WAY THAT TRADITIONAL WIRELINE 911 SERVICES WORK. THE DIFFERENCES ARE DETAILED IN THIS SECTION, AND CUSTOMER AGREES TO NOTIFY ALL POTENTIAL USERS WHO MAY PLACE CALLS USING CUSTOMER'S SERVICES OF THE 911 LIMITATIONS DESCRIBED HEREIN. PRIOR TO THE INITIATION OF SERVICE, PROVIDER WILL PROVIDE CUSTOMER WITH WARNING LABELS REGARDING THE LIMITATIONS OR UNAVAILABILITY OF 911 EMERGENCY DIALING. CUSTOMER AGREES TO PLACE SUCH LABEL ON OR NEAR EACH TELEPHONE OR OTHER CUSTOMER-PREMISES OR USER-PREMISES EQUIPMENT ON WHICH THE SERVICES MAY BE USED. IF ADDITIONAL LABELS ARE REQUIRED, CUSTOMER MAY REQUEST THEM FROM PROVIDER, AND PROVIDER WILL PROVIDE ADDITIONAL LABELS. PROVIDER WILL PROVIDE CUSTOMER WITH ADVISORY NOTICES REGARDING 911 EMERGENCY DIALING AND REQUEST ACKNOWLEDGMENTS FROM CUSTOMER. CUSTOMER WILL PROVIDE SUCH ADVISORY NOTICES TO ITS USERS. CUSTOMER AGREES TO RESPOND AND AFFIRMATIVELY ACKNOWLEDGE THAT PROVIDER HAS ADVISED CUSTOMER OF THE CIRCUMSTANCES UNDER WHICH E911 SERVICE MAY NOT BE AVAILABLE OR MAY BE LIMITED IN COMPARISON TO TRADITIONAL 911 EMERGENCY DIALING. CUSTOMER WILL PROVIDE SIMILAR ACKNOWLEDGEMENTS FROM ITS USERS UPON REQUEST BY PROVIDER. PROVIDER ADVISES CUSTOMER AND USERS TO MAINTAIN AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL 911 SERVICES.

3. ELECTRICAL POWER. CUSTOMER ACKNOWLEDGES THAT THE SERVICES, INCLUDING WITHOUT LIMITATION E911 SERVICE, WILL NOT FUNCTION IN THE ABSENCE OF ELECTRICAL POWER.

4. INTERNET ACCESS. CUSTOMER ACKNOWLEDGES THAT THE SERVICES, INCLUDING WITHOUT LIMITATION E911 SERVICE, WILL NOT FUNCTION IF THERE IS AN INTERRUPTION OF CUSTOMER'S BROADBAND OR HIGH-SPEED INTERNET ACCESS SERVICE.

5. NON-VOICE SYSTEMS. CUSTOMER ACKNOWLEDGES THAT THE SERVICES ARE NOT SET UP TO FUNCTION WITH OUTDIALING SYSTEMS SUCH AS HOME SECURITY SYSTEMS, MEDICAL MONITORING EQUIPMENT, TTY EQUIPMENT, OR ENTERTAINMENT OR SATELLITE TELEVISION SYSTEMS. PROVIDER WILL NOT BE LIABLE FOR INTERRUPTION OR DISRUPTION OF SUCH SYSTEMS BY THE SERVICES.

6. E911 SERVICE. E911 SERVICE IS A MANDATORY COMPONENT OF ALL INBOUND/OUTBOUND TRADITIONAL FAX AND VOICE SERVICE PLANS. E911 SERVICE IS NOT OFFERED ON VIRTUAL NUMBERS, OUTSIDE THE UNITED STATES, ON TOLL-FREE NUMBERS OR ON SIMILAR SERVICE ACCESSORIES OR ADD-ON SERVICE PLANS. E911 SERVICE IS ONLY AVAILABLE IN SELECTED AREAS. E911 SERVICE IS TIED TO THE CUSTOMER'S REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER; CUSTOMER IS RESPONSIBLE FOR PROVIDING PROVIDER WITH ADDRESS INFORMATION FOR CUSTOMER'S USERS. THE PROVIDER MOBILE APPLICATION USES THE DEVICE'S DIALER AND CELLULAR TELEPHONE SERVICE TO MAKE 911 CALLS. IF A DEVICE DOES NOT HAVE CELLULAR TELEPHONE SERVICE, THEN THE USER WILL NOT BE ABLE TO CALL 911 FROM THE PROVIDER MOBILE APPLICATION. CUSTOMER ACKNOWLEDGES THAT PROVIDER'S ONLY MECHANISM FOR ROUTING 911 CALLS TO THE CORRECT EMERGENCY CALL TAKER IS THE CUSTOMER'S OR USER'S REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER. CUSTOMER ACKNOWLEDGES AND UNDERSTANDS THAT ANY ENHANCED LOCATION INFORMATION PASSED TO AN EMERGENCY OPERATOR BY PROVIDER WILL BE BASED UPON THE CUSTOMER'S OR USER'S REGISTERED SERVICE ADDRESS PROVIDED TO PROVIDER BY CUSTOMER. IN THE EVENT THAT THE REGISTERED SERVICE ADDRESS ASSOCIATED WITH THE ASSIGNED PHONE NUMBER IS INCORRECT, IS OUTDATED, OR IS NOT COMPLETE, A 911 CALL MAY BE ROUTED INCORRECTLY.

7. E911 SERVICE CHARGE. CUSTOMERS THAT ARE REQUIRED TO SUBSCRIBE TO PROVIDER E911 SERVICE WILL BE SUBJECT TO A MONTHLY E911 SERVICE CHARGE. THE MONTHLY E911 SERVICE FEE WILL BE IN ADDITION TO THE APPLICABLE SERVICE FEES FOR THE ASSOCIATED LINE. THE MONTHLY CHARGE FOR PROVIDER E911 SERVICE IS ASSESSED ON A "PER-LINE" (THAT IS, PER PHONE NUMBER BASIS), AND WILL BE SET AT A LEVEL THAT REIMBURSES PROVIDER FOR THE DIRECT COSTS IT INCURS IN PROVIDING PROVIDER E911 SERVICE, INCLUDING EXPENSES PROVIDER INCURS, EITHER DIRECTLY OR INDIRECTLY, IN THE FORM OF STATE, COUNTY OR MUNICIPAL E911 SURCHARGES, E911 AUTOMATIC LOCATION INFORMATION (ALI) DATABASE STORAGE, LINE INFORMATION DATABASE AND CALLER ID (LIDB/CNAM) EXPENSES, AND ANY OTHER TAXES OR SURCHARGES DIRECTLY OR INDIRECTLY ASSOCIATED WITH THE PROVISION OF SERVICES TO CUSTOMERS SUBSCRIBING TO THIS SERVICE. PROVIDER RESERVES THE RIGHT TO ADJUST THE LEVEL OF CHARGES ASSOCIATED WITH THE PROVISION OF E911 SERVICES TO REFLECT INCREASES OR DECREASES IN THE COSTS IT INCURS.

8. E911 CHARACTERISTICS. CUSTOMER ACKNOWLEDGES THAT PROVIDER E911 SERVICE HAS CERTAIN CHARACTERISTICS THAT DISTINGUISH IT FROM TRADITIONAL, CIRCUIT-SWITCHED 911 SERVICE. THESE CHARACTERISTICS MAY MAKE PROVIDER E911 SERVICES UNSUITABLE FOR SOME CUSTOMERS OR USERS. BECAUSE CUSTOMER AND USER CIRCUMSTANCES VARY WIDELY, CUSTOMER SHOULD CAREFULLY EVALUATE ITS OWN CIRCUMSTANCES WHEN DECIDING WHETHER TO RELY SOLELY UPON PROVIDER E911 SERVICE. CUSTOMER ACKNOWLEDGES THAT IT IS CUSTOMER'S RESPONSIBILITY TO DETERMINE THE TECHNOLOGY OR COMBINATION OF TECHNOLOGIES BEST SUITED TO MEET CUSTOMER'S AND ITS USERS' EMERGENCY CALLING NEEDS, AND TO MAKE THE NECESSARY PROVISIONS FOR ACCESS TO EMERGENCY CALLING SERVICES (SUCH AS MAINTAINING A CONVENTIONAL LANDLINE PHONE OR WIRELESS PHONE AS A BACKUP MEANS OF COMPLETING EMERGENCY CALLS). THE FOLLOWING CHARACTERISTICS DISTINGUISH PROVIDER E911 SERVICE FROM TRADITIONAL, CIRCUIT-SWITCHED 911 SERVICE:

E911 SERVICE WILL NOT FUNCTION IF CUSTOMER'S OR ITS USER'S DTA, PHONE OR VIDEOPHONE FAILS OR IS NOT CONFIGURED CORRECTLY OR IF CUSTOMER'S OR ITS USER'S PROVIDER SERVICE IS NOT FUNCTIONING FOR ANY REASON, INCLUDING, BUT NOT LIMITED TO, ELECTRICAL POWER OUTAGE, BROADBAND OR OTHER INTERNET SERVICE OUTAGE, OR SUSPENSION OR DISCONNECTION OF SERVICE BECAUSE OF BILLING OR OTHER ISSUES. IF THERE IS A POWER OUTAGE, CUSTOMER OR THE USER MAY BE REQUIRED TO RESET OR RECONFIGURE THE EQUIPMENT BEFORE BEING ABLE TO USE THE PROVIDER SERVICE, INCLUDING FOR E911 PURPOSES. E911 SERVICE MAY NOT FUNCTION IF CUSTOMER OR A USER RELOCATES EQUIPMENT OR USES A NON-NATIVE TELEPHONE NUMBER, OR FOR ANY OTHER REASON BEYOND PROVIDER'S CONTROL.

AFTER INITIAL ACTIVATION OF THE E911 SERVICE, AND FOLLOWING ANY CHANGE OF AND UPDATE TO CUSTOMER'S OR A USER'S PHYSICAL LOCATION, THERE MAY BE SOME DELAY BEFORE THE AUTOMATIC NUMBER AND LOCATION INFORMATION IS PASSED TO THE LOCAL EMERGENCY SERVICE OPERATOR. THIS INFORMATION IS TYPICALLY POPULATED INTO PROVIDER'S NOMADIC E911 DATABASES PRIOR TO SERVICE ACTIVATION, BUT NO GUARANTEE CAN BE MADE THAT THE AUTOMATIC NUMBER AND LOCATION INFORMATION WILL BE ACTIVATED WITHIN THIS SCHEDULE.

THE LOCAL EMERGENCY SERVICE OPERATOR RECEIVING PROVIDER E911 EMERGENCY SERVICE CALLS MAY NOT HAVE A SYSTEM CONFIGURED FOR E911 SERVICES OR BE ABLE TO CAPTURE AND/OR RETAIN AUTOMATIC NUMBER OR LOCATION INFORMATION. THIS MEANS THAT THE OPERATOR MAY NOT KNOW THE PHONE NUMBER OR PHYSICAL LOCATION OF THE PERSON WHO IS MAKING THE PROVIDER E911 CALL. DUE TO TECHNICAL FACTORS IN NETWORK DESIGN, AND IN THE EVENT OF NETWORK CONGESTION ON THE PROVIDER NETWORK, THERE IS A POSSIBILITY THAT A PROVIDER 911 CALL WILL PRODUCE A BUSY SIGNAL, THE CALLER WILL EXPERIENCE UNEXPECTED ANSWERING WAIT TIMES OR THE LOCAL EMERGENCY SERVICE OPERATOR WILL TAKE LONGER TO ANSWER THE CALL THAN 911 CALLS PLACED VIA TRADITIONAL, CIRCUIT-SWITCHED TELEPHONE NETWORKS.

IF CUSTOMER OR ITS USER DOES NOT CORRECTLY IDENTIFY THE ACTUAL LOCATION WHERE THE PROVIDER EQUIPMENT WILL BE LOCATED AT THE TIME OF ACTIVATION OF THE SERVICE, PROVIDER E911 COMMUNICATIONS MAY NOT BE DIRECTED TO THE CORRECT LOCAL EMERGENCY OPERATOR.

9. E911 LIMITATION OF LIABILITY AND INDEMNITY. CUSTOMER AGREES THAT PROVIDER WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE OR INABILITY TO DIAL 911 OR ANY OTHER EMERGENCY TELEPHONE NUMBER USING A PROVIDER SERVICE OR TO ACCESS OR REACH AN EMERGENCY SERVICE OPERATOR DUE TO THE 911 DIALING CHARACTERISTICS AND LIMITATIONS SET FORTH IN THIS AGREEMENT. CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS PROVIDER, ITS OWNERS, MANAGERS, OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES AND AGENTS, AND ANY OTHER SERVICE PROVIDER WHO FURNISHES SERVICES TO CUSTOMER OR A USER IN CONNECTION WITH THE SERVICES, FROM ANY AND ALL CLAIMS, ACTIONS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS AND EXPENSES (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES) BY, OR ON BEHALF OF, CUSTOMER OR ANY THIRD PARTY OR USER OF THE SERVICE RELATING TO 911 DIALING OR THE INABILITY TO ACCESS OR REACH EMERGENCY 911 SERVICES.

_____ _____

CUSTOMER SIGNATURE DATE

International Long Distance Responsibility Acknowledgement

International Direct Distance Dialing (IDDD) long distance to international destinations is available with Runestone Long Distance service at customer request and acceptance of this payment responsibility guarantee.

Customer owned equipment, such as voice mail systems, can be hacked by third parties so that calls to international locations are routed through the customer equipment and chargeable to the customers service. As such, Runestone has determined that best broad defense against this is to simply restrict international dialing for customers who do not use it. If a customer needs and requests IDDD, they are responsible for securing their equipment and for any IDDD charges – even if it is attributable to misuse of their equipment by a third party.

I hereby request that my service be arranged to include IDDD and acknowledge I am responsible for all charges, even if charges are attributable to misuse by a third party.

_____

Customer Signature

_____

Date