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.

Optional Telephone Service Included ($10 connect fee)

Prices subject to change

☐ I want phone service only - $35.96 per month

☐ Directory Listing (how it appears in the phone book)
_____

☐ Unpublished Listing - $1.00 (not published anywhere)
☐ Unlisted Listing - $0 (not in directory but in directory assistance)

☐ Runestone Long Distance
14¢/minute, no monthly charge, no minimum usage

☐ No Long Distance
☐ Other Long Distance Carrier (List available upon request)

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

☐ Call Forwarding $1.00	☐ Inside Wire Maintenance $2.00	☐ Three-Way Calling $1.00
☐ Caller ID Call Waiting/Cancel Call Waiting $7.00	☐ Inside Wire Maintenance Plus $4.00	☐ Voice Mail Basic $3.95
☐ Caller ID Name & Number $6.00	☐ Optional Extended Area All Towns $2.00*	☐ Voice Mail Deluxe $8.95
☐ Caller ID Number $4.00	☐ Phone Lease $2.00	☐ Voice Mail Greeting $6.95
☐ Call Waiting/Cancel Call Waiting $1.00	☐ Selective Call Accept $1.00	☐ Voice Mail Plus $4.95
☐ Do Not Telemarket $3.00	☐ Selective Call Reject $1.00	☐ 900 & 976 Block—Free

* Towns include: Barrett, Cyrus, Donnelly, Elbow Lake, Hoffman, Kensington, Lowry, Norcross, Tintah & Wendell

Runestone Cable TV Service ($35 connect fee)

Prices subject to change

☐ 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)

***Rural customers must also subscribe to Runestone Internet and/or Phone Service to have Cable Service.**

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.