



## DeWitt Residential Services

### RESIDENTIAL TELEPHONE SERVICE

- TELEPHONE** **\$35.00**  
Includes: Dial tone  
Local Number Portability, Unlimited Nationwide Long Distance, Calling Features: Caller ID, Call Waiting, Call Forwarding & 3-Way Calling, Extended Area Service to Calamus, Charlotte, Delmar, DeWitt, Grand Mound, Low Moor and Welton

### DIGITAL VIDEO SERVICE

- |   |                 |                                       |                 |
|---|-----------------|---------------------------------------|-----------------|
| <input type="checkbox"/> Light Package          | <b>\$ 56.15</b> | <input type="checkbox"/> Starz/Encore | <b>\$ 12.00</b> |
| <input type="checkbox"/> Basic Package          | <b>\$121.90</b> | <input type="checkbox"/> Showtime     | <b>\$ 15.00</b> |
| <input type="checkbox"/> Extended Basic Package | <b>\$136.90</b> | <input type="checkbox"/> HBO          | <b>\$ 16.00</b> |
|   |                 | <input type="checkbox"/> Cinemax      | <b>\$ 12.00</b> |
|   |                 | <input type="checkbox"/> NFL Red Zone | <b>\$ 60.00</b> |

- STB (Set Top Box) (Need 1 for each TV)  
Qty. \_\_\_\_\_ Whole Home DVR capability **\$9.95**  
Qty. \_\_\_\_\_ Standard Set Top Box (fill in total quantity)  
(First box included at no additional fee, each additional STB \$4.95/month)

### INTERNET

- 110 Meg **\$ 64.95**  
 250 Meg (includes Whole Home WiFi Powered by Plume Home Pass) **\$ 79.95**  
 500 Meg (includes Whole Home WiFi Powered by Plume Home Pass) **\$129.95**  
 1 Gig (includes Whole Home WiFi Powered by Plume Home Pass) **\$154.95**  
*(Speeds are best effort and upload & download speeds are the same where available.)*

- CUSTOMER EQUIPMENT**  
A router/firewall is recommended to connect customer equipment to the Internet.  
A wireless router is needed for mobile devices.
- |  |                |
|--|----------------|
| <input type="checkbox"/> Whole Home WiFi Powered by Plume Home Pass                  | <b>\$ 9.95</b> |
| <input type="checkbox"/> Whole Home WiFi extender for larger spaces                  | <b>\$ 4.95</b> |
| <input type="checkbox"/> Customer Provided <input type="checkbox"/> Customer Install |                |
| <input type="checkbox"/> GMC Install Customer-Owned Router                           | <b>\$25.00</b> |

### BUNDLED SERVICE RATES

- Bronze Package** **\$ 80.95**  
**Telephone Service + 110 MB Internet**  
Includes: Caller ID, Call Waiting, Call Forwarding & 3-Way calling, Unlimited Nationwide Long Distance, Extended Area Service to Calamus, Charlotte, Delmar, DeWitt, Low Moor and Welton & 110 MB Internet (unlimited usage) and Inside Wire Maintenance for Internet & Telephone
- Silver Package** **\$187.35**  
**Basic Digital Video + 110 MB Internet**  
Includes: Digital video service with basic package & 110 MB Internet (unlimited usage) and Inside Wire Maintenance for Internet & Video
- Gold Package** **\$199.35**  
**Basic Digital Video + 110 MB Internet + Telephone Service**  
Includes: Caller ID, Call Waiting, Call Forwarding & 3-Way calling, Unlimited Nationwide Long Distance, Extended Area Service to Calamus, Charlotte, Delmar, DeWitt, Low Moor and Welton + 110 MB Internet (unlimited usage) and Digital video service with the Basic package and Inside Wire Maintenance for Phone, Internet & Video
- Extended Video upgrade to Silver or Gold Package** **\$ 15.00**  
 **250 Meg Bundle Boost** (includes Whole Home WiFi Powered by Plume Home Pass) **\$ 15.00**  
 **500 Meg Bundle Boost** (includes Whole Home WiFi Powered by Plume Home Pass) **\$ 35.00**  
 **1 Gig Bundle Boost** (includes Whole Home WiFi Powered by Plume Home Pass) **\$ 65.00**

*(Pricing on all of the above does not include taxes, fees or surcharges.)*

*Effective 5/01/2024*

\_\_\_\_\_  
(Telephone Number)

## Residential Application For Service

Today's Date: \_\_\_\_\_ Service Request Date: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date Of Birth: \_\_\_\_\_

Co-Applicant's Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Date Of Birth: \_\_\_\_\_

E911 Address: \_\_\_\_\_

Billing Address (If Different): \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_ Cell/Work Number: \_\_\_\_\_

Applicant's Employer: \_\_\_\_\_ Work Phone # \_\_\_\_\_

Co-Applicant's Employer: \_\_\_\_\_ Work Phone # \_\_\_\_\_

Windstream Comm. Acct. # (If Porting Phone #) \_\_\_\_\_ Windstream Comm. 'Capp' Passcode: \_\_\_\_\_

Internet Username: \_\_\_\_\_ Password\*: \_\_\_\_\_

Alternate Email Address: \_\_\_\_\_

**\*Password Requirements: minimum 12 characters, 1 CAPITAL letter, 1 lower case letter, 1 number & 1 special character (!#\$%&').**

### GMC TERMS AND CONDITIONS

1. By signing this registration form, you (user/customer) agree to the following terms and conditions of the service described on this page.
2. These services are provided by Grand Mound Communications (GMC), 705 Clinton St., Grand Mound, IA.
3. Telephone technical support is available upon activation of your account.
4. If your GMTel.net account is discontinued for any reason, GMC assumes no responsibility for recovery of your data.
5. GMC makes no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided by GMC. GMC makes no attempt to verify accurate receipt of any message and is not responsible for any loss of data resulting from delays, nondeliveries, incorrect deliveries or service interruptions, including those caused by the negligence, errors, or omissions of GMTel.net, nor for consequential damages regardless of their cause.
6. Customer agrees to comply with the terms governing use of the GMTel.net network, as set forth in GMTel.net's "Acceptable Use Policy", as they may change from time to time. Any changes to the terms governing use of the GMTel.net network will be posted as warranted on the GMTel.net website.
7. This agreement shall be governed by and construed in accordance with the laws of the state of Iowa applicable to contracts to be performed entirely within the state.
8. By accessing and using the GMTel.net network, user is consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject users to criminal prosecution and penalties. User agrees to indemnify GMC against liability for any and all use of user's account.
9. Internet connections may not be resold or otherwise provided to third parties that are not a part of this Agreement.

### SPECIAL NOTES

- All connection speeds listed are maximum. Users may experience connection speeds less than noted.
- GMC connections are not to be used to host Web, FTP, DNS, SMTP, POP3 or other email servers.
- Certain restrictions may apply due to distance limitations.
- Additional installation fees may apply for work outside of a standard installation.

### PLEASE READ THE FOLLOWING IMPORTANT INFORMATION BEFORE SIGNING:

In making this application, we/I agree to the rules and regulations of Grand Mound Communications as set forth in the Exchange Tariff filed with the Iowa Utilities Board and Federal Communications Commission, as amended or changed from time to time.

We/I agree to become a member of Grand Mound Communications if signing up for telephone, video or Internet services. Our/my membership in Grand Mound Communications is subject to paying our/my telephone, video or Internet services bills. Ownership of the membership in Grand Mound Communications will be issued by Grand Mound Communications to the applicant and co-applicant, if the co-applicant's name is listed above. Transfer of membership is governed by Grand Mound Communications' rules, but upon the death of the owner or co-owner, membership will automatically be transferred to the survivor thereof and subject to a deduction for unpaid services.

We/I agree to these terms and conditions and rules of Grand Mound Communications, and each of us agrees to pay in full all telephone, video or Internet services bills upon receipt each month in which it is billed. If only the applicant or co-applicant signs below, I represent to you that I am the agent for the other applicant with authority to so act.

\_\_\_\_\_  
Applicant's Printed Name

\_\_\_\_\_  
Co-Applicant's Printed Name

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Co-Applicant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## RESTRICTIONS

**\*\*\*\*\*The following services are areas that are subject to potential fraud. These services will automatically be blocked unless you choose not to have them blocked.\*\*\*\*\***

***If you choose to unblock any of these services,  
you will be responsible for any charges that may appear on your bill.  
(There is no monthly fee for these restriction services.)***

- |  |   |
|--|---|
| <input type="checkbox"/> 900/976 Number Blocking     | <input type="checkbox"/> Collect Call Blocking      |
| <input type="checkbox"/> International Call Blocking | <input type="checkbox"/> Third Number Billing Block |

\_\_\_\_\_  
APPLICANT'S SIGNATURE

\_\_\_\_\_  
CO-APPLICANT'S SIGNATURE

## DIRECTORY LISTING

- Listed Number  Unlisted/Nonpublished Number (\$.50/month)

Directory Listing \_\_\_\_\_

- Additional Listing (\$.50/month)

Additional Listing Name \_\_\_\_\_

## CUSTOM CALLING FEATURES (See attached blue sheet for feature descriptions.)

_____	Call Waiting/Cancel Call Waiting	Free
_____	Call Forwarding Basic	Free
_____	3-Way Calling	Free
_____	Telemarketing Do Not Disturb	Free
_____	Single Party Revertive	Free
_____	Toll Restriction with/PIN Override	Free
_____	Caller ID Blocking	Free
_____	Caller ID Number	Free
_____	Caller ID w/Name & Number	Free
_____	Caller ID/Call Waiting	\$1.50/mo.
_____	Speed Calling 8	\$1.75/mo.
_____	Speed Calling 30	\$3.50/mo.
_____	Automatic Call Back	\$1.00/mo.
_____	Automatic Recall	\$1.00/mo.
_____	Automatic Call Back & Recall	\$1.50/mo.
_____	Selective Call Acceptance	\$1.00/mo.
_____	Selective Call Forward	\$1.00/mo.
_____	Selective Call Rejection	\$1.00/mo.
_____	Selective Distinctive Ring/Call Waiting	\$1.00/mo.
_____	Anonymous Call Rejection	\$1.00/mo.
_____	Call Forwarding Busy	\$1.75/mo.
_____	Call Forwarding Don't Answer	\$1.75/mo.
_____	Voice Mail-Master Plan 30	\$5.95/mo.
_____	Night Service	\$7.00/mo.

## **INSIDE WIRE MAINTENANCE PLANS**

- \$3.00/month for maintenance of the inside telephone wiring in your house.
- \$3.00/month for maintenance of the inside Internet wiring in your house.
- \$3.00/month for maintenance of the inside video wiring in your house.
- \$4.50/month for maintenance of the inside telephone, Internet and video wiring in your house.

## **IMPORTANT NOTICE**

Many telephone customers have had their telephone service provider changed without their consent. This practice is known as “slamming”. In order to better serve you and keep you from getting your service changed without your authorization, we now provide a free service for our customers who would like to have more control over their telephone service. This free service is called a **preferred carrier freeze**. A preferred carrier freeze prevents a change in a subscriber’s service without the consent of the subscriber. The preferred carrier freeze can be placed on your intraLATA (Eastern Iowa region) and/or interLATA (National & International) telecommunications carriers. **If you wish to place a preferred carrier freeze (PIC freeze) on your telephone service, please fill out the form below and return to Grand Mound Communications office.**

Once the preferred carrier freeze is in place, the freeze can only be lifted by you either through written or oral authorization. The authorization required for the lifting of the preferred carrier freeze is in addition to the regular verification process required to change to a different long distance service. The written authorization must be signed and state your intent to lift a preferred carrier freeze. It should also include your billing name and address and each telephone number to be affected. If you have a freeze on more than one service (intraLATA, interLATA), please also state which of the services are to be affected. The oral authorization can be initiated by the customer or can be a three-way conference call with you, the carrier to which you wish to switch, and one of our service representatives.

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### **Request for Preferred Carrier Freeze (PIC Freeze)**

Subscriber’s Billing Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number(s) To Be Covered By Freeze \_\_\_\_\_

I would like to place a preferred carrier freeze on the following services and telephone number(s):

Please mark the service that you would like to have frozen with respect to each one of your telephone number(s).

Telephone Number(s) \_\_\_\_\_

- Long Distance – IntraLATA (Eastern Iowa Region)
- Long Distance – InterLATA (National & International)

Signature: \_\_\_\_\_

Print: \_\_\_\_\_

Date: \_\_\_\_\_

## Adding Authorized Users to Account

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), **Grand Mound Communications** will only be allowed to discuss CPNI at our retail location with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. **Remember, CPNI includes call detail information and certain account information, including the amount of your bill.** For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with **Grand Mound Communications** the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives. Please take this opportunity to complete the section below and mail it back to us in the provided envelope.

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Authorized Users to Add to Account:

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Legal Name (Print)

---

Legal Name (Print)

---

Legal Name (Print)

---

Legal Name (Print)

**IMPORTANT:** By signing below, the customer is expressly requesting that the company share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

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Account Owner/Business Name (Print)

---

Printed Name

---

Signature

---

Date

---

Telephone Number(s) on Account

## 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 **Grand Mound Communications** 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.

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### 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

## OPT-OUT Agreement

Grand Mound Communications and its affiliates want to use your CPNI to more effectively market communications-related products and services that you do not currently subscribe to—unless you tell the company not to do so. By completing the section below, you will be "opting out" of this agreement and denying use of your CPNI. If you do not respond within 33 days of our mailing date, it will be understood that you have given us approval to use your CPNI. You need only respond if you **DO NOT** want Grand Mound Communications and its affiliates to use your CPNI. If you choose to respond, please mail the completed section below back to Grand Mound Communications in the self-addressed, stamped envelope.

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I **DO NOT** wish Grand Mound Communications or its affiliates to use my CPNI to market communications-related products and services that I do not presently subscribe to.

Name (Printed). \_\_\_\_\_

Signature: \_\_\_\_\_ **Date:** \_\_\_\_\_

Telephone Number or Numbers: \_\_\_\_\_