



PANORA TELCO

Panora Telco Communication Services

Customer Information Residential Business

Name 1 _____ DL 1 _____
 Name 2 _____ DL 2 _____
 Business Name (if business service) _____ Tax ID# _____

Service Address _____
 City _____ State _____ Zip _____

Billing Address _____
 City _____ State _____ Zip _____

Mobile # _____ Email Address _____

Directory Listing _____

In making this application, the undersigned agree to the rules and the regulations of the Panora Communications Cooperative as set forth in the exchange tariff, and to any general changes in rules, or rates for the service furnished under this application. This application becomes a contract when accepted in writing by the Telephone Company.

Initials

Applicant/Shareholder Signature _____ Date _____

For Office Use Only

Application Date ____ / ____ / ____
 Order taken by _____

New Customer
 Current Customer
 Former Customer

Share Number _____
 Install Date _____
 New Number(s): _____

Unlisted # Unpublished #

Explained First Month's Bill
 Explained Bundling Options
 Explained Fiber TV Protection
 Explained Voicemail offering
 Customer Web Portal Username/Password

Rates

Cooperative Membership – Fiber Voice	\$10.00
Cooperative Membership – Fiber TV	\$20.00
Fiber Voice Activation	\$20.00
Fiber Voice Deposit	no less than \$25.00
Fiber Internet Installation (to one PC or router)	\$20.00
Fiber TV Installation (to one TV)	\$20.00
Service Calls (hourly rate – ½ hr minimum)	\$45.00
Service Order Charge – Bus/Res	\$10.00
Central Office Charge – Bus/Res	\$10.00
Trip Charges	\$20.00
Late Payment (past due 20 th of ea. month)	\$ 5.00
Returned Check Fee	\$20.00

Check out our Triple Play Offers \implies Just for You

Bundled services allow you to purchase communications tools that work for you!

Select Triple Play Bundle Offerings include higher speeds and faster increments! Prices starting at **\$117.95**

Telephone with Unified Communications Package includes Unlimited Local Calling, and Voicemail w/Email Notification
5MB Unlimited Fiber Internet includes SecureIT Lite, 24/7 Tech Support, 5 Email Accounts, Enhanced Webmail Portal & Spam filtering

Select Fiber TV includes 78 standard television and 45 music channels, 7 high definition channels, Interactive Guide

Premier Triple Play UPGRADE First Standard STB to DVR for only \$6.95! Prices starting at **\$154.95**

Telephone with Unified Communications Package includes Unlimited Local Calling, Voicemail w/Email Notification
10MB Unlimited Internet includes SecureIT Lite, 24/7 Tech Support, 5 Email Accounts, Enhanced Webmail Portal & Spam filtering

Premier Fiber TV includes 132 standard television and 45 music channels, 32 high definition channels, Interactive Guide



5Meg Boosts (up to 20Meg)

- 10MB add \$15
- 15MB add \$30
- 20MB add \$45

INCLUDE More Movieplexes

- Starz/Encore (9 ch) add \$ 12.95
- HBO (6 ch) add \$15.95
- Showtime (14 ch) add \$13.95
- Cinemax (8 ch) add \$13.95

Also included with Fiber TV Advanced Communications

- On Screen Caller ID
- TV Voicemail
- Parental Controls**
- Smartphone MyTV DVR App**

Fiber Voice

- Residential Voice Service **\$21.49***
 Business Voice Service **\$27.49*** single | **\$30.29*** multiline

* Prices reflect basic residential or business service plus USF, E911, Touch Tone, and SLC fees.

Advanced Calling Features (inquire about additional calling features)

- Telemarketer Call Screening \$4.00 Call Waiting \$ 1.00
 Caller ID \$3.00 3-way Calling \$ 1.00
 Voicemail with eForward \$5.95 Call Forward \$ 1.00

Long Distance Services

- Panora Telco Long Distance – 10 cent plan/\$2.95 mo
 Panora Telco Long Distance – 14 cent plan/No monthly charge
 Other: _____ Initials _____
 No, I do not want Long Distance services.

Free 900 Call Blocking

- Yes, I request that you block access to 1-900 numbers for my service.
 No, do not block access to 1-900 numbers.

Request for Preferred Carrier Freeze

Please check the service(s) you would like to have frozen with respect to each one of your phone #. If you have more than one telephone number you need to write down each number and the service on which you want the freeze.

Number: _____

Local Service: _____ Long Distance Service: Intra _____ Inter _____

Telephone service requires \$10.00 Coop membership, \$25.00 deposit, and \$9.00 activation fee.

Customer Proprietary Network Information (CPNI)

Effective in December 2007, the FCC implemented new rules to protect the privacy of information contained in all telephone accounts, including your telephone account with Panora Communications Cooperative. The new rules allow us to discuss account information only with the person(s) listed on the account. We must also be able to confirm the identity of inbound callers.

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

Authorized contacts can discuss account information and make changes to your account. Authorized contacts will not be responsible for payment of your account.

What is your favorite color? _____

Check this box if you DO NOT wish to add authorized

If you **DO** want to add authorized contacts, please list them below:

Automatic Bank Payment

Checking Savings

Name of Bank/Credit Union _____

Account Number _____

Routing Number _____

Bank/Credit Union Address _____

City, State, Zip code _____

Bank Phone _____

Signature _____

Fiber TV

- Simple Fiber TV service includes basic video access **\$19.95**
 Select Fiber TV service with 78 TV and 45 Music stations **\$44.95**
 Premier Fiber TV Digital service with 132 TV and 45 music stations **\$59.95**
Multiplexes Starz/Encore (9) \$12.95 Cinemax (8) \$13.95
 HBO (6) \$15.95 Showtime (14) \$13.95
 Total Hollywood - Select (all multiplexes plus Select package) **\$99.95**
 Total Hollywood - Premier (all multiplexes plus Premier package) **114.95**

Additional Set Top Boxes

- Standard _____ qty **\$ 5.95**
 DVR _____ qty **\$ 9.95**
 Yes, Upgrade First Standard STB to DVR **\$ 6.95**

Fiber TV service requires \$20.00 Coop membership and \$20.00 installation fee - connects one TV.

Secure eBilling Sign-up @ www.panoratelco.com

I do not wish to receive a paper bill. I understand that I can print off my bill if I choose from my online eBilling account.

Web Portal Access for Fiber TV and Fiber Voice

Username: _____ Password: _____

Fiber TV Protection

For \$4.50 per month, the Fiber TV Protection plan will cover the replacement cost for damaged Fiber TV video equipment from Panora Telco, including Amino set top boxes, IR remote controls, in-home video transport devices (i.e., HPNA), and USB Remote Extenders. The plan also covers the labor and trip costs to repair or replace video wiring in homes.

Yes, I agree to have Panora Telco add a \$4.50 charge to my account.

Fiber Internet

Residential 3MB High Speed Internet **\$49.95***

24/7 Toll Free Tech Support | 5 Email Accounts

Business 3MB High Speed Internet **\$69.95***

Accelerated Response | 24/7 Toll Free Tech Support | 5 Email Accounts

Speed Upgrades (3MB increments up to 12MB)

6MB add \$15 9MB add \$30 12MB add \$45

Security Services

- SecureIT Lite (1 license good on 3 PCs, **no** remote support) **\$ 3.95**
 SecureIT Live (1 license for 1 PC, includes remote support) **\$ 6.95**
 SecureIT Plus (1 license for 1 PC, includes remote support) **\$ 9.95**
 Online Backup 5GB - \$ 3.95 50GB - \$ 9.95 250GB - \$23.95
 Password Genie (Password management across multiple PCs) **\$ 3.00**

Fiber Internet service requires \$20.00 installation fee and local Fiber Voice service. 3MB Naked DSL is available for \$99.95/month. * Price does not include taxes or USF charges.

24/7 Tech Support Username/Email

INS Support Username (15 max) _____

Mother's Maiden Name _____

2nd Additional Email Address _____

3rd Additional Email Address _____

4th Additional Email Address _____

5th Additional Email Address _____

Home and Office Networking Equipment

D-Link DIR-615 Wireless N Router **\$ 79.95**

Ethernet over Power adapters (pair) **\$139.95**

Wireless USB adapter **\$ 69.95**

256K Low Speed Internet Access **\$ 25.95***

Reliable low-speed Internet for basic email and web browsing

Panora Telco Fiber TV Service Agreement

- 1) **SCOPE OF SERVICE:** Service is the Company's furnishing of video programming service. From time to time the Company may change or delete its services, and may change its service and other charges. The Company will give you reasonable prior notice of increases or other changes in its charges in conformity with applicable law. You understand and agree that, without liability to the Company, the content, programs, and/or formats of the services may be discontinued, modified, or changed by the owners of such services at any time without prior notice to you. The Company cannot control the lawful "blacking out" of certain special events or programs, and the Company has no responsibility for such matters.
- 2) **SERVICE TERM:** This Agreement is a month-to-month service agreement. You will receive and pay for Service on a month-to-month basis until Service is terminated by you or canceled by the Company. Notwithstanding the foregoing, the Company may immediately terminate this Agreement if you fail to make timely payment or otherwise fail to comply with the terms and conditions of Service.
- 3) **LEASE, RENTAL, or PURCHASE:** Set-top boxes (STB) are needed to view video programming from Panora Telco. Panora Telco will lease to you at no charge one (1) set-top box with one (1) infrared (IR) remote control with each paid service. Additional set-top boxes with IR remote controls can be rented for a monthly fee as follows: Standard set-top box \$5.95, Mini set-top box \$5.95, DVR set-top box \$9.95. You understand and agree that all equipment whether leased or rented remains the property of Panora Telco. Rather than entering into a rental agreement, customers may opt to purchase set-top box equipment for a fee as follows: Standard set-top box \$285, Mini set-top box \$285, DVR set-top box \$545. Pricing for additional IR remote controls is \$15 and additional USB Remote Control extenders are \$15. For the best viewing experience, Panora Telco recommends connecting only one set-top box to one television, however, up to two additional televisions may be connected to a single set-top box. All programming viewed on the multiple televisions from a single set-top box will be the same on all televisions. *In the event a customer chooses to connect multiple televisions to one set-top box via the coaxial output, the company does not warrant the quality of the picture on the additional televisions and the service is offered as best effort. Troubleshooting connections to additional televisions may result in service charges.*
- 4) **RESPONSIBILITY for DAMAGE:** If any equipment leased or rented to you by Panora Telco is stolen, lost, or becomes damaged (except for normal wear and tear), then you will be responsible for the full cost of replacement. Costs are as follows: Standard set-top box \$285, Mini set-top box \$285, DVR set-top box \$545. Customers may choose to have the equipment covered by a homeowner's policy or renter's insurance. Customers also may choose Fiber TV Protection, which for \$4.50 per month, covers the replacement cost for damaged Fiber TV equipment, including set top boxes, IR remote controls, in-home video transport devices (i.e., HPNA), and USB Remote Extenders. The plan also covers the labor and trip costs to repair or replace communications wiring in homes wired by Panora Telco.
- 5) **CANCELLATION or TERMINATION of SERVICE:** If you cancel service or if Panora Telco terminates your service, then you agree to return the equipment to Panora Telco during regular Business hours, Monday through Friday (except holidays) within seven (7) days of cancellation or termination. The equipment shall be returned in the same condition that you received it, except for normal wear and tear.
- 6) **CUSTOMER EQUIPMENT:** The Company assumes no responsibility for the operation, maintenance, or repair of any equipment owned by you, including but not limited to televisions, DVD players, Blu-ray players, audio receivers or other devices. The Company shall assume no liability for damage to equipment due to circumstances beyond its control, including, without limitation, acts of God, natural disaster, fire, civil disturbance, strike, or weather.

READ CAREFULLY: BY SIGNING BELOW, YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY REVIEWED AND ARE FULLY FAMILIAR WITH THIS AGREEMENT, AND YOU AGREE TO COMPLY WITH ALL OF THE TERMS, CONDITIONS AND PROVISIONS CONTAINED HEREIN.

Customer Signature: _____ Date: _____

Service Address: _____

Initials Yes, I want the **Fiber TV Protection Plan** and agree to have Panora Telco add a \$4.50 monthly charge to my account. I understand that the service covers the replacement cost for damaged Fiber TV equipment, including set-top boxes, IR remote controls, in-home video transport devices (i.e., HPNA), and USB Remote Extenders. The plan also covers the labor and trip costs to repair or replace Fiber TV communications wiring in homes.

Initials No, I want to waive the **Fiber TV Protection Plan**. I understand that by selecting 'No' I am responsible for the full replacement costs of any leased or rented equipment provided to by Panora Telco that is stolen, lost, or becomes damaged - except for normal wear and tear and that there could be labor and trip charges as well.