NEW HOPE TELEPHONE COOPERATIVE

Office Use Only

Installation
Date of Service: _____
Entered in Billing: _____
Modem Replaced: _____
Surge Prot. Replaced: _____
Filters Out: _____

Disconnect
Date of Disconnect: _____
Removed from Billing: _____
Modem Returned: _____
Surge Prot. Returned: _____
Filters Returned: _____

DSL (Digital Subscriber Line) Application

Name: _____ Email Address: _____
Address: _____ City, State, Zip: _____
Home Phone: _____ Cell Phone: _____ DSL Phone #: _____

Speed, Download/Upload:
Basic Service (no time commitment)
☐ 512k/128k @ $41.95/Month
☐ 1.5M/384k @ $57.95/Month

One-Year commitment
☐ 512k/128k @ $38.95/Month
☐ 1.5M/384k @ $54.95/Month

Two-Year commitment
☐ 512k/128k @ $35.95/Month
☐ 1.5M/384k @ $51.95/Month

(1) Email:

Username: _____ @newhopetel.net

Password: _____

**Username limited to 20 lowercase characters (@newhopetel.net is appended to end of username).*
**Password should be 6 to 14 characters.*

Activation Fee:

☐ $96.00 Activation
☐ $0.00 One-Year Commitment
☐ $0.00 Two-Year Commitment

Modem / Surge Protector:
Fee of $1.00/Month for users without a 1 or 2 year commitment.

(2) Additional Email
Username: _____
Password: _____

(3) Additional Email
Username: _____
Password: _____

(4) Additional Email
Username: _____
Password: _____

(5) Additional Email
Username: _____
Password: _____

Indicate your PC's operating system: ☐ Win 98 ☐ Win 98SE ☐ Win ME ☐ Win NT ☐ Win 2000 ☐ Win XP ☐ Linux ☐ MAC OS ☐ Other _____

Does the PC have an Ethernet port? ☐ Yes ☐ No

When connected to the Internet, your computer is susceptible to security attacks from other users on the Internet. New Hope Telephone Cooperative (NHTC) is not liable for any such attacks. Our modems have firewall capabilities. NHTC highly recommends the use of additional firewall and/or other security devices to secure internet connections from intruders and viruses. You are urged to use an NHTC provided modem, no support is offered for other modems. Actual connection speed may vary due to various factors including network congestion and distance from NHTC's facilities. Initial surge protection is provided by NHTC for use with NHTC modems and is required to be installed. NHTC is not responsible for any customer loss due to lightning or other acts of nature. If you are not totally satisfied with your DSL service within the first 30-days, NHTC will switch you back to NHTC dial up service at no charge. If you signed up for a one or two year commitment and disconnect your DSL service after the 30-day period, you will be billed an early termination fee. The early termination fee is the difference between what you would have paid for the service under the basic plan and your actual charges under your commitment plan. Modems provided by NHTC, remain the property of NHTC and must be returned in working condition with any accessories and in boxes provided, or you will be billed the current replacement cost. Two DSL filters will be provided at no charge, additional filters may be purchased. DSL service is provided only to members of NHTC with Local Telephone service. NHTC is responsible for providing DSL service to your location and through NHTC modems if used. NHTC is not responsible for configuring customer owned equipment such as PC's, network routers, etc., although limited support may be offered. NHTC is not responsible for problems arising in customer's computer equipment during installation or maintenance of DSL service by NHTC personnel.

Please be aware that payments are due by the 24th of each month. Payments received after the 24th will result in a 1.5% late fee per month (which is an annual percentage rate of 18%).

In addition, payments not received within 45 days of bill date will result in disconnection of your service. If your service is disconnected, you will be responsible to pay the amount owed plus a $25.00 reconnection fee and a $75.00 deposit.

If payment has not been made within 15 days of disconnection, the account will be considered delinquent. In the event this account becomes delinquent, the customer shall pay all of the attorney fees and costs associated with collection of the account plus all attendant collection fees whether litigation is initiated or not. Information on this application may be used for collection purposes by us or an agency with which we have contracted including but not limited to collection attempts made to your cell phone.

By signing below, you are indicating that you have read, understood and agreed to the information provided.

_____ SIGNATURE

_____ SPOUSE SIGNATURE

_____ DATE

NEW HOPE TELEPHONE COOPERATIVE DOES NOT DISCRIMINATE AGAINST APPLICANTS ON THE BASIS OF SEX, MARITAL STATUS, AGE (EXCEPT UNDER AGE 18), RACE, NATIONALITY, ORIGIN OR RELIGION. (THE FEDERAL AGENCY WHICH ADMINISTERS COMPLIANCE WITH THIS LAW IS THE EQUAL CREDIT OPPORTUNITY, FEDERAL TRADE COMMISSION, WASHINGTON, D.C. 20580)