NEW HOPE TELEPHONE COOPERATIVE

Internet/DSL Application

– For Office Use Only –

Installation
Date of Service _____
Entered User Mngt. _____
Modem Purchased _____
Surge Prot. Purchased _____
Filters Out _____

Disconnect
Date of Disconnect _____
Removed from Billing _____
Modem buy-back _____
Other _____
_____

– For Office Use Only –

Last Name _____ First Name _____

Address

Address _____ Email Address *(Current/Existing)* _____

City _____ ST _____ Zip Code _____ Home Phone Number _____ Cell Phone Number _____

Select Your Plan

- ☐ Tier 1 – 768k Download/384k Upload ($35.00/Month)
- ☐ Tier 2 – 1.5M Download/768k Upload ($44.00/Month)
- ☐ Tier 3 – 3.0M Download/1.0M Upload ($53.00/Month)
- ☐ Tier 4 – 4.5M Download/1.0M Upload ($58.00/Month)*
- ☐ Tier 5 – 6.0M Download/1.0M Upload ($63.00/Month)*
- ☐ Tier 6 – 10.0M Download/1.0M Upload ($75.00/Month)*
- ☐ Tier 7 – 15.0M Download/1.0M Upload ($90.00/Month)*
- ☐ Comtrend AR5319 Modem/Wireless Router ($83.58)
- ☐ Surge Protector ($21.55)

** May not be available in all areas*

Account Information

_____@newhopetel.net
Username *(Up to 20 characters, lowercase)**

_____
Password *(6 to 14 characters, case specific)*

** Your username is appended with "@newhopetel.net" and becomes the main email address for the account. Regardless of whether or not you plan to use this email address it is required for authentication on our server.*

Additional Email Accounts

Username _____ **Password** _____
Username _____ **Password** _____
Username _____ **Password** _____
Username _____ **Password** _____

** Your service includes five total email addresses. You may purchase additional email addresses for $1.00 per month.*

Network/Wireless Information

WAN Service Type: ☐ PPPoE ☐ Bridging **SSID** _____ **Security Key** _____

All commitments are for one year. If you terminate your service after the first 30 days or it is terminated for non-payment, before the one year is complete, you will be billed an early termination fee of $185.00 or the amount owed on the remainder of your commitment, whichever is less. The amount owed on the remainder of your commitment is calculated by taking the number of months of service you have left in your commitment and multiplying it by the monthly DSL price.

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 purchase 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, quality of customer equipment (wireless routers, PC, wiring etc.) thus actual connection speed cannot be guaranteed. Surge protectors are available for purchase from NHTC. NHTC is not responsible for any customer loss due to lightning or other acts of nature. Modems purchased from NHTC are the customer's property and are not the responsibility of NHTC. The customer is responsible for any replacement costs should a new modem be needed. In addition, NHTC reserves the right to charge a service fee to deliver the modem or other equipment to the customer's premise. Two DSL filters are 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. 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.

Payments are due by the 24th of each month. Payments received after the 24th will result in a 1.5% late fee per month (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. If the account becomes delinquent, the customer shall pay all 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 above and that you agree to abide by the Acceptable Use Policy and Internet Rules and Regulations Policy.

Signature _____ Spouse's Signature _____ Date _____

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

Revised – July 5, 2017