

## Cooperative Membership

Receiving service from us requires you to be a member of the Cooperative. There is a one-time Membership fee of \$5.00.

## Services Offered

We offer voice and Internet service to our members. You will need to complete an application for either of these services. Along with the application we require a copy of your current photo ID and a \$100 security deposit. The security deposit can be waived if our utility exchange report shows that you have a good payment history. Should we need to collect a deposit, you can send a check with your application, or we can call you once your information is entered into our system, to get payment over the phone using a credit card, debit card or E-check.

You may send your application and current photo ID to [questions@newhopetel.com](mailto:questions@newhopetel.com). Once we receive these, we will call you to schedule an appointment.

When you fill out your application, please be aware that only persons named on the account will be able to have access to information pertaining to it. Since we are a cooperative, only the person(s) who sign(s) the application will be able to claim any patronage allocations.

If you wish to authorize other people to manage and receive information on your account, you may do so by including them in the Account Authorizations section on page two of the application.

## Voice Service Information

Calls to a Waynesboro exchange are part of the Community Connections plan between their company and ours. We offer three calling plans to Waynesboro as listed below. If you do not choose a Waynesboro calling plan, you will be assigned to the economy plan. Community Connections applies to all calls to Waynesboro exchanges (landline and cell phones).

- Economy No monthly fee and 10¢ per minute
- Value \$2.30 per month and 5¢ per minute
- Premium \$14.80 per month for unlimited calling

We do not provide long-distance service. A list of long-distance carriers and their contact numbers are included with this packet. It is your responsibility to contact a carrier and set up billing arrangements with them. Your long-distance provider will bill you separately.

## Billing

We bill in advance, so when you get your first bill you will see partial charges for the first month and charges for next month billed in advance.

## Non-discrimination

Please see our Non-discrimination statement at this link: [https://www.newhopetel.net/PublicDocs/Nondiscrimination\\_Statement.pdf](https://www.newhopetel.net/PublicDocs/Nondiscrimination_Statement.pdf)

## Questions

Thank you for inquiring about our services. Please feel free to call our business office with any questions you may have about this application. We are open 8am-Noon and 12:30-4:30 PM Monday thru Friday. Our phone number is 540-363-5277. You may also reach out to us by email, at: [questions@newhopetel.com](mailto:questions@newhopetel.com).

### Customer Information

Name: \_\_\_\_\_ (Last) \_\_\_\_\_ (First) \_\_\_\_\_ (M.I.) SSN: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ (Street, P.O., etc.) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code

Same

Street Address: \_\_\_\_\_ (Street) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code

Cell Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_ Driver's Lic. #: \_\_\_\_\_ Birthdate: \_\_\_\_\_

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

### Customer's Employment Information

Employer's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Employer's Address: \_\_\_\_\_ (Street, P.O., etc.) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code

### Internet Service

#### Select Your Plan

Name	Description	Cost (taxes and surcharges extra)	Add Voice? (\$10 more)
<input type="radio"/> nFO T1	Tier 1 (50Mbps down – 50Mbps up)	\$77.00 / month	} <input type="checkbox"/> Yes
<input type="radio"/> nFO T2	Tier 2 (100Mbps down – 100Mbps up)	\$89.99 / month	
<input type="radio"/> nFO T3	Tier 3 (200Mbps down – 200Mbps up)	\$109.99 / month	
<input type="radio"/> nFO T4	Tier 4 (400Mbps down – 400Mbps up)	\$159.99 / month	

#### Account Credentials (PPPoE Authentication)

\_\_\_\_\_ @newhopetel.net \_\_\_\_\_

Username (Up to 20 characters, case insensitive) Password (6 – 14 characters, case sensitive)

Your username is appended with '@newhopetel.net' and becomes the main email address for the account. Regardless of whether you plan to use this email address it is required for authentication on our server.

#### Email Accounts

2	3	4	5
_____	_____	_____	_____
Username	Username	Username	Username
_____	_____	_____	_____
Password	Password	Password	Password

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

#### WiFi Service

\_\_\_\_\_ Security Key (8 – 32 Characters) Characters not allowed: " \ ( ) ; & | < >

SSID (2 – 32 Characters) Characters not allowed: " \

Voice Service

Yes, I want phone service.

Phone Number

Your telephone number is comprised of the Area Code (540), the Office Code (363) and four station digits. You may request the station digits that you desire, and they will be assigned if available. If they are not available, we will make the assignment.

Requested number: (540) 363 - \_\_\_\_\_

Calling Features

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> 3-Way Calling<br>\$2.50             | <input type="checkbox"/> Auto-Callback (*66)<br>\$1.25       | <input type="checkbox"/> Auto-Recall (*69)<br>\$2.25          | <input type="checkbox"/> Call Forwarding<br>\$1.50        |
| <input type="checkbox"/> Call Forwarding Busy Line<br>\$1.35 | <input type="checkbox"/> Call Forwarding No Answer<br>\$1.35 | <input checked="" type="checkbox"/> Call Waiting<br>No Charge | <input checked="" type="checkbox"/> CallerID<br>No Charge |

Other features may be available, please ask the customer service representative.

Listings

- |   |  |
|---|--|
| <input type="radio"/> Yes, please include my name and number in the directory listing at no charge. | <input type="radio"/> No, do not include my name and number in the directory listing. (\$1.25/month) |
|---|--|

Name: \_\_\_\_\_

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

- |  |   |
|--|---|
| <input type="radio"/> Yes, please make my name and number available through directory assistance at no charge. | <input type="radio"/> No, do not make my name and number available through directory assistance. (\$1.50/month) |
|--|---|

Waynesboro Community Calling Plan

- |                               |                             |                               |
|-------------------------------|-----------------------------|-------------------------------|
| <input type="radio"/> Economy | <input type="radio"/> Value | <input type="radio"/> Premium |
|-------------------------------|-----------------------------|-------------------------------|

Account Authorizations

Names listed here are authorized to manage this account:

\_\_\_\_\_

Terms of Service

All internet 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 left in your commitment and multiplying it by your monthly nFO 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 gateways have firewall capabilities. NHTC highly recommends the use of additional firewall and/or other security devices to secure the internet connections from intruders and viruses. The ONT/gateway are required for connection, provisioning, and performance monitoring with our network. Actual connection speed may vary due to various factors including network congestion and distance from NHTC facilities, quality of customer equipment (wireless routers, PC wiring etc.) thus actual connection speed cannot be guaranteed. NHTC is not responsible for any customer loss due to lightning or other acts of nature. Gateways provided by NHTC are the responsibility of NHTC. nFO internet service may be provided with or without local voice service. NHTC is responsible for providing nFO 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 nFO 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 the due 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 \$100.00 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 collections attempts made to your cell phone.

If service is not restored, you will be responsible to return the gateway belonging to NHTC. If the gateway is not returned you will be charged for it. Please be aware that there is a \$25.00 returned check charge on all checks returned for non-sufficient funds whether they be paper or electronic checks.

By signing below, you agree that your service(s) will not be used for any unlawful activity including originating illegal telemarketing and robocalls. In addition, 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 Regulation Policy. New Hope Telephone Cooperative reserves the right to terminate service in the event of infringements on the Terms of Service.

Signature

Date