

# SOUTHWEST BROADBAND

*Connecting you locally and around the world*

SMBS ~~ 110 South Hwy 86 ~~ PO Box 1006 ~~ Lakefield, MN 56150 ~~ 507.662.7000

**RESIDENTIAL INFORMATION: (Please print all information)**

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

Subscriber Full Name (primary person responsible for bill): \_\_\_\_\_

Co-Subscriber Full Name: \_\_\_\_\_

Service Address: \_\_\_\_\_ Apt: \_\_\_\_\_ Modem: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ County: \_\_\_\_\_

Subscriber Cell and/or Work #: \_\_\_\_\_ Subscriber Secondary #: \_\_\_\_\_

Subscriber E-mail Address: \_\_\_\_\_

Mailing Address (if different than service address): \_\_\_\_\_

Co-Subscriber Phone #: \_\_\_\_\_ Co-Subscriber E-mail Address: \_\_\_\_\_

Landlord Name: \_\_\_\_\_ Landlord Phone Number: \_\_\_\_\_

**RESIDENTIAL BUNDLES:**

<u>TRIPLE PLAY</u>	<u>100 Mbps</u>	<u>250 Mbps</u>	<u>500 Mbps</u>	<u>1 Gbps</u>	<u>Monthly</u>
<i>Voice – Video – Internet</i>					
Basic:	[ ] \$124.40	[ ] \$144.40	[ ] \$154.40	[ ] \$169.40	Total Billable \$ _____
Expanded Basic:	[ ] \$134.40	[ ] \$154.40	[ ] \$164.40	[ ] \$179.40	Total Billable \$ _____
 <u>DOUBLE PLAY</u>					
<i>Video – Internet</i>					
Basic:	[ ] \$119.95	[ ] \$139.95	[ ] \$149.95	[ ] \$164.95	Total Billable \$ _____
Expanded Basic:	[ ] \$129.95	[ ] \$149.95	[ ] \$159.95	[ ] \$174.95	Total Billable \$ _____
 <u>DOUBLE PLAY</u>					
<i>Voice – Internet</i>					
Voice:	[ ] \$74.40	[ ] \$94.40	[ ] \$104.40	[ ] \$119.40	Total Billable \$ _____

## ~~ Telephone Pricing ~~

### TELEPHONE SERVICE:

\$14.45 /mo. Residential Basic\* (per line) # of lines \_\_\_\_\_ Monthly  
Total Billable \$ \_\_\_\_\_

### TELEPHONE LINE INFORMATION:

Line 1 (507) \_\_\_\_\_ -  Line 2 (507) \_\_\_\_\_ -  Line 3 (507) \_\_\_\_\_ - Monthly  
Total Billable \$ \_\_\_\_\_  
 New Number  New Number  New Number  
 Published\*: Free  Non-Published\*\*: Free  Non-Published\*\*: Free  
 Non-Published\*\*: \$2.50  Teen Line: \$5.00  
 Non-Listed\*\*\*: \$1.25

\*Published – Free: Name and number printed in Directory and available through Directory Assistance

\*\*Non-Published: Name and number not printed in Directory or given out through Directory Assistance

\*\*\*Non-Listed: Name and number not printed in Directory; but is available through Directory Assistance

Line 1 Directory Name Line 2 Directory Name Line 3 Directory Name  
 Listed as: \_\_\_\_\_ Listed as: \_\_\_\_\_ Listed as: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_ Address: \_\_\_\_\_  
 Omit address  Omit address  Omit address  
 Additional Listing (\$3.50 /mo.) Additional Listing (\$3.50 /mo.) Additional Listing (\$3.50 /mo.)

### LONG DISTANCE PLANS: (make choice for each line)

Please choose rate plan below:

<u>Line 1</u>	<u>Line 2</u>	<u>Line 3</u>	<u>Monthly</u>
<input type="checkbox"/> Basic Long Distance: .10 /minute	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Long Distance Plus: .06 /minute plus \$1.99 /mo. charge (50-minute break-even point)	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
<input type="checkbox"/> No Long Distance	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/> Other Long-Distance Provider: Name _____ PIC Code _____	<input type="checkbox"/>	<input type="checkbox"/>	

Toll-free:

800#: .12 /minute  
 Optional Rate: .06 /minute plus \$3.95 /mo. charge (66-minute break-even point) Total Billable \$ \_\_\_\_\_

SMBS offers comprehensive customized packages for telephone and data needs. Ask for a price quote.

### ENHANCED CALLING FEATURES: (à la carte)

Per Billing Period ~ Per Line Charge

	<u>Price</u>	<u>Line 1</u>	<u>Line 2</u>	<u>Line 3</u>	<u>Monthly</u>
Voice Mail	\$3.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Caller ID (name and number will show on Caller ID units)	\$3.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Call Waiting (alerts you to an incoming call while online)	\$2.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Call Forwarding (transfer all incoming calls to another location)	\$2.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Speed Dialing	\$2.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Selective Call Rejection	\$2.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Busy Call Forward	\$2.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
SIM Ring	\$4.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
Line Hunting	\$2.95	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____
3-Way Calling / Call Transfer	\$2.95	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Total Billable \$ _____

**Enhanced Features Monthly Total \$ \_\_\_\_\_**

## ~~ Video Pricing ~~

### SOUTHWEST STREAM:

Basic Our most economical package offering 120+ channels, including local network affiliates, super stations, popular sports, news, information, and family programming.

Expanded Basic Our most popular package offering 150+ channels, including all channels in the Basic lineup plus an additional 30+ channels for the ultimate experience.

**Please Note: Southwest Stream requires the use of a recommended and approved device (see list of recommended devices) to receive programming along with an applicable internet plan.**

Username: \_\_\_\_\_ (Must be a minimum of 6 alpha/numeric characters. No special characters or spaces)

Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Existing Roku Account: YES / NO

### Add-on Video Packages:

(Available with purchase of Basic or Expanded Basic service)

	<u>Monthly Rate</u>	<u>Monthly</u>
<input type="checkbox"/> Minneapolis, MN Locals	\$ 10.00	Total Billable \$ _____
<input type="checkbox"/> Sioux Falls, SD Locals	\$ 10.00	Total Billable \$ _____
<input type="checkbox"/> Starz/Encore	\$ 8.00	Total Billable \$ _____
<input type="checkbox"/> Showtime	\$ 12.00	Total Billable \$ _____
<input type="checkbox"/> Starz/Encore/Showtime	\$ 15.00	Total Billable \$ _____

## ~~ Internet Pricing ~~

### HIGH-SPEED INTERNET:

		<u>Monthly</u>
<input type="checkbox"/> Lite Up to 12 Mbps / 2 Mbps	\$ 39.95	Total Billable \$ _____
<input type="checkbox"/> 100 Mbps Up to 100 Mbps / 100 Mbps	\$ 64.95	Total Billable \$ _____
<input type="checkbox"/> 250 Mbps Up to 250 Mbps / 250 Mbps	\$ 84.95	Total Billable \$ _____
<input type="checkbox"/> 500 Mbps Up to 500 Mbps / 500 Mbps	\$ 94.95	Total Billable \$ _____
<input type="checkbox"/> 1Gbps Up to 1Gbps / 1Gbps	\$ 109.95	Total Billable \$ _____

**Please Note: Internet Service includes 1 wired connection with unlimited internet service and 1 dynamic IP address.**

### Additional Services Available:

		<u>Quantity</u>	
<input type="checkbox"/> Static IP	\$ 5.00	_____	Total Billable \$ _____
<input type="checkbox"/> Managed Wi-Fi	\$ 9.95	_____	Total Billable \$ _____
<input type="checkbox"/> Super Savings Managed Wi-Fi (FREE w/ 250 Mbps or higher Internet)		_____	Total Billable \$ _____

Wi-Fi SSID Name: \_\_\_\_\_  
(Must be a minimum of 8 alpha/numeric characters – No special characters or spaces – Case sensitive)

Password: \_\_\_\_\_  
(Must be a minimum of 8 alpha/numeric/special characters – No spaces – Case sensitive)

**Please Note: Without our Integrated Wi-Fi, you would need to supply your own router to use our services wirelessly, such as for laptop computers, cell phones, I-Pads, etc.**

## ~~ Additional Information ~~

### Standard/New Jack Installation:

Installation includes activation of all working phone jacks, and Internet service to one location. New jacks can be installed within the primary residence at the customer's request. The cost per jack may vary due to the nature of inside wiring and the uniqueness of each residence; it may not be possible to estimate the cost for installation. The charge for installation of any NEW jack(s) will be on a "time and materials" basis. Cost of materials will be determined at the time of installation. Price shown below is for "standard" installation on new jacks.

#### Anticipated Qty

\_\_\_\_\_ \$55.00 /ea. Installation of new phone jack  
\_\_\_\_\_ \$55.00 /ea. Installation of new data jack

#### Billable Qty

\_\_\_\_\_  
\_\_\_\_\_

#### One Time Charge

Total Billable \$ \_\_\_\_\_  
Total Billable \$ \_\_\_\_\_

### Additional Services Available:

WireTech Maintenance Plan per month: \$5.00

*When deciding whether to subscribe, you should consider your ability to repair your inside wiring yourself and if the monthly expense is worth avoiding the potential repair expense.*

8-Hour Battery Backup System for Telephone Service: \$75.00

24-Hour Battery Backup System for Telephone Service: \$150.00

#### Monthly

Total Billable \$ \_\_\_\_\_

#### One Time Charge

Total Billable \$ \_\_\_\_\_

Total Billable \$ \_\_\_\_\_

### DVD/Stereo/Home Entertainment Systems/Game Consoles:

SMBS will not connect or provide the labor necessary to install these items. A customer that chooses to have these systems or similar ones connected is responsible for any parts, wiring, and labor necessary. SMBS will not provide any parts or wiring for the connection of electronics.

## ~~ Service Summary ~~

#### Multiple Services Value Package

#### Telephone Services

Includes:

- Service Package
- Line Charges
- Long Distance Plan
- Enhanced Calling Features

#### Video Services

Includes:

- Video Package
- Add-on Video Packages

#### Internet Services

Includes:

- Speed Package
- Additional Services

#### Monthly

Total Billable \$ \_\_\_\_\_

Total Billable \$ \_\_\_\_\_

Total Billable \$ \_\_\_\_\_

Total Billable \$ \_\_\_\_\_

**Total Estimated Monthly Charges\* \$ \_\_\_\_\_**

**One Time Charges \$ \_\_\_\_\_**

*\*Taxes and fees are not included in estimate. Total monthly charges will vary with usage of long-distance service, etc.*

### Security:

Required Security Password – CPNI – Customer Proprietary Network Information – Choose a password up to 15 characters

Suggestions: Mother's Maiden name, favorite pet, someone's middle name \* \_\_\_\_\_

Password Hint (we give to you should you forget what password you told us) \_\_\_\_\_

\*Choose a bit of personal information that you will easily remember, but that other people do not know about you.



## ~~ Letter of Agency ~~

*(Required for phone service if porting a number or numbers from another provider)*

I authorize Southwest Minnesota Broadband Service (SMBS) to act on my behalf as my agent to:\*\*

- Transfer my local telephone service from \_\_\_\_\_ to SMBS.
- Transfer my long-distance service for calls within the 507 Area Code from \_\_\_\_\_ to SMBS.
- Transfer my long-distance service for calls outside the 507 Area Code from \_\_\_\_\_ to SMBS.

Current phone service provider is:

- Qwest (Century Link)
- Century Tel (Century Link)
- Frontier
- Other (name) \_\_\_\_\_

Name *(Please print)* \_\_\_\_\_

Phone number(s) to be ported: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, and Zip Code: \_\_\_\_\_

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

If choosing to utilize another provider for long distance other than SMBS, please provide information below:

Long distance provider: \_\_\_\_\_ PIC Code: \_\_\_\_\_

**\*\*Authorization:** We will contact your current phone provider on your behalf to transfer your service to SMBS.

*This makes changing to SMBS convenient since we make all the calls necessary for you to coordinate the phone service transfer with your current provider.*

# SOUTHWEST BROADBAND

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## ~~ Acceptance ~~

*I, the undersigned, request a Southwest Minnesota Broadband Account. I have received, read and agree to the Southwest Minnesota Broadband Service rates, and request the services that I have identified in this Service Order Form or to a SMBS staff member. Services are not available in all areas. Programming and pricing are subject to change at any time and are not tied to any commitment dates. Minimum 1 month of service is required for any services requested. All services require electricity to operate. Southwest Broadband will not be liable for any inconvenience, loss, liability, or damage resulting from any service interruption that is indirectly caused by and/or proximately resulting from any circumstances beyond Southwest Broadband's control. This includes but is not limited to and causes attributed to: subscriber's property, the company's inability to access either subscriber's premises, or any communication wires, power failure or power reduction, failure of equipment/facilities not controlled by Southwest Broadband, such as video signal failure or communications satellite failure. Blackout restrictions are determined by the Professional Sports Leagues and Teams. Southwest Broadband has no control over blackout restrictions.*

*Required modem/router(s) are owned solely by Southwest Broadband and must be professionally installed by an employee of the company. Upon termination of services, equipment must be returned to Southwest Broadband in the same condition as it was delivered; normal wear-and-tear is acceptable. You will be billed full retail price for any equipment not returned to Southwest Broadband.*

*All programming and pricing are subject to change. Pricing does not include FCC or regulatory charges, fees, or federal, state and local taxes. A credit check and/or deposit may be required. Due to Southwest Broadband's billing cycle, the first bill may reflect 1 ½ to 2 months service and is due on the 3<sup>rd</sup> of each month or first business day of the week if the 3<sup>rd</sup> falls on a weekend or holiday. Other restrictions may apply. Terms and conditions may be subject to change.*

*Service troubles may be reported by calling 877-655-7627. Southwest Broadband is responsible for expenses associated with the repair of its facilities up to the protector outside the subscriber's premise. Please be aware that if Southwest Broadband technicians are called to repair trouble caused by subscriber-owned equipment, software, inside wiring, etc., the subscriber will be billed for the service call at current rates. Southwest Broadband does provide free phone assistance or basic troubleshooting during regular business hours Monday-Friday 8am-4:30pm.*

*As an accepted internet access user through Southwest Broadband, I agree to abide by the present and future rules and bylaws of Southwest Broadband, including the Acceptable Use Policy. I agree to follow the rules of any connected networks if and when using those networks. I recognize that Southwest Broadband offers no guarantee or warranty on the performance of its network and internet connection, nor the performance of gateway connections to other networks. I agree to hold Southwest Broadband, their Officers, Directors and Agents harmless from any liability arising from special, indirect, or consequential damages including, but not limited to, lost profits, loss of opportunity or any loss which may result from the use of, misuse of, or lack of availability of Southwest Broadband or its facilities. By signing this application (Must be 18 years or older), I agree to abide by these terms and conditions. Note: If subscriber is not the owner of the property, the landowner must sign a Drop Permission Form.*

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ~~ CPNI Notice ~~

Government regulations allow Southwest MN Broadband Services to use information about your current telecommunications services to keep you informed of the latest products and services that will best meet your future needs. This information is labeled as Customer Proprietary Network Information (CPNI) and includes information on the types of services and features you use, the way we provide these services to you, as well as calling and billing records.

To keep you informed about innovative service offerings, new packages, or improvements, we would like to obtain your approval to market different categories of service to which you do not currently subscribe. By federal law, you have the right, and Southwest MN Broadband Services has a duty, to protect the confidentiality of information related to your telecommunications services. When Southwest MN Broadband Services uses agents, contractors, or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. Southwest MN Broadband Services does not disclose CPNI to any unaffiliated third parties for use in their own marketing.

If you do not want Southwest MN Broadband Services to use your CPNI for purposes of marketing other Southwest MN Broadband Services communications-related service offerings to which you do not already subscribe, all you have to do is contact us. However, if you do not respond within 35 days from receipt of this notice, your approval for Southwest MN Broadband Services to use your CPNI is assumed.

**Even if you have previously informed us about your CPNI election, we are required to seek your approval every two years.**

Your selection will be noted on your account and will remain in effect until you withdraw it. Additionally, customers who wish to reverse their previous decision to opt-out, or who have not previously opted out but wish to do so, must also take action.

### **Contact us by Mail**

Southwest MN Broadband Services  
PO Box 1006  
Lakefield, MN 56150

### **Contact us by Telephone**

507-662-7000

### **Contact us by Email**

[support@mysmbs.com](mailto:support@mysmbs.com)