

# WTC Terms and Conditions

1. By signing this registration form and agreement, you (customer) agree to the following terms and conditions of the service described below.
2. These services are provided by WTC Communications, 810 West Fifth St, Wilton, IA 52778 0517 and Aureon, 4201 Corporate Drive, West Des Moines, IA, 50266 5906.
3. Telephone technical support is available upon activation of your account.
4. All charges will be billed to you via monthly statement from WTC Communications. Billing is issued the 1st of every month. Payments are due the 20th of every month. If for any reason you do not pay your account within 26 days, your service may be discontinued. An additional registration fee, as well as re establishment of valid credit, may be required to re establish service. If your Aureon account is discontinued for any reason, WTC Communications / Aureon assumes no responsibility for recovery of your data from the Aureon computer system.
5. WTC Communications / Aureon make no express or implied warranty of any kind. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided by Aureon. WTC Communications / Aureon make no attempt to verify accurate receipt of any message and are not responsible for any loss of data resulting from delays, non-deliveries, incorrect deliveries or service interruptions, including those caused by the negligence, errors, or omissions of WTC Communications / Aureon, nor for consequential damages regardless of their cause.
6. Customer agrees to comply with the terms governing use of the Aureon network, as set forth in Aureon Acceptable Use Policy, as they may change from time to time. Any changes to the terms governing use of the Aureon network will be posted as warranted on the Aureon computer system.
7. This agreement shall be governed by and construed in accordance with the laws of the state of Iowa applicable to contracts to be performed entirely within the state.
8. Either party may terminate this agreement at any given time by giving notice. Such notice is effective when given. Customer is obligated to pay for service through the termination date, as detailed on the final invoice.
9. By accessing and using the Aureon computer system, user is consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject users to criminal prosecution and penalties. User agrees to indemnify WTC Communications / Aureon against liability for any and all use of user's account.
10. Any long distance charges incurred by the customer are the responsibility of the customer.
11. Payment for said services will be confirmation of exchange in accordance with the terms and conditions set forth herein.
12. Authorized users can access billing information, but not the account holder's personal information, such as a Social Security Number. They can request change in service and can make payments. Authorized user is not legally responsible for paying the bills incurred by the Account Holder. Must be 18 years of age or older.

## AUTHORIZATION FOR DIRECT DEPOSITS (ACH DEBITS)

I (we) hereby authorize WTC Communications hereinafter called COMPANY, to initiate debit entries from my (our) checking account indicated below and the financial institution named below, hereinafter call RECEIVING BANK, to debit the same to such account. I (we) acknowledge that the origination of ACH transactions from my (our) account must comply with the provisions of the U.S. Law.

RECEIVING BANK NAME \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Name(s) on Account \_\_\_\_\_

Transit/ABA# \_\_\_\_\_

Account # \_\_\_\_\_  Checking  Savings

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of it's termination in such time and in such manner as to afford COMPANY and RECEIVING BANK a reasonable opportunity to act on it.

## WTC COMMUNICATIONS EMAIL BILLING

Email \_\_\_\_\_

I understand that I am responsible for my bill and its timely payment. I also understand that it is my responsibility to let WTC Communications know if I don't receive my bill by e-mail or if my e-mail address changes.

## CUSTOMER AUTHORIZATION

\* Authorized by \_\_\_\_\_ Date \_\_\_\_\_

\* Authorized by \_\_\_\_\_ Date \_\_\_\_\_

Authorized via payment Authorized by \_\_\_\_\_ Date \_\_\_\_\_

Please return this completed form along with payment to WTC Communications, P.O. Box 970, Wilton, IA 52778. 04/22



COMMUNICATIONS

**WTC Communications**  
810 W 5th St., Wilton, IA 52778 • 563-732-3000 • wtccommunications.com

**Your Hometown Connection To The World!**

For Office Use Only Date \_\_\_\_\_

Account # \_\_\_\_\_ Provision # \_\_\_\_\_ Other: \_\_\_\_\_

# APPLICATION FOR SERVICE



## CUSTOMER INFORMATION

**Applicant #1** \*Name \_\_\_\_\_ \*DOB \_\_\_\_\_

\*SS# \_\_\_\_\_ \*Contact Phone# \_\_\_\_\_

\*Employer Name & Number \_\_\_\_\_

\*Email \_\_\_\_\_

**Applicant #2** \*Name \_\_\_\_\_ \*DOB \_\_\_\_\_

\*SS# \_\_\_\_\_ \*Contact Phone # \_\_\_\_\_

\*Employer Name & Number \_\_\_\_\_

\*Email \_\_\_\_\_

**Business Name** \_\_\_\_\_ \*EIN# \_\_\_\_\_

\*Contact Name \_\_\_\_\_ \*Contact Phone # \_\_\_\_\_

\*Contact Email \_\_\_\_\_

### Authorized User

Name \_\_\_\_\_ Relationship \_\_\_\_\_

\*Service Address \_\_\_\_\_  Own  Rent

\*City, State, Zip \_\_\_\_\_

**Billing Name & Address (if different)** \_\_\_\_\_

\*Have you ever had service with us before?  YES  NO Are you eligible for Low Income Assistance?  YES  NO

Please provide the above information for each contact to allow access to account information.

# WTC Local Telephone Services

- Residential \$24.50\***
- Business \$32.00\***

- Toll Deny (Local Service Only) No Charge
- Unlisted \$.50/mo
- Call Forwarding \$2/mo

- Call Waiting \$3/mo
- Caller ID \$3/mo
- Caller ID/CWT \$7/mo
- Three Way Calling \$3/mo
- Caller ID Blocking \$3/mo
- Telemarketing
- Call Screening \$4/mo

- Junction Communications** \$.20 per minute in and out of state- *No Monthly Fee*
- Junction Communications Plus** \$3.95 Monthly Fee
- \$.18 per minute in state
- \$.14 per minute out of state

*\*Includes exchange access charge. Above prices do not include taxes and government fees  
Some 800 numbers charge 900 type charges. WTC assumes no liability for these types of calls. It is the customer's responsibility to determine what type of call they are making and to understand all changes that may be incurred during that call.*

# WTC Long Distance Bundled Minutes

- 100 Minutes \$12/mo**
  - 200 Minutes \$20/mo**
  - 400 Minutes \$32/mo**
- Residential Only*

# WTC Cable TV Services

- Basic \$48.99\***
- Silver \$99.99\***
- Gold \$109.99\***
- Gold Plus 1 \$119.99\***
- Gold Plus 2 \$131.99\***
- Gold Plus 3 \$140.99\***
- Platinum \$152.99\***
- HD Plus \$1.99\***

Additional Boxes (Excludes Basic):

- Standard Digital Box \$1.99
- HD Only Digital Box \$5.49
- HD/DVR Digital Box \$12.99

Premium Movies/Subscriptions:

- HBO (15 Channels) \$20.99
- Cinemax (13 Channels) \$19.99
- Showtime/TMC (13 Channels) \$19.99
- STARZ ENCORE (14 Channels) \$9.99
- STARZ PLUS
- STARZ ENCORE (23 Channels) \$17.99
- NFL Redzone \$40.00

*\*Includes a \$15 Local Broadcast Surcharge*

# WTC Security Monitoring



**Wireless Alarm System.....Starting at \$99.00**  
**24/7 Security Monitoring.....Starting at \$19.95**

**To find out more**  
**CALL 563-732-3535**

**Visit us online at [itptechs.com](http://itptechs.com).**

# WTC High Speed Internet Services

- Silver (1Mbps X 512K) \$34.95**
  - Gold (5Mbps X 1Mbps) \$49.95**
  - Platinum (10Mbps X 1Mbps) \$59.95**
  - Platinum Plus (15Mbps X 1Mbps) \$69.95**
  - Platinum Extreme (20Mbps X 1Mbps) \$79.95**
  - \*\*VDSL1 (25Mbps X 5Mbps) \$109.95**
  - \*\*VDSL1 Plus (25Mbps X 15Mbps) \$119.95**
  - \*\*VDSL2 (40Mbps X 5Mbps) \$124.95**
- Username \_\_\_\_\_@netwtc.net  
(15 Characters Max)
- Mother's Maiden Name \_\_\_\_\_  
(Needed for password security)
- (Download X Upload speed) \*\* These speeds available in limited areas.

# CUSTOMER REWARDS PROGRAM

- Choose 2 and SAVE \$5 A MONTH**
  - Choose 3 and SAVE \$10 A MONTH**
  - Choose 4 and SAVE \$20 A MONTH**
  - Choose 5 and SAVE \$30 A MONTH**
- Local Telephone Services
  - Long Distance Bundled Minutes
  - Cable TV Services (Excludes Basic Service \$28.99)
  - Internet Services
  - Security Monitoring

Customers must be in good payment status. If you have WTC's Local Telephone Service, you get an additional \$5 a month discount on 2 through 4 services.



# CUSTOMER CHECK-OUT

**1st Month Service** Amount \$ \_\_\_\_\_

**Wiring Maintenance\*** (Amount \$ 3.00)

- \*Yes,** I want WTC Communications to repair and maintain my wiring from the DMARC to the jack for \$3/mo.
- \*No,** I will be responsible for repair and maintenance of my wiring from the DMARC to the jack or will pay WTC Communications labor plus materials.

**New Customer \$25 Set-Up Fee** Amount \$ \_\_\_\_\_

**New Service Installation Fee \$40,** Amount \$ \_\_\_\_\_  
**Additional Services \$30 each**

**Other** \_\_\_\_\_ Amount \$ \_\_\_\_\_

**TOTAL AMOUNT DUE \$** \_\_\_\_\_

I have received equipment from WTC Communications. I agree to pay for the replacement of this equipment if it is lost, stolen or damaged. I am responsible for returning this equipment to WTC in good working order within 14 days after disconnect date. Failure to return equipment will result in an unreturned equipment fee that will be charged to your account. Replacement equipment can cost up to \$500. **Customers Initials:** \_\_\_\_\_