

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.

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 _____

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.

Name(s) _____ Date _____

Signatures _____

WTC COMMUNICATIONS EMAIL BILLING

Email _____

By signing this form, 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 Signature _____

CUSTOMER AGREEMENT

Customer Signature _____ Date _____

Approval Signature _____ Date _____

Please return this completed form along with payment to WTC Communications, 810 W 5th Street., Wilton, IA 52778. 05/21



WTC Communications

810 W 5th St., Wilton, IA 52778

563-732-3000 • www.wtccommunications.com

Your Hometown Connection To The World!

APPLICATION FOR SERVICE



CUSTOMER INFORMATION

Name _____ SS # _____

Name _____ SS # _____

SSN, EIN or Driver's License may be used _____ DOB _____

Service Address _____

City, State, Zip _____

Home Phone _____ Cell Phone _____

Employer _____ Employer Phone _____

Email _____

Username (email address) _____ (15 Characters Max)

Mother's Maiden Name _____ (Needed for password security)

Billing Name & Address (if different) _____

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

Notes _____

Additional authorized contacts can be added. Please provide the above information for each contact to allow access to account information.

WTC Local Telephone Services

- | | | |
|---|--|--|
| <input type="checkbox"/> Residential \$18 | <input type="checkbox"/> Call Waiting \$3/mo | Junction Communications |
| <input type="checkbox"/> Business \$25 | <input type="checkbox"/> Caller ID/CWT \$7/mo | \$.20 per minute in and out of state- <i>No Monthly Fee</i> |
| <input type="checkbox"/> Unlisted \$.50/mo | <input type="checkbox"/> Three Way Calling \$3/mo | Junction Communications Plus |
| <input type="checkbox"/> Call Forwarding \$2/mo | <input type="checkbox"/> Caller ID \$3/mo | \$3.95 Monthly Fee |
| <input type="checkbox"/> Toll Deny (Local Service Only) No Charge | <input type="checkbox"/> Caller ID Blocking \$3/mo | \$.18 per minute in state |
| | <input type="checkbox"/> Telemarketing | \$.14 per minute out of state |
| | <input type="checkbox"/> Call Screening \$4/mo | |

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 charges that may be incurred during that call.

WTC Long Distance Bundled Minutes

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

WTC Cable TV Services

- | | |
|---|---|
| <input type="checkbox"/> Basic \$28.99 | <input type="checkbox"/> Unlisted \$.50/mo |
| <input type="checkbox"/> Silver \$79.99 | <input type="checkbox"/> Call Forwarding \$2/mo |
| <input type="checkbox"/> Gold \$89.99 | <input type="checkbox"/> Toll Deny (Local Service Only) No Charge |
| <input type="checkbox"/> Gold Plus 1 \$99.99 | <input type="checkbox"/> Call Waiting \$3/mo |
| <input type="checkbox"/> God Plus 2 \$111.99 | <input type="checkbox"/> Standard Digital Box \$4.49 |
| <input type="checkbox"/> Gold Plus 3 \$120.99 | <input type="checkbox"/> HD Only Digital Box \$5.49 |
| <input type="checkbox"/> Platinum \$132.99 | <input type="checkbox"/> HD/DVR Digital Box \$12.99 |
| <input type="checkbox"/> HD Plus \$1.99 | <input type="checkbox"/> Basic Set-top \$1.99 |
| | <input type="checkbox"/> STARZ on Demand \$8.99 |
| | <input type="checkbox"/> HBO on Demand \$10.99 |

I am leasing a converter box w/remote and/or digital box w/remote from WTC Communications. I am responsible for returning this equipment in good working order and agree to pay for the replacement of this equipment if it is lost, stolen or damaged.
Customers Initials: _____

A La Carte Pricing is available upon request.
A \$10 Local Broadcast Surcharge applies to all CATV Accounts.

WTC Security Monitoring

- Wireless Alarm System** **\$99**
24/7 Security Monitoring **\$19.95**



To find out more
CALL 563-732-3535

WTC High Speed Internet Services

- | | |
|---|--|
| <input type="checkbox"/> Silver (1Mbps) \$34.95 | <input type="checkbox"/> Platinum \$79.95 |
| <input type="checkbox"/> Gold (5Mbps) \$49.95 | <input type="checkbox"/> Extreme (20Mbps) \$109.95 |
| <input type="checkbox"/> Platinum (10Mbps) \$59.95 | <input type="checkbox"/> **VDSL1 (25Mbps X 5Mbps) \$119.95 |
| <input type="checkbox"/> Platinum Plus (15Mbps) \$69.95 | <input type="checkbox"/> **VDSL1 Plus (25Mbps X 15Mbps) \$124.95 |
| | <input type="checkbox"/> **VDSL2 (40Mbps X 5Mbps) |

Upload Speed is 1 Mbps unless otherwise listed. The first listed speed is download X followed by upload speed. ** These speeds available in limited areas.

I have a modem from WTC Communications. I am responsible for returning this equipment to WTC in good working order and agree to pay for the replacement of this equipment if it is lost, stolen or damaged. Replacement of modem is \$50. Customers Initials: _____



SecureIT

Safeguard your technology with SecureIT.

- Anti-Virus** WTC internet customers **FREE**
 Premium Technical Support
Unlimited technical assistance on all your WiFi connected devices. WTC internet customers **\$10.95**
 Non-internet customers **\$14.95**

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
 Internet Services
 Security Monitoring



CUSTOMER CHECK-OUT

- | | |
|--|-----------------|
| 1st Month Service | Amount \$ _____ |
| Wiring Maintenance | Amount \$ _____ |
| <input type="checkbox"/> Yes , I want WTC Communications to continue to repair and maintain my inside wiring up to the jack for \$3/mo. | |
| <input type="checkbox"/> No , I will be responsible for repair and maintenance of my inside wiring or will pay WTC Communications at \$10 trip charge plus \$60/hour for repair or maintenance. | |
| New Customer \$25 Set-Up Fee | Amount \$ _____ |
| New Service Intallation Fee \$40, | Amount \$ _____ |
| 2+ New Services \$30/service | |
| Other _____ | Amount \$ _____ |
| TOTAL AMOUNT DUE \$ _____ | |