



# TCT Broadband Services Agreement **Astro DSL**



Mailing address: PO Box 671  
Physical address: 405 S 4th St  
Basin, WY 82410

OFFICE 307.568.3357 FAX 307.568.2506

Mailing address: PO Box 158  
Physical address: 451 Shoshone Ave  
Lovell, WY 82431

OFFICE 307.548.2275 FAX 307.548.7771

**APPLICATION REQUIREMENTS:** A clear photocopy of a picture ID for applicant(s) must accompany this application. In addition, applicant(s) must be a Verizon Wireless customer (proof required), or be a VONtel customer. TCT will be performing a credit check based on the information provided in this application. The results of the credit check will determine if a deposit is required and how much the deposit will be. Full payment of deposit, if any, will be required prior to connection of service. A \$20 connect fee will be applied to applicant's first bill.

I authorize TCT to perform a credit check.  Yes  No Applicant's Signature \_\_\_\_\_

Name of applicant(s) \_\_\_\_\_ Date \_\_\_\_\_

Billing address \_\_\_\_\_

Physical address \_\_\_\_\_

Verizon Wireless mobile # \_\_\_\_\_ VONtel telephone # \_\_\_\_\_

DOB \_\_\_\_\_ Driver's License # \_\_\_\_\_ SSN \_\_\_\_\_

### Additional payment options:

**Credit Card:**  VISA  MasterCard

Card number \_\_\_\_\_

Expiration date \_\_\_\_\_

Name as it appears on card \_\_\_\_\_

**Automatic Payment:** Bank name \_\_\_\_\_

Bank address \_\_\_\_\_

Bank transit routing # \_\_\_\_\_ Bank account # \_\_\_\_\_

Account type:  Checking (attach voided check)  Savings (attach voided deposit slip)

**1 Astro Triple Play**

**Residential VONtel, High-Speed Internet AND TV\***

VONtel Unlimited Residential Rate ..... \$24.95

Add High-Speed Internet for \_\_\_\_\_ computers ..... \$35.95

Add Digital TV pkg\* for \_\_\_\_\_ TVs

Expanded Digital Pkg (98 Channels) ..... \$43.95

Value Digital Pkg (72 Channels)\*\* ..... \$36.95

Basic Digital Pkg (36 Channels) ..... \$21.95

**NOTE: All TVs must be in place at time of installation.**

\*TV packages not available in all areas.  
\*\*Services provided by Tri County Telephone Association, Inc.

**4 Add 45 Music Channels\***

	Residential	Business
With Expanded Digital pkg .....	<b>Included</b>	\$16.95 <input type="checkbox"/>
With Value Digital pkg .....	\$1.95 <input type="checkbox"/>	\$16.95 <input type="checkbox"/>
With Basic Digital pkg .....	\$1.95 <input type="checkbox"/>	\$16.95 <input type="checkbox"/>

**Premium Channels**

HBO (6 channels) ..... \$12.95

Showtime (9 channels) ..... \$9.95

Cinemax (5 channels) ..... \$9.95

Starz/Encore (9 channels) ..... \$9.95

..... **Buy them all**

29-Channel Premium Package ..... \$38.95

**2 Astro Double Play**

**Residential VONtel & High-Speed Internet, Residential VONtel & TV OR High Speed Internet & TV**

VONtel Unlimited Residential Rate ..... \$24.95

High-Speed Internet for \_\_\_\_\_ computers ..... \$42.45

Digital TV pkg\* for \_\_\_\_\_ TV

Expanded Digital Pkg (98 Channels) ..... \$50.45

Value Digital Pkg (72 Channels)\*\* ..... \$43.45

Basic Digital Pkg (36 Channels) ..... \$28.45

**NOTE: All TVs must be in place at time of installation.**

\*TV packages not available in all areas.  
\*\*Services provided by Tri County Telephone Association, Inc.

**5 Additional Equipment Options**

All TVs must be in place at time of installation. Additional TVs installed or moved at a later date will incur an installation charge. TCT will provide up to three (3) remote controls for your existing TVs, and charge \$20.00 each for additional remote controls.

Additional remote control x \$20.00 ea. .... \$ \_\_\_\_\_

An Ethernet card must be installed in your computer/s before high-speed Internet is available, and sometimes a wireless card or adapter is desired. TCT does not provide the cards/adapters or the technicians for installation, although we do sell the following at a discounted rate.

Allied Telesyn Ethernet PCI network card x \$13.30 ..... \$ \_\_\_\_\_

Linksys Wireless G PCI Network Card x \$72.30 ..... \$ \_\_\_\_\_

Linksys Wireless G USB Network Adapter x \$72.85 ..... \$ \_\_\_\_\_

An ADSL modem is required for high-speed Internet. Customers may purchase an ADSL modem from a hardware dealer; we recommend the Comtrend ADSL modem. Do you wish to purchase a modem from TCT?

Comtrend ADSL modem ..... \$55.00

All computers must be in place when installation takes place. Computers installed or moved at a later date will incur an installation charge. If you have multiple computers, a router is required to allow the computers to use one connection. Routers may be purchased from an outside vendor, or from TCT at the following discounted rate:

Linksys WRT-54G Wireless Router w/ 4-port switch ..... \$67.00

Linksys BEFSR41 DSL Router w/ 4-port switch ..... \$66.55

**3 Astro Single Play**

**Residential VONtel, High-Speed Internet OR TV**

VONtel Unlimited Residential Rate ..... \$24.95

High-Speed Internet for \_\_\_\_\_ computers ..... \$42.45

Digital TV pkg\* for \_\_\_\_\_ TV

Expanded Digital Pkg (98 Channels) ..... \$50.45

Value Digital Pkg (72 Channels)\*\* ..... \$43.45

Basic Digital Pkg (36 Channels) ..... \$28.45

**NOTE: All TVs must be in place at time of installation.**

\*TV packages not available in all areas.  
\*\*Services provided by Tri County Telephone Association, Inc.

**6 Additional TV Options**

**Broadband Maintenance (for Single, Double or Triple Play TV users)** is available at \$3.50 per month to cover existing coaxial wiring, cabling and jacks inside the premise as well as technical assistance with remote controls. If you do not choose Broadband Maintenance, you may be subject to a trip charge and hourly labor charges if a technician is called to your home to service wiring or jacks on the premise or for on-site remote programming.

Broadband Maintenance ..... \$3.50

**Equipment Replacement Protection (for all TV users)** is available for \$3.00 per month to cover damage to the gateway or set top box equipment, including remote controls and RAPS, owned by TCT. Replacement value of this equipment is up to \$657 depending upon the type used. It is strongly recommended that all customers use surge protection and proper electrical grounding for this equipment. Replacement protection is void where grounding and surge protection are not in place.

Equipment Replacement Protection ..... \$3.00

**TOTAL MONTHLY CHARGES (Add totals from boxes 1 thru 6) ..... \$ \_\_\_\_\_**

Authorized signature \_\_\_\_\_ Date \_\_\_\_\_

Computer Operating System:  Windows Vista  Windows XP  Windows ME  Windows 98  Other \_\_\_\_\_

I already have an e-mail address that I will use. It is: \_\_\_\_\_

I would like to create a new e-mail address. Login name - Make three choices. We will use first choice if possible. Your login name will be the first part of your e-mail address which will end with @tctwest.net. Password - Must contain at least 5 characters and may be alpha, numeric, or a combination. All login names and passwords are lower case and cannot contain special characters or punctuation (i.e. &#@;:;+). You may choose four additional email addresses that you can set up and manage yourself once your service has been established.

1st Choice	2nd Choice	3rd Choice	Password
------------	------------	------------	----------

Continued on reverse

### IMPORTANT NOTICE ABOUT YOUR ACCOUNT

Under federal law, customers have the right to confidentiality of account information being held by TCT. We will not sell or divulge this information to any outside and/or unrelated party.

Customers will need to provide proof of identity when contacting TCT regarding their accounts. This proof of identity can be in the form of photo ID when visiting in person or password identification when calling by phone. In the event the password is forgotten, customers may answer a pre-determined challenge question in order to gain account information.

In addition, TCT representatives will only talk to persons authorized to access account information. You have the opportunity to determine your password and challenge question and also provide name(s) of others you have given authority to access your account.

Password \_\_\_\_\_

Challenge Question (*Please choose only one and provide answer below*)

- What is (was) your favorite pet's name?
- What is your favorite book or magazine?
- What was the make & model of your first car?
- Which US President do you most admire?
- Who is your favorite musician?

Answer to Challenge Question \_\_\_\_\_

In addition to the name(s) on the billing account, I authorize the following people to discuss my account, and to make changes to services and/or account information.

Names \_\_\_\_\_

**PLEASE NOTE: Astro Single Play, Double Play or Triple Play customers are not eligible for membership in Tri County Telephone Association, Inc. All TVs must be in place at time of installation. Gateway or set top box equipment remains the property of TCT and must be returned to the TCT office if service is cancelled. If you are moving to a different location within our exchanges, please call the office to arrange to have the equipment moved. Move charges will apply. Customer agrees to abide by the Acceptable Use Policy of the Company, which may be found at [http://www.tctwest.net/acceptable\\_use\\_policy.htm](http://www.tctwest.net/acceptable_use_policy.htm). If account is not paid in full by the date indicated on customer's monthly statement, services may be terminated due to nonpayment, and if services are restored a reconnect fee will be assessed. Customers are responsible for cancelling their previous cable television service.**

I certify that I have the proper authority to enter into this agreement and I have read and understand the above listed packages with charges indicated and agree to all of the terms and conditions on the reverse side of this contract.

**I own the building in which services will be installed:**     Yes     No (*If no, written authorization from the owner is required.*)

#### TERMS AND CONDITIONS

This is a summary of the agreement between TCT WEST ("the Company") and you ("the Customer"), covering the TCT WEST BROADBAND SERVICES ("the Services") and the installation of equipment ("the Equipment"). The Company reserves the right to modify our terms as needed. If you would like a copy of our terms, please contact us by sending an e-mail to [support@tctwest.tv](mailto:support@tctwest.tv). This agreement is immediately terminable by the Customer upon notice thereof if any such change(s) is (are) unacceptable to the Customer. The Customer's use of the Services following notification of a change as described herein shall be conclusively deemed as the Customer's acceptance of and agreement to such changes on a prospective basis.

1. The Customer agrees to pay for monthly service charges. The Customer agrees to make payment for the Services provided by the Company when due. Charges are billed in advance and are payable by the tenth of the following month. The Customer understands that the Company may reduce or disconnect the Services offered to the Customer for payment of any charges due. The Customer agrees that the Company may require a reconnection charge for Broadband Services in the event that the Service is disconnected for nonpayment. **All prices, packages and program-ming subject to change without notice.**
2. If the Company is required to use a collection agency to collect money owed to assert any other right which the Company may have, the Customer agrees to pay the reasonable costs of collection or other action, including attorney fees and court costs.
3. The Customer warrants that he/she either owns the residence at which the Service is being performed or if a tenant, he/she has obtained permission from his/her landlord for the Company to make whatever alterations to their residence that are necessary for the installation of Broadband Services. In the event of failure to secure such permission, the Customer shall indemnify and hold harmless the Company from all claims and damages arising therefrom.
4. All of the Equipment, devices and material (collectively "the Equipment") supplied or installed at the premises by the Company, shall be and remain the sole property of the Company, unless specifically defined by the Company as Customer-owned, such as Customer-owned internal wiring. The Customer shall not remove any of the Equipment from the premises and shall not damage, alter or tamper with any of the Equipment. If the Customer sells, vacates, rents, or sublets the premises wherein the Equipment is located, the Customer shall be responsible for the return of the Equipment to the Company in the same condition as received, ordinary wear and tear excepted, within three (3) days of termination of service. The Customer agrees that EACH gateway or set top box owned by the Company and placed in the Customer's premise is valued up to \$657.00, depending on the type used. The Customer also agrees that EACH remote control owned by the Company and placed in the Customer's premise is valued at \$20.00. The Customer's failure to return any of the Equipment to the Company in the same condition as received, ordinary wear and tear excepted, within three (3) days of termination of service, or at any other time upon request by the Company, shall result in the Customer's liability to the Company for any and all damages to or loss of the Equipment, as determined by the Company, including but not limited to the full agreed upon value of the Equipment, plus any costs, including reasonable attorneys fees, to collect such amounts.
5. The Customer is aware that any unauthorized reception of the Services and/or non-permitted use of Property is unlawful and the Customer may be subject to penalties and damage to the extent permitted under applicable Federal, State and local laws, rules and regulations.
6. The Company will make reasonable efforts to have its service available at all times, but assumes no responsibility for interruptions beyond its reasonable control. Other than the Service provided herein, the Company makes no warranty, either express or implied, regarding the Service. All such warranties are expressly excluded. In no event shall the Company be liable for incidental or consequential damages arising out of failure of the Services or the Equipment provided. **COMPANY'S SOLE LIABILITY AND CUSTOMER'S SOLE REMEDY FOR COMPANY'S FAILURE TO PROVIDE THE SERVICES OR TO MEET PUBLISHED CUSTOMER SERVICE GUARANTEES, SHALL BE LIMITED TO AN OUT-OF-SERVICE CREDIT OR THE AMOUNT OF CREDIT STATED IN THE PUBLISHED CUSTOMER-SERVICE GUARANTEES.**
7. The Company shall not be responsible for the operation, maintenance, service or repair of the Customer's TV, VCR, PC, set-top box, stereo, radio, the Customer-owned wiring, or other Customer-owned device or any other damage to the Customer's TV, PC, VCR, set-top box, stereo, radio, the Customer wiring or any other Customer-owned Equipment except due to the Company's negligence.
8. The Company shall not be responsible for damage to property arising from the installation, maintenance or removal of the Equipment or the provision of the Services, except due to Company's negligence. Under no circumstances will the Company be liable for special or consequential damages.
9. The Customer may not transfer or assign this agreement without the Company's prior consent.
10. If the Customer damages the Equipment, the Company reserves the right to charge the Customer the amount it costs the Company to repair or replace it.
11. The Customer accepts the free filtering service with the understanding that it is not guaranteed to filter all junk mail or to detect all viruses. The Customer realizes that to be better protected, additional virus detection software should be used on their computer(s). The Customer may request the service be removed from their account. There will be a service order charge to reinstate the service if desired later.
12. The Customer agrees to abide by the Acceptable Use Policy of the Company. The Acceptable Use Policy may be found at [http://www.tctwest.net/acceptable\\_use\\_policy.htm](http://www.tctwest.net/acceptable_use_policy.htm)

**BY PURCHASING THE SERVICES ON THE REVERSE SIDE OF THIS AGREEMENT, THE CUSTOMER AGREES TO ABIDE BY THE ABOVE TERMS AND CONDITIONS.**