

APPLICATION FOR SERVICE



GENERAL INFORMATION (please print clearly)

| <u>APPLICANT INFORMATION</u> | <u>CO-APPLICANT INFORMATION</u> (optional) |
|------------------------------|--|
| Full Name: _____ | Full Name: _____ |
| Social Security No. _____ | Social Security No. _____ |
| Date of Birth: _____ | Date of Birth: _____ |
| Cell Phone No. _____ | Cell Phone No. _____ |
| Email: _____ | Email: _____ |
| Employer: _____ | Employer: _____ |
| Employer Phone No. _____ | Employer Phone No. _____ |

SERVICE ADDRESS _____

BILLING ADDRESS _____ (Circle One) Rent Own

BILLING COUNTY _____ WHEN WOULD YOU LIKE SERVICE INSTALLED? _____

Unlimited Internet

| | |
|-----------|------------|
| 50M / 50M | (\$45.95) |
| 100M/100M | (\$65.95) |
| 250M/250M | (\$89.95) |
| 500M/500M | (\$119.95) |
| 1G/1G | (\$149.95) |
| | |

VOIP Telephone

| | |
|--|-----------|
| Residential IP Telephone line w/unlimited long distance | (\$24.00) |
| FAX line w/unlimited long distance | (\$29.00) |
| FAX line-email only | (\$7.99) |
| Business IP telephone line w/unlimited long distance | (\$29.00) |
| FAX line w/unlimited long distance | (\$29.00) |
| FAX line – email only | (\$7.99) |

LWC Managed Wifi Router Rental (\$8.95/mo.) [] Yes (I need to rent a router) [] No (I have my own router to use)

Automatic Payment option (optional)

[] ACH with checking or savings acct. (applied 25th of each month)

How would you like to receive your Little Wapsie Communications Bill (check one) [] Paper Bill [] Email Bill

Hook-up Fee - \$50.00

***The Deposit of \$50.00 will be applied to your first bill. **Deposit - \$50.00**

Cash _____ Check# _____ Credit Card _____ **TOTAL COLLECTED: \$ _____**

SIGNATURE: _____ DATE: _____



Establishing a Password (Section 1)

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), there are certain circumstances under which Little Wapsie Communications may be permitted to respond to your inquiries regarding call detail information or certain account information only by the customer providing a pre-established password and/or back-up question, the company calling the telephone number listed on the account, or the company sending such information to the mailing address or electronic address of record. This form will establish a password and/or back-up question only for purposes of service and account inquiries, including inquiries relating to CPNI.

Designated Password/back-up question:

What is your favorite color? _____

Adding Authorized Users to Account (Section 2)

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Little Wapsie Communications will only be allowed to discuss CPNI at our retail location(s) with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. Remember, CPNI includes call detail information and certain account information including the amount of your bill. For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with Little Wapsie Communications the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives. Please take this opportunity to complete the section below.

Authorized Users to Add to Account:

Legal Name (print) _____

Legal Name (print) _____

IMPORTANT: Section 1: By signing below, the customer is providing the company with express, written approval to use the above password/back-up question before providing any information regarding service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer's services generally and specifically to inquiries concerning call detail information and account information, including Customer Proprietary Network Information. **IMPORTANT:** Section 2: By signing below, the customer is expressly requesting that the company share a certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Account Owner Name (print) _____

Signature _____

Date _____ **Acct No.** _____

Internet Application



Name _____

Acct No. _____

Terms of Service

This is a legal contract. Subscribers agree to be bound by these terms whether signed or unsigned. Any subscriber who does not agree with these terms should immediately stop using the account and contact Little Wapsie Communications.

*Subscribers agree to obey any applicable local, state and/or federal laws pertaining to their internet access and use of these services. The subscriber agrees not to use these services to conduct any activity, which may violate these laws. Use of these services include, but is not limited to: Web, FTP, Usenet, Internet Reply Chat (IRC), Gopher, Email, Telnet, and any other medium through which Readlyn.Net server(s) transmission of content or material.

*Subscribers may be held legally liable for content and material located on their sites, including, but not limited to: copyrighted, trademarked, patented, or other material used without the permission of the intellectual property, including uploading or downloading commercial software.

* Little Wapsie Communications reserves the right to limit and/or prohibit any content material it deems inappropriate as part of this agreement.

* Little Wapsie Communications reserves the right to monitor any and all communication and activity, which occurs through or on its service to ensure adherence to those terms.

*Please report any violations of these terms to Little Wapsie Communications in the event that Little Wapsie Communications receives a complaint, Little Wapsie Communications will investigate the complaints and in its sole discretion, may suspend or terminate the account(s) involved and may remove the material from its servers. Subscribers will be notified, by Email, within three (3) days of these proceedings. Subscribers who believe their activities may have been misclassified may petition Little Wapsie Communications for the renewal of their account.

* Little Wapsie Communications reserves the right to release subscriber information to comply with an investigation into any activity which violates these terms, and may report such activity to the appropriate authorities.

Full terms of service are available on our website www.littlewapsie.com under INTERNET "AUP" acceptable use policy.

ACCEPTABLE USE POLICY FOR HIGH SPEED INTERNET SERVICE (AUP)

This Acceptable Use Policy (AUP) governs high speed Internet service provided to you by Little Wapsie Communications (together with any subsidiaries of affiliates providing your service, hereafter Little Wapsie Communications "" "we" "us" or "Company") and includes the following terms and provisions as the same may be amended or modified from time to time as provided herein. The terms and provision of this AUP are without limitation of any rights to suspend or terminate service that Company otherwise possesses under your Agreement or application law. The complete AUP may be obtained at our business office or on our website: www.littlewapsie.com.

By signing the Service Agreement and/or activating or using service, you agree to comply with all of the applicable terms, conditions, and provisions contained in the Service Application, Service Agreement, and any applicable Service Tariffs. This AUP, the terms and conditions of service, and your selected service plan or service package. If you do not accept these terms and conditions of service, please notify us prior to installation and we will cancel your service

The undersigned makes application for the above services and equipment, and for such additional service or equipment as may be ordered later, and agrees to pay established rates for all such services and equipment. In making this application, the undersigned agrees to the rules and regulations of Little Wapsie Communications, as set forth in the Standard Service Agreement and to any general changes in the rules and regulations, tariffs or rates for the service furnished under this application. This application becomes a contract when accepted in writing by Little Wapsie Communications

A signature is REQUIRED to process your order.

Signature _____

Date _____

**STANDARD AGREEMENT FOR LOCAL EXCHANGE SERVICE
LITTLE WAPSIE COMMUNICATIONS**

1. **SERVICE AGREEMENT.** This standard agreement (this “**Agreement**”) governs your service relationship with Little Wapsie Communications (together with any subsidiaries or affiliates providing your service or related facilities, “**we**,” “**us**,” or the “**Company**”) for regulated local exchange services and facilities (“**Service**”). Previously, the Company provided Service pursuant to a Local Services Tariff filed with and approved by the Iowa Utilities Board. As a result of recent changes to applicable law and regulations, the Company no longer files or maintains a Local Services Tariff. Instead, we now provide Service pursuant this Agreement, including the additional Terms of Service incorporated herein by reference.
2. **ACCEPTANCE.** Your acceptance of this Agreement occurs upon any of the following: (a) you provide a written or electronic signature expressly accepting this Agreement; (b) you orally or electronically order and/or activate Service; or (c) you use Service, following notification that this Agreement will apply to your ongoing use of such Service.
3. **ADDITIONAL TERMS OF SERVICE.** We provide Service pursuant to a certificate of public convenience and necessity issued by the Iowa Utilities Board. We provide Service subject to our “**Services Catalog**”, including: (a) this Agreement (b) our Rules and Regulations for Local Exchange Service, which are incorporated herein by reference; (c) our applicable Service Guides and Rate Schedules, which are incorporated herein by reference and (d) applicable rules and regulations of the Iowa Utilities Board. Current versions of our Rules and Regulations, Service Guides and Rate Schedules are available in electronic form on our website at www.littlewapsie.com. Current versions of these documents are also available at our business office(s) and will be provided or made available to you upon request. Our Rules and Regulations, Service Guides and Rate Schedules contain the specific prices and charges, service descriptions and other terms and conditions not set forth herein which apply to Service. This Agreement incorporates by reference the prices, charges terms and conditions included in our other **Services Catalog**.
4. **RIGHTS AND RESPONSIBILITIES.** This Agreement is our standard service agreement. Under this Agreement, we agree to provide and bill for Service, and you agree to use and pay for Service, as provided herein and in our other applicable Terms of Service. Our rights and responsibilities, and your rights and responsibilities, are as set forth in this Agreement and our other applicable Terms of Service.
5. **TERM.** This Agreement shall commence on the date of your acceptance and shall continue month-to-month (or, in some cases for an established minimum term) as provided in our applicable Terms of Service. Either party may terminate this Agreement or any Service in accordance with our applicable Terms of Service. Termination of this Agreement or any Service shall not waive or release your obligation to pay for Service provided prior to such termination as well as any other applicable fees and charges, as provided in our Terms of Service.
6. **RATES; PAYMENT.** Nonrecurring and recurring charges for Service are as set forth in our applicable Terms of Service. Except as otherwise noted, Service pricing is exclusive of applicable local, state and federal taxes and regulatory fees, assessments and surcharges. All Service charges, along with applicable local, state and federal taxes and regulatory fees, assessments and surcharges, will be itemized on your invoice. Failure to pay invoices when due may result in late payment penalties or suspension or disconnection of Service as provided in our applicable Terms of Service.
7. **CHANGES TO TERMS.** We reserve the right to change our Terms of Service (including rates or any other terms and conditions of Service) upon written notice to you. The notice may be provided on your monthly bill, as a bill insert, by email, on our website, or by other written communication or other form of notice permitted or required by applicable laws and regulations. If you elect not to cancel your Service and continue to use Service after the communicated effective date of any such changes, your continued use of Service will constitute acceptance of the modified Terms of Service.
8. **CHANGES TO SERVICE.** We may, from time to time, modify the Service to reflect improvements and other changes and modifications to our network. In addition, we reserve the right to discontinue or limit Service as required to comply with or satisfy our obligations under applicable laws or regulations, including when changes to or interpretations of such laws and regulations have a material, adverse effect on the business, technical or economic feasibility of providing Service, as determined by us in our reasonable judgment.
9. **ACCESS TO SERVICE PREMISES.** We may enter into, upon and over your Service premises periodically during the term of this Agreement to install, connect, inspect, maintain, repair, alter, disconnect and remove our facilities and equipment used to provide Service. To the extent the same is consistent with your ownership of the premises, you grant the Company a temporary and permanent easement to construct, install, maintain, and/or replace Service facilities and to install, connect, inspect, maintain, repair, alter, disconnect and remove all facilities and equipment necessary to provide Service. In the event you are not the owner of the premises upon which installation is requested, you warrant to the Company that you have obtained the consent of the owner of the premises for the Company to install and maintain its facilities and equipment as contemplated herein.
10. **CREDIT CHECK; DEPOSITS.** In connection with your request or application for any Service, we may conduct an investigation into your creditworthiness, including obtaining one or more reports or ratings from one or more independent credit reporting or credit scoring agencies. We may require a deposit for you to establish or maintain Service. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history, our Terms of Service and any applicable laws or regulations. If Service is canceled or disconnected for any reason, we may, subject to our Terms of Service and applicable law and regulations, apply your deposit toward payment of outstanding charges.
11. **SERVICE ACCOUNTS.** Service accounts are assigned to customers only, and the customer in whose name the account is established will be treated as the account owner for all purposes. Account owners may designate one or more “authorized users” who will have access to account information and may make certain account changes in accordance with our policies and applicable laws and regulations. As the owner of the account, you are responsible for designating (or changing the designation) of any authorized users. You will hold the Company harmless from any claims arising from account instructions given or inquiries made by you or any authorized user. You are responsible for keeping all account and billing data with the Company up-to-date and accurate. Furnishing false data to the Company is grounds for immediate disconnection of Service and may subject you to civil or criminal liability.

12. **FEDERAL LIFELINE PROGRAM.** The Company is an eligible telecommunications carrier (ETC) within all or portions of its service area, meaning that it provides certain services supported by the federal Universal Service Fund, including the federal "Lifeline" program for qualifying low-income consumers. Single line, local residential service is a Lifeline-eligible service. Lifeline is a government benefit program which provides a monthly credit toward a qualified low-income subscriber's telephone bill. Only eligible low-income consumers may enroll in the Lifeline program. Consumers who meet eligibility criteria must also complete documentation necessary for enrollment. Lifeline assistance is non-transferable, and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. If you believe you may qualify for the Lifeline program, please visit our website at www.littlewapsie.com or contact us to discuss program details, eligibility requirements or to request a Lifeline application. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. To report Lifeline fraud, you may contact the Federal Communications Commission Lifeline Fraud Tip Line: 1-855-4LL-TIPS (or 1-855-455-8477) or Lifeline@fcc.gov.

13. **DISCLAIMER OF WARRANTIES.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN OUR TERMS OF SERVICE, WE MAKE NO WARRANTIES WITH RESPECT TO ANY SERVICE OR FACILITIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES CONCERNING THE SPECIFIC FUNCTION OF ANY SERVICE OR FACILITIES, OR THEIR RELIABILITY, AVAILABILITY, OR ABILITY TO MEET YOUR SPECIFIC NEEDS. TO THE EXTENT PERMITTED BY LAW, WE EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF SATISFACTORY QUALITY, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

14. **LIMITATION ON REMEDIES.** In addition to any other limitation on remedies or limitations of liability set forth in our Terms of Service or in applicable law or regulations, the Company shall not be liable for any delay or failure to provide Service at any time or from time to time, or any interruption or degradation of Service quality that is caused by any of the following: (a) an act or omission of an underlying carrier, service provider, vendor or other third party; (b) equipment, network or facility failure, including failure caused by the loss of power; (c) equipment, network or facility upgrade or modification; (d) force majeure events such as (but not limited to) acts of God, acts of nature, strikes, fire, war, riot, acts of terrorism and government actions; (e) equipment or facility shortage; (f) equipment or facility relocation; (g) any act or omission by you or any person using your Service; (h) theft, fraud or abuse of Service; or (i) any other cause that is beyond the Company's reasonable control. THE EXTENT PERMITTED BY LAW, OUR TOTAL LIABILITY FOR ANY CLAIM UNDER THIS AGREEMENT, INCLUDING FOR ANY EXPRESS OR IMPLIED WARRANTIES, IS LIMITED TO THE AMOUNT YOU PAID US FOR THE AFFECTED SERVICE OR FACILITIES, WHETHER SUCH CLAIM OR REMEDY IS SOUGHT IN CONTRACT OR TORT, INCLUDING NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. TO THE EXTENT PERMITTED BY LAW, WE SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL OR TREBLED OR ENHANCED DAMAGES, INCLUDING, BUT NOT LIMITED TO LOST PROFITS, LOST BUSINESS, OR OTHER COMMERCIAL OR ECONOMIC LOSS, WHETHER SUCH DAMAGES ARE CLAIMED FOR BREACH OF CONTRACT, NEGLIGENCE OR OTHERWISE AND WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

15. **INDEMNIFICATION.** You agree to indemnify the Company and our affiliates, officers, agents and employees from any liability or expense arising from claims, losses, damages, suits, judgments, litigation costs and attorneys' fees arising from or related to your abuse or misuse of Service, or any other violation of this Agreement or our other Terms of Service.

16. **ADDITIONAL SERVICES.** Our telecommunications and communications services are diverse, and not all services we provide are regulated services. This Agreement and the other Terms of Service identified herein apply only to local exchange services regulated by the Iowa Utilities Board. The Company may also offer or provide other products and services, including unregulated telecommunications or communications services. Unless otherwise specified, such products and services are not covered by this Agreement or our other Terms of Service referenced herein, but may be subject to other service contracts or terms and conditions of service provided or made available to customers in connection with those products and services.

17. **GOVERNING LAW.** This Agreement, and our contractual and service relationship with you, shall be deemed to have been made in and shall be governed by and construed in accordance with the substantive laws of the State of Iowa, without regard to the principles of conflicts of law.

18. **INCORPORATION AND INTEGRATION.** Our Terms of Service are incorporated into this Agreement. This Agreement, along with our other Terms of Service, constitute the entire agreement between the parties concerning our contractual service relationship, there being no prior written or oral promises or representations not incorporated herein or therein.

19. **NO IMPLIED WAIVER.** Our failure to exercise or enforce any provision of or rights under this Agreement or our other Terms of Service shall not constitute a waiver of any such provision or right.

20. **SEVERABILITY.** If any part or provision of this Agreement or our other Terms of Service is held, in whole or in part, to be invalid, illegal, or unenforceable by any law or regulation of any governmental or regulatory authority, or by the final determination of any court of competent jurisdiction, that part or provision will be construed consistent with applicable law or regulation as nearly as possible, and the remaining parts and provisions will remain in full force and effect. Such invalidity or non-enforceability will not invalidate or render unenforceable any other part or provision of this Agreement or our other Terms of Service.

21. **ASSIGNMENT; BINDING EFFECT.** This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns; provided, however, you may not assign or transfer your rights or obligations under this Agreement without our express written consent. Unless consent is granted, all accounts must be closed and reopened under the name of a new customer for issuance of a new account number.

Customer

Signature _____

Date _____

Acct. # _____

LWC Direct Payment Enrollment Form



BANK ACCT.

Date _____

LWC Account # _____

Customer Name _____

Bank Name _____

Bank ABA (routing) Number _____

Account Number _____

(Please attach a voided check or deposit slip)

Little Wapsie Communications is hereby authorized to initiate debit and/or credit entries to my (our) account indicated above and I (we) authorize the financial institution named above to debit/credit same account. This authority is to remain in full force and effect until Little Wapsie Communications has received written notification from me (or either of us) of its termination in such time and in such manner as to afford Little Wapsie Communications and/or the financial institution above a reasonable opportunity to act on it.

Signature _____