

UTQIAGVIK OFFICE

1078 Kiogak Street
 Utqiagvik, Alaska 99723
 907-852-7100
 Fax: 907-852-0006
info@astac.net

**ANCHORAGE OFFICE**

4300 B Street #501
 Anchorage, Alaska 99503
 1-800-478-6409
 Fax: 907-563-3394
info@astac.net

HOME BUNDLE SERVICE AGREEMENT

Primary Billing Name _____

Primary Contact number _____ Email address _____

Primary Social Security Number _____ Driver License Number _____ Date of Birth _____

Joint Billing Name: _____

Joint Contact number _____ Email address _____

Joint Social Security Number _____ Driver License Number _____ Date of Birth _____

Mailing Address _____

(PO Box)

(Village)

(Zip Code)

Service Address _____

(House or Bldg #)

(Village)

(Zip Code)

Email Address(es) _____



Do you or does anyone in your household have any disabilities that may inhibit access to service offerings?

If yes, please explain: _____

Authorized Person on Account _____ Contact Number _____

CPNI VERIFICATION PASSWORDS

You will be required to use these password(s) for any account access or related services with ASTAC via phone, in-person or on the web.

Please provide security question and answer

(Example: What is the name of your favorite pet? Answer: Pugsy)

Passphrase

(Example: Emma1994)

ADD YOUR INTERNET AND LONG-DISTANCE PLAN

| | | | |
|---|---|---|--|
| Select the Home Internet/DSL speed and Long-Distance plan you want (Select one <input type="checkbox"/> per account). | | | |
| Up to 384 Kbps/128 Kbps | <input type="checkbox"/> \$69.99 w/200 minutes | <input type="checkbox"/> \$84.99 w/500 minutes | <input type="checkbox"/> \$109.99 w/1000 minutes |
| Up to 512 Kbps/256 Kbps | <input type="checkbox"/> \$89.99 w/200 minutes | <input type="checkbox"/> \$104.99 w/500 minutes | <input type="checkbox"/> \$129.99 w/1000 minutes |
| Up to 1 Mbps/384 Kbps | <input type="checkbox"/> \$149.99 w/200 minutes | <input type="checkbox"/> \$164.99 w/500 minutes | <input type="checkbox"/> \$189.99 w/1000 minutes |
| Home Internet^{10**,**} | <input type="checkbox"/> \$44.99 w/200 minutes \$2/GB Up to 100GB, \$1/GB over 100GB | <input type="checkbox"/> \$59.99 w/500 minutes \$2/GB Up to 100GB, \$1/GB over 100GB | <input type="checkbox"/> \$84.99 w/1000 minutes \$2/GB Up to 100GB, \$1/GB over 100GB |
| Data Usage: Unlimited (See ASTAC's Terms and Conditions, Acceptable Use Policy. Speeds shown are not dedicated.) | | | |
| Included Calling Features: Caller ID, Call Waiting, Continuous Redial, and Last Call Return (Features vary by location) | | | |
| Long Distance Options: 200, 500 or 1,000 Nationwide Minute plans available. Overage: \$.07/ minute. Nationwide calling rate does not apply to US territories and International calls. | | | |
| **Home Internet ¹⁰ is an "up to" service and is only available in Point Hope, Nuiqsut, Wainwright and Utqiagvik** | | | |
| ***Utqiagvik: ASTAC will test each line to establish the speed the facilities will support. If, due to limitations in the existing facilities in Utqiagvik, residence cannot yet enjoy the full 10Mbps service, ASTAC will discount the product to match the speed your facilities will support. You will see this discount on your next invoice to coincide with the tested speed. | | | |
| Home Internet Login Information | | | |
| USER NAME: _____ <i>firstname.lastname (example: john.smith) 8 character minimum, 20 character max</i> | | | |
| PASSWORD: _____ <i>8 characters minimum: at least 1 upper and 1 lower case letter, 1 number, and 1 special character (please do not use ; or #).</i> | | | |
| For Office Use Only: | | | |
| Line Test Results: _____ Home Internet ¹⁰ discounted monthly price (if applicable): _____ | | | |
| Promotion Eligibility: _____ | | | |

ADD YOUR HOME TELEPHONE CALLING FEATURES

TELEPHONE DIRECTORY LISTING

- LISTED** (In the phone directory and listed with the operator) **No Charge**
- NONLISTED** (Not in the phone directory, but listed with the operator) **\$2.10 per month**
- NONPUBLISHED** (Not in the phone directory or listed with the operator) **\$2.10 per month**

CUSTOM CALLING FEATURES

Check all features you would like included with the calling service. Additional monthly fees apply.

| | | | | | | | |
|---|--------|---|--------|--|--------|--|--------|
| <input type="checkbox"/> Anonymous Call Rejection | \$4.10 | <input type="checkbox"/> Call Waiting | \$3.10 | <input type="checkbox"/> Speed Calling – 8 codes | \$2.6 | <input type="checkbox"/> Three Way Calling | \$2.60 |
| <input type="checkbox"/> Calling Number ID | \$7.20 | <input type="checkbox"/> Continuous Redial | \$4.10 | <input type="checkbox"/> Speed Calling – 30 codes | \$4.10 | <input type="checkbox"/> VIP Alert/Customized Ringing | \$3.60 |
| <input type="checkbox"/> Call Forward, Remote | \$6.00 | <input type="checkbox"/> Last Call Return | \$4.10 | <input type="checkbox"/> Toll Restriction (Total) | \$4.05 | <input type="checkbox"/> Wake Up, per request | \$2.05 |
| <input type="checkbox"/> Call Forward, Variable | \$2.60 | <input type="checkbox"/> Smart Ring (Teen line) | \$2.05 | <input type="checkbox"/> Toll Restriction (Block 1+, Allow 0+) | \$4.05 | <input type="checkbox"/> 900# Block, install (first time free) | \$0.00 |

ACKNOWLEDGMENT

This is an Agreement between subscriber named above and ARCTIC SLOPE TELEPHONE ASSOCIATION COOPERATIVE, INC., (“ASTAC”) for the provision of telephone, internet, long distance or other telecommunications services or products (“Service”). The Agreement shall not be binding until accepted and executed by an authorized employee, or agent of ASTAC. A faxed copy of this Agreement can be considered an original. Government issued photo identification (Driver license, State ID, BIA card or Passport) is required to establish service with ASTAC. A photo copy will be taken and kept on file. **The parties agree that ASTAC will provide services to the subscriber under the Terms and Conditions listed below and ASTAC’s Acceptable Use Policies located at www.astac.net and may change without notice.**

By signing this Agreement, subscriber(s) authorizes ASTAC to perform credit checks to obtain subscribers credit history. Subscriber further acknowledges responsibility for reading and understanding the terms (at www.astac.net) and agrees to be bound thereby.

| | | |
|---|-------------|---|
| Subscriber/Authorized Signer(Please print) | Date | Subscriber/Authorized Signer (Signature) |
| Joint Subscriber(Please print) | Date | Joint Subscriber(Signature) |

Required Attachment: Subscriber(s) Valid Photo ID

TERMS AND CONDITIONS

- 1. Statement of Non-Discrimination:** ASTAC is the recipient of Federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities. The person responsible for the coordinating of the organization's Non-Discrimination compliance efforts is the General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, D.C. 20250; or the Administrator, Rural Utilities Service, Washington, D.C. 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.
- 2. Commitment:** Home Bundle Plan requires a 12-month commitment. By adhering to the 12-month commitment all installation fees will be waived. If the Service is disconnected prior to the end of the 12-month commitment subscriber shall be responsible for any termination fees (see Section 7), the full monthly Internet rate for any portion of a month in which the service is received; Telephone Service and Long charges will be pro-rated. _____ Subscriber Initials.
- 3. Use of Service:** Requests for activation, modification or termination of Service will only be accepted by ASTAC from subscriber or subscriber's authorized agent. Subscriber agrees not to use the Service for any unlawful or abusive purpose or in any way that damages ASTAC's property or interferes with or disrupts ASTAC's system or use by other users. Subscriber has no ownership rights to any IP address, or e-mail address provisioned by ASTAC to be used for any Service. By using Service, subscriber agrees to abide by the terms and conditions of this Agreement, any applicable calling plan and any applicable software license.
- 4. Determination of Charges:** Internet, Telephone and Long-Distance charges will depend on the calling plans selected by subscriber at the top of this Agreement. If a person activates Service on behalf of another person or entity but was not authorized to do so, the person activating the Service will be fully bound by this Agreement as though they had activated the Service on their own behalf. ASTAC reserves the right to modify or terminate the calling plan selected by subscriber upon thirty (30) days prior written notice. In such event, subscriber may terminate the Service or select another calling plan. Continued use of the Service after the expiration of the notice period will serve as subscriber's consent to the charges described in the notice.
- 5. Payment, Due Date:** Subscriber is responsible for payment of all charges to subscriber's account including internet, telephone, long-distance, any taxes, surcharges, fees, assessments or recoveries imposed upon subscriber as a result of the provision of Service or the purchase of goods. All amounts billed are due upon receipt. An account is considered delinquent if payment has not been received by the 20th day of the next month. Failure to make any payment due or to perform any obligation under this Agreement constitutes default of the Agreement and all unpaid amounts shall become immediately due and payable to ASTAC.
- 6. Deposits, Credit Information, Late Payment Charges and Disputes:** ASTAC may, at its sole option, require a deposit prior to or at any time during the term of the service Agreement. The amount of the deposit will depend on the credit of and the amount of Service provided to subscriber. The deposit will be held as a partial guarantee of payment. The deposit cannot be used by subscriber to pay or delay payment. Unless otherwise required by law, deposits may be combined with other ASTAC funds that will not earn interest. Subscriber agrees to provide credit references and authorizes ASTAC to take the necessary actions to verify credit information and contact credit reporting agencies to obtain subscribers payment and credit history. A late payment charge of ten and one-half percent (10.5%) per annum, or such lesser amount required by law, will be added to past due accounts. Payments mailed to ASTAC will be deemed paid when received and credited to subscribers account. All amounts, including disputed amounts must be paid by the due date regardless of the status of any objection. All communication pertaining to any billing disputes must be in writing, marked "billing dispute" on the outside of the envelope, and received by ASTAC within 60 days of receipt of the billing statement. If any of these requirements are not met, subscriber waives any right to contest the bill.
- 7. Termination Fee:** If, during the initial 12-month period, service is disconnected for any reason including non-payment (for suspension, see below); subscriber will be billed any waived fees, including fees waived during any promotional offers. Non-fiber equipment is provided at no charge. If any new **Home Internet** fiber equipment becomes damaged "outside normal use" per section 10, you will be charged \$300.00 for the replacement equipment. After the initial first year term, if equipment is damaged "outside normal use", a new term contract will be required to replace the equipment. At no time will the damage and installation fees, combined, exceed \$300.00 per service. Non-payments that result in service suspension will incur a \$50 reactivation fee. An additional \$99.00 fee will be charged for reprogramming the equipment or for moving the service from the initial location of service under this contract.
- 9. Disclaimer of Warranties and Risk of Loss:** ASTAC makes no warranty, express, statutory or implied, written or oral, and whether arising by statute or course of dealing or usage of trade to subscriber as to: (A) the suitability of the Service for subscriber's intended use; (B) the availability of the Service at any time or in any location; (C) the merchantability or fitness of the Service for any purpose; (D) the availability of 911 service; or (E) the grade or quality of the Service. Subscriber assumes all risk of loss that may result from unavailability or failure of the Service.
- 10. Limitation of Liability:** The total liability of ASTAC in any way arising directly or indirectly out of the provision of the Service under this Agreement shall be limited to an amount equal to one month's access charge. This limitation of liability shall apply regardless of the form of the action, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise. In no event shall ASTAC be liable for any special, consequential or punitive damages.
- 11. Expenses:** Subscriber shall pay all costs and expenses, including without limitation reasonable attorney's fees, and the fees of any collection agencies and arbitration process or court costs, incurred by ASTAC in enforcing any of its rights or remedies under this Agreement.
- 12. Jurisdiction:** Any dispute regarding this Agreement shall be governed by the laws of the State of Alaska and resolved in any Alaska court or through arbitration at a location selected by ASTAC in the state of Alaska.
- 13. Contract Modifications, Notices:** No modification hereof shall be binding upon either party unless the modification is in writing and signed by a duly authorized representative of both parties. Notices to Subscriber shall be deemed given if deposited in the U.S. Mail system addressed to subscriber's last known address as shown on the reverse side of this Agreement. Notices to ASTAC will be deemed given when received by ASTAC.

HOME BUNDLE SUBSCRIBER RESPONSIBILITY CHECKLIST

BY INITIALING EACH LINE ITEM, YOU CERTIFY THAT YOU HAVE READ AND UNDERSTAND THAT EACH ITEM MAY IMPACT YOUR MONTHLY BILL

_____ Your future invoices will vary based on your usage consumption. The more you use, the higher your monthly billing.

_____ Streaming will result in higher usage charges. We recommend streaming in SD to reduce usage consumption versus streaming in HD, verifying no other users on the system, Xbox and other gaming systems are not set to automatically update.

_____ You understand that downloading or uploading any item that requires an Internet connection, will result in usage charges.

_____ ASTAC has provided you with usage examples; you understand these are estimates and are not to be used as exact figures in which to base your Internet usage.

In addition to your Smart Hub usage viewer dashboard, ASTAC will send you threshold notifications via email or SMS. These notifications will be sent out every 20GB, 30GB, 50GB, 70GB, 100GB & every 10 GB of usage after that, up until 200GB. It is mandatory we have an active email on file to send this information out to you.

_____ **Email:** _____ **SMS Telephone #:** _____

_____ You are responsible for the balance in full upon receipt of your billing statement regardless of the amount of usage consumed.

_____ Devices such as Apple TV, ROKU, Amazon Fire Sticks, or devices that require a data connection may utilize usage when not being used if they are connected to your network.

_____ You are aware if your computer or devices obtain a virus, that your usage could increase, and it is your responsibility to disconnect that device from your network to avoid higher rates of consumption.

_____ You are responsible for maintaining a password for your network to avoid unauthorized usage. Any unauthorized usage invoiced is the responsibility of the account holder.

_____ You will regularly check your SPAM folders and read all texts from ASTAC to ensure you are aware of your usage activity via your new Home Internet¹⁰ plan. Threshold notifications is a courtesy and it is your responsibility to monitor the usage on your network.

Printed Name

Subscriber Signature

Date

