

**ANCHORAGE OFFICE**  
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Anchorage, Alaska 99503  
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**UTQIAGVIK OFFICE**  
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## HOME INTERNET<sup>10</sup> APPLICATION

<b>Applicant or Business Name:</b>	<b>Joint Applicant Name:</b>
<b>SSN # / Tax ID #:</b>	<b>SSN #:</b>
<b>Birth Date:</b>	<b>Birth Date:</b>
<b>Driver's License # &amp; State:</b>	<b>Driver's License # &amp; State:</b>
<b>Contact Phone #(s):</b>	<b>Contact Phone #(s):</b>

**Location of Service** \_\_\_\_\_ / \_\_\_\_\_  
(House or Bldg. # and Room #) (City)

**Billing Address** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(PO Box only for North Slope) (City) (State) (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: \_\_\_\_\_

### 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 a Security Question and Answer (use an example or make your own)**

*Examples: What is the name of your favorite pet?*

*What is the name of your favorite movie?*

*What is your favorite color?*

*What is your first best friend's name?*

**Passphrase**

*Any combination of letters and/or numbers*

**Authorized Party to contact ASTAC on behalf of the customer if needed (optional):**

Name \_\_\_\_\_ Contact Number \_\_\_\_\_

### DSL INTERNET LOGIN:

**USER:** \_\_\_\_\_

*firstname.lastname (example: john.smith) 8 character minimum, 20 character maximum*

**PASSWORD:** \_\_\_\_\_

*Include a combination of letters (upper and lower case), numbers, special characters (please do not use ; or #).*

SO# _____	Customer Account # _____	CSR Initials _____
Date Received _____	Date Completed _____	Deposit Required _____
		Number Assigned _____

For Office Use Only – Rev. 5/1/17

## SELECT YOUR DSL PLAN

YOU MUST SELECT ONE PLAN

With a check mark select the speed of service you want (1 per account).	
SPEEDS (Download/Upload)	MONTHLY RATE
Up to 384/128 Kbps*	☐ \$49.99
Up to 512/256 Kbps*	☐ \$69.99
Up to 1 Mbps/384 Kbps*	☐ \$129.99
Home Internet <sup>10*</sup>	☐ \$24.99 Monthly Access Fee/ \$2 Per GB Used
<input type="checkbox"/> Month To Month: Installation Fee = \$300.00 <input type="checkbox"/> 1 Year Term Agreement: Installation Fee WAIVED	

\*All plans require local phone service, additional monthly rate applies

\*\*Home Internet10 is an “up to” service and is only available in Point Hope, Nuiqsut, Wainwright, 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

### VILLAGE DSL APPLICATION

#### PLEASE READ ALL TERMS AND CONDITIONS – UPDATES ARE POSTED TO WWW.ASTAC.NET

- Services:** ASTAC Internet will provide Home Internet service at the customer’s location. This service will be billed monthly on an ASTAC billing statement and local phone service is required.
- Term: 1 Year Agreement:** This contract is for 12 months, beginning on the date of service establishment or equipment upgrade. By adhering to this twelve-month contract customer receives a waiver of the \$300.00 installation fee. This waiver is nullified in the event of service cancellation within the first 12 month period. Customer pays the full monthly rate for any portion of a month in which the service is received. There is no proration of monthly billing. After the first 12 month period, this contract becomes a Month-to-Month agreement.
- Payment:** Monthly payment for this service is due and payable according to the terms and conditions associated with ASTAC’s monthly billing Statement. 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.
- ASTAC-Owned in Home Equipment:** This service is delivered in the home, either, via a Fiber Terminal and battery backup module, or via a copper loop and copper terminal. For the entire duration of the services, ASTAC maintains ownership of both pieces of equipment. ASTAC will replace faulty terminals and battery backup modules without any additional fees provided the failure occurred during normal operation of the devices. Normal operation means: Devices are free of dust, foreign objects, and physical damage, and are provided 1 inch of ventilation space on all sides except for the side upon which the device is designed to stand.
- Liability:** During the term of this agreement, the customer shall bear all risk for the equipment, including loss, theft, damage, or destruction of the equipment, and all liability for the use, possession, operation, storage and condition of the equipment.
- Termination Fee:** If, during the 1-year period, service is disconnected for any reason including non-payment (for suspension, see below); customer will be billed \$300.00 for the waived activation fee. Similarly, within the first year, if any new equipment becomes damaged “outside normal operations” per section 4, you will be charged \$300.00 for the replacement equipment. Outside of the first year, if equipment is damaged “outside normal operation”, a new term contract is 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.
- Assignment:** The customer may not assign, transfer, or dispose of, in any manner, any of its rights or obligations under this Agreement.
- Resale:** Undersigned agrees that ASTAC Internet service is strictly for personal use and is not to be resold.
- Billing:** ASTAC’s offering of the Home Internet10 plan includes a \$24.99 per/month access fee. The service is billed on a per- GB used basis and will fluctuate based on consumed usage during a billing cycle. ASTAC will provide daily reports of usage to the provided email address listed on the Home Internet10 agreement upon sign up and it is the customer’s responsibility to check email and ensure their usage consumption is aligned with their billing needs. In Utqiagvik, speed tests will be administered at the time of installation. Based on the results of testing, ASTAC will provide a monthly discount

to align pricing with our test results. These results will be communicated with each customer at the time of the installation visit to establish acceptance of speed and pricing. Should the customer reject the speed and test results, the technician will remove equipment and Customer Service will void the service order request.

10. This agreement is subject to, and incorporates by reference, ASTAC's Acceptable Use Policy, Home Internet Terms and Conditions and Internet Terms and Conditions, as they may be amended from time to time

## VILLAGE HOME INTERNET CONTRACT

### SERVICE AGREEMENT

The applicants certify that they are the owners/lessees/tenants of the premises where service is applied for with the lawful authority to sign this application for telephone service and agree to pay the applicable rates and abide by all conditions as prescribed by the Arctic Slope Telephone Association Cooperative, Inc. Tariff for all present and future telephone service. Acceptance of this application by Arctic Slope Telephone Association Cooperative, Inc. constitutes a contract between Arctic Slope Telephone Association Cooperative, Inc. and the applicants. All costs incurred by Arctic Slope Telephone Association Cooperative, Inc. for the collection of any unpaid accounts shall be paid by the applicants. All terms and conditions of the agreement with the original subscriber are incorporated herein by this reference.

We hereby declare that the information provided is true, accurate, and complete to the best of our knowledge and belief, and is voluntarily submitted for the use of receiving telephone service. It is understood that upon presentation, this application becomes the property of Arctic Slope Telephone Association Cooperative, Inc. We also certify that we are each eighteen (18) years of age or older.

The information furnished on this application will be used to determine if a deposit will be required for telephone service. Your signatures in the designated locations authorize Arctic Slope Telephone Association Cooperative, Inc. to conduct credit checks in order to determine possible deposit requirements. A photocopy of these signatures will be considered authorized signatures.

### STATEMENT OF NONDISCRIMINATION

Arctic Slope Telephone Association Cooperative, Inc. 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 nondiscrimination 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.

Arctic Slope Telephone Association, Inc. Cooperative, (ASTAC), dba ASTAC Internet and the customer(s), whose name and address appear in the signature block of this document, enter into this Agreement. 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 Internet will provide services to the customer under the terms and conditions published and maintained at [www.astac.net](http://www.astac.net) and for the fees and charges set forth in this Agreement.

By signing this Agreement, customer(s) authorize ASTAC to perform credit checks to obtain information. Customer further acknowledges responsibility for reading and understanding the terms (at [www.astac.net](http://www.astac.net)) and agrees to be bound thereby.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Owner/Authorized Signer (Please print)                      Date                      Owner/Authorized Signer (Signature)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Joint Applicant (Please print)                      Date                      Joint Applicant (Signature)

**Owner/Authorized Signer, please add a copy of your ID by clicking the attachment image here:**

**Joint Applicant (if applicable), please add a copy of your ID by clicking the attachment image here:**

## HOME INTERNET<sup>10</sup> CUSTOMER 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 aware 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 Internet<sup>10</sup> plan. Threshold notifications is a courtesy and it is your responsibility to monitor the usage on your network.

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Printed Name

Customer Signature

Date

