



New Residential Telephone and Internet Account Application

Applicant's Name: _____ Can Be Reached Number: _____

SSN: _____ Driver's License or State ID #: _____ DOB: _____

Billing Address: _____ City: _____ State: _____ Zip +4: _____

Service Address: _____ City: _____ State: _____ Zip: _____

Previous Occupant of service address (if known): _____

I _____ own my home, _____ rent my home from _____

Applicant's Previous Address: _____ City: _____ State: _____ Zip +4: _____

Employer: _____ If self-employed, type of Business: _____

Email Address of Primary Applicant: _____

Name, address, and telephone number of applicant's nearest relative not living in the same house:

Deposit: \$200.00 with long distance on the line or \$100.00 or 1 1/2 time monthly charges with - Toll denial

Please sign for credit check to determine if deposit may be waived: _____

Account Security

Security Password/Pin on account: _____

Additional Authorized Contact Name(s): _____ Additional Contact Number: _____

Security Questions - choose one: Favorite Song: _____ Favorite Animal: _____ Favorite Color: _____ Favorite Hobby: _____

Back-up Security Question - Favorite person: _____

Services Request

Check all desired services below - see General Information Page for more information and additional pricing.

TELEPHONE: _____ Local/Landline \$18.25 each - Local Tariff rates apply _____ WNM Long Distance \$0.08 - per minute in the 48 contiguous US

Review list of calling features available and pricing then list desired features/services: _____

Do you need us to wire a phone jack? Yes/No Wall jack? Yes/No How many _____ or Desk jack? Yes/No How many _____

Directory Listing Name: _____

6 Month Residential Service Agreement *must keep a certain level of service

HIGH SPEED INTERNET & ACTIVE TELEPHONE SERVICE - \$35.00 telephone installation fee, free DSL installation and modem.

_____ DSL BRONZE \$71.20 _____ DSL SILVER \$93.20 _____ DSL GOLD \$108.24

STREAM TV WITH HIGH SPEED INTERNET & ACTIVE TELEPHONE SERVICE (only available with DSL Gold Internet) \$35.00 telephone installation fee
Free DSL installation and modem. First Roku device is free, additional devices are \$5.00 per month or \$2.35 per month interactive fee if you own your own Roku device.

BRONZE \$149.99 SILVER \$189.99 GOLD \$219.99 PLATINUM \$269.99(All Premiums & Gold) _____ Number of secondary TVs
_____ Number of Devices/Interactive _____ Number Just Interactive _____ Has Roku Account _____ User Name

Premium Channels: HBO \$20.00 Cinemax \$12.00 Starz \$12.00 Encore \$10 Starz/Encore \$17.00 Showtime/TMC \$15.00

Wireless SSID: _____ Wireless Password _____
At least 8 characters no spaces, no capitals, no special characters At least 8 characters with a number and capital letter, no spaces or special characters

If you would like an email provided by WNM Communications please fill out below. The email is provided at no additional cost with the internet. However, if the internet account is ever disconnected the email will be disconnected and contents deleted. If you would like to keep the email account; before disconnection of the internet account you can request an email only account.

Email User ID _____@gilanet.com Email Password _____
At least 8 characters no spaces, no capitals, no special characters At least 8 characters with a number and capital letter, no spaces or special characters

The Individual(s) signing the Agreement on behalf of the Parties represent and warrant that they have the power and authority to execute this Agreement and bind their respective Parties. The individual signing on behalf of Customer acknowledges that they understand the term and conditions set forth in the agreement. If service is discontinued before the agreement period there will be a \$150 early termination fee. Roku Equipment must be returned or there will be a \$75.00 charge per device.

WNM Communications' Asymmetrical Digital Subscriber Line (ADSL) service is available at customer locations where the company's lines and associated equipment will support high speed data (Internet) over existing copper lines. The distance from the company's equipment to your premises determines the availability and the speed that will be available. Locations that are greater than 18,000 feet (approximately 3.4 miles) from the company's equipment are not eligible for ADSL service. It is also important to note that speeds may be negatively impacted by your distance from the company's ADSL equipment, bandwidth constraints to the Internet, Internet congestion and individual Web sites that are being accessed.

Premises: You agree to allow us and our agents the right to enter your property at which the Service(s) and/or WNM Communications equipment/transmission lines will be provided (the "Premises") at reasonable times, for purposes of installing, configuring, constructing, maintaining, inspecting, upgrading, replacing and removing the Service(s) and/or WNM Communications Equipment/Transmission lines used to receive any of the Service(s). You warrant that you are either the owner of the Premises or that you have the authority to give us access to the Premises. If you are not the owner of the Premises, you are responsible for obtaining any necessary approval from the owner to allow us and our agents into the Premises to perform the activities specified above. In addition, you agree to supply us or our agent, if requested, the owner's name, address, and phone number and/or evidence that the owner has provided such authorization if requested.

Failure to complete entire application, or giving of any false information may delay or prevent getting service. The undersigned agrees to the rules and regulations of the telephone company as set forth in the Exchange Tariff, and to any general changes in rules or rates for the service furnished under this application. By signing, customer acknowledges notice and accepts above agreement and has read general information with list of calling features and additional services available.

Signature: _____ DATE: _____

GENERAL INFORMATION REGARDING YOUR NEW VOICE SERVICE
 PRICES ARE BASED ON CURRENT LOCAL TARIFF RATES

****These totals do not include taxes ****

Installation Charges: installation charges include the following:

1. Service order fee \$15.00
2. Central office fee \$20.00
3. Trip charge \$10.00 (may not be necessary)
4. Jack installation \$15.00 (per jack wired)

Single Line Business service: \$28.26 (breakdown below) plus taxes or long-distance charges

Single Line \$18.25
 Single line access \$6.50
 E911 \$.51
 Access recovery charge \$ 3.00

If you choose to be able to place 900 calls and do not have this service blocked, you will be responsible for any 900 calls placed from you telephone.

If you choose to be able to receive Collect Calls and do not have this service blocked, you will be responsible for any charges, long distance applicable made to your line.

You Can Order Options A-La-Cart

CALL PICK UP	\$1.00	3-WAY CALLING 2 OR MORE	\$1.25
CALL REJECTION	\$4.50	ADDITIONAL LISTING	\$1.25
CALL REJECTION PRIME	\$2.25	CALL FORWARDING	\$1.25
CALL TRANSFER	\$6.00	CALL FORWARDING 2 OR MORE	\$1.00
CALLER ID NAME & NUMBER	\$5.95	CALL WAITING	\$2.00
CALLER ID NUMBER	\$5.50	CALL WAITING 2 OR MORE	\$1.75
CONTINUOUS REDIAL PRIME	\$1.75	DIRECTORY NUMBER HUNT	\$3.00
CONTINUOUS REDIAL/RECALL BUSY LINE	\$3.00	INTERCEPT 1 MONTH	\$5.00
LAST CALL RETURN *69	\$2.95	INTERCEPT 3 MONTHS	\$13.00
PRIORITY CALL	\$3.00	SPEED DIAL 30	\$3.00
PRIORITY CALL PRIME	\$1.75	LSC 2 OR MORE	\$2.75
SELECTIVE CALL FORWARDING	\$3.00	Non-listed: (not in directory but is in directory assistance)	\$1.25
SELECTIVE CALL FORWARDING PRIME	\$1.75	Non-published: (not in directory or directory assistance)	\$2.50
TOLL DENIAL	\$4.50	SPEED DIAL 8	\$1.75
VOICE MAIL	\$4.95	SSC 2 OR MORE	\$1.50
3-WAY CALLING	\$1.50	REAL VALUE PACKAGE (SEE BELOW)	\$14.95

Residential Real Value Package: \$14.95 Includes – Caller Id, Call Rejection, Call Forwarding-Variable, Continuous Redial, Priority Call, Call Waiting, and 3-Way Calling.

Call trace on a per usage charge for residence & business \$1.00 each use of * function.

**last call return and continuous redial can be used on a per usage basis for \$.75 each time used with a cap of \$6.00.

Any options added after your initial installation is subject to a non-recurring charge.

Western New Mexico Telephone Company is an Equal Access Company. You do not have to choose WNM as your long distance carrier you can research the rates of other long-distance providers, if you choose to set up with another long-distance provider you will need to notify WNM Communications aka Western New Mexico Telephone so we can set up the PIC in our switch to route your calls to your provider of choice. Most carriers require that you the customer set up an account with them. Please call the carrier of your choice and give them the information they need to activate your service. We cannot make any recommendations as to which carrier is best for you.

Lifeline discount – Eligibility may be determined based on your income or participation in other assistance programs. Ask one of our customer service representatives for details. As of August 1, 2012, the Federal Communications Commission (“FCC”) mandated a reduction in Lifeline support, which reduced the total non-tribal federal credits to \$9.25. Beginning December 1, 2019, the FCC started their transition in the Lifeline program towards internet. If eligible, Lifeline subscribers receive a credit of \$7.25 per month on their local home phone service. If the customer subscribes to internet service, they can receive a credit towards their internet service of \$9.25 per month, instead of the \$7.25 per month credit towards the phone. If customer's location is eligible to receive a speed of 25/3Mbps or better, customer must subscribe to a package of that speed or greater. If customer does not subscribe to a package with a speed of 25/3 Mbps or greater, they are eligible to receive the \$7.25 per month discount. If customer's location is not capable of receiving a speed of 25/3 Mbps, the \$9.25 per month credit can be applied to the highest speed available under 25/3 Mbps. Additionally, the New Mexico Public Regulation Commission (“NMPRC”) has authorized an additional \$3.50 state credit that allows qualified Lifeline subscribers a total \$12.75 monthly credit towards their local telephone bill. Total bill may vary depending on additional customer selected services or charges such as long distance.

Billing and collection policy: **Your local service is billed a month in advance and is pro-rated from the date your service was established. Your first bill will reflect the total monthly charged for the current month as well as the local service charges covering the day of the previous month you had service. statements are mailed on the first of each month and due by the 15th. If payment is not received by the end of the month the account is subject to a ½ % late fee on past due charges the next billing cycle. Late notices notifying the account is subject to disconnect will be mailed. Payments received after the 28th will not be reflected on your bill until the following month.

Calling cards: There is no third-party billing in the Western New Mexico Telephone serving areas. Your calling card provides this service at no extra charge. You are responsible not only for the card but the number itself. You must use extreme caution when using your calling card to be sure no one has the opportunity to copy or overhear you using it. If you are going to provide a calling card to relatives or children, we suggest a restricted card to insure you are able to regulate its use and protect you and your service against potentially high toll billings.

The telephone company does all we can to ensure our customers will have full use of their calling card in all areas, however with all the long-distance carriers and privately-owned pay phone services there are occasions when your calling card may not be accepted. When away from home you need to be aware of the long-distance carrier handling your call. Some of the carriers serving airports, hospitals, motels, and other businesses have extremely high rates. It is wise to find out who the carrier is before you place your call and ask them what their rates are. You may want to place your call from a different location.

A pic freeze is an option that we can put on your number so that the only way your long-distance carrier can be changed is with a written statement signed by you and sent to Western New Mexico telephone company business office.

Western New Mexico Telephone Company has denied 3rd party billing, (calls placed from another location and billed to your telephone number). We suggest you use a telephone calling card that you can get through the long-distance carrier you are using or buy a prepaid calling card either from us or from anyone else that sells them.

FCC requires name and address disclosure

The federal communications commission now requires us to give your name and address to “interstate service providers”. Interstate service providers are usually long-distance companies, but they also include phone booth owners, hotels, long distance resellers, and 900 number providers. The FCC restricts the use of your name and address for billing purposes only. We must provide this information whenever you use their services through any of the following billing methods.

*calling collect

*billing the call to a 3rd number, such as to you home when away.

*using a calling card provided by us.

This means that interstate providers may bill you directly when you use your calling card or accept collect calls or 3rd party charges.

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