

Customer Information

Name 1 _____ DOB: _____ SS#: _____ Mobile #: _____ Email: _____
 (or DL# or tax ID #, if business)

Name 2 _____ DOB: _____ SS#: _____ Mobile #: _____ Email: _____
 (or DL# or tax ID #, if business)

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

Billing Address (if different) _____ City _____ State _____ Zip _____ Spouse Employer: _____

Directory Listing _____



Choose the package that best fits your needs....

BEST!! 8 Mb Pkg \$154.35

- Residential Phone
- 400 Minutes of Long Distance
- **8 Mb Unlimited Internet**
- Select Digital TV
 - 1 Standard Set Top Box
 - 96+ HD Channels Available*

(\$40.00 Monthly Savings)

BETTER 5 Mb Pkg \$131.90

- Residential Phone
- **5Mb Unlimited Internet**
- Select Digital TV
 - 1 Standard Set Top Box
 - 96+ HD Channels Available*

(\$25.00 Monthly Savings)

ULTRA 15 Mb Pkg \$164.35

- Residential Phone
- 400 Minutes of Long Distance
- **15 Mb Unlimited Internet**
- Select Digital TV
 - 1 Standard Set Top Box
 - 96+ HD Channels Available*

(\$47.50 Monthly Savings)

GOOD 2 Mb Pkg \$79.40

- Residential Phone
- **2Mb Unlimited Internet**
- Basic Digital TV
 - 1 Mini-Standard Set Top Box
 - 31 Channels

(\$13.50 Monthly Savings)

*HD or HD/DVR box required to view HD programming

ADD or UPGRADE

TV Set Top Boxes

- _____ FREE STD Box or CREDIT
- _____ \$4.99/mo. STD Box
- _____ \$6.99/mo. HD STD Box
- _____ \$10.99/mo. HD/DVR
- _____ \$2.50/mo. Mini STD Box

Package Service Upgrades

(ask CSR for pricing)

- Preferred
- Preferred Extra
- Preferred Plus 1 Movieplex
- Preferred Plus 2 Movieplexes
- Preferred Plus 3 Movieplexes
- Ultimate (Preferred Plus all Movieplexes)
- HD Plus - \$5.00/mo\$5.00/mo.
- Multi-room DVR service\$2.99/mo.
(requires DVR & HD STD boxes)

Customer Proprietary Network Information (CPNI) – Privacy Notice

Under the FCC rules effective Dec. 2007, governing the use and disclosure of Customer Proprietary Network Information (CPNI), MTC Technologies will only be allowed to discuss CPNI at our office 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. By signing below, the customer is expressly requesting that the company share 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.

Additional Authorized Users:

OFFICE use only

Appt Date/Time: _____ Deposit \$: _____

Phone # Assigned: _____ Install \$: _____

Long Distance Carrier: _____

Automatic Bank Payment (optional)

- Checking
- Savings

 Name of Bank/Credit Union

 Bank or Credit Union address

 Routing Number

 Account Number

 Signature

Accounts will be charged on or about the 20th of each month.

ALA CARTE PRICING

Phone

- Residential Line \$23.00
- Business Line \$30.70 (qty ____)

- Inside Wire Maintenance (75¢ per mo.)
- Block 900 & Third Party Calls (n/c)
- Block Collect Calls (n/c)

Calling Features:

Long Distance:

(Check out our Deals for more savings!)

- Base Rate = \$.14/min.
- Anytime Plan = \$4.75/mo. (7¢ inter, 10¢ intra/min)
- 200 Block - \$14.95/mo.
- 400 Block - \$29.95/mo.
- 600 Block - \$39.95/mo.
- 800 Block = \$49.95/mo.
- 1500 Block = \$79.95/mo.

- No long distance

Internet

When Purchased with Phone*

- 512 K \$24.95
- 2 Mb \$49.95
- 5 Mb \$74.95
- 8 Mb \$82.45
- 10 Mb \$89.95
- 15 Mb \$99.95

*phone charges additional

When Purchased w/o Phone

- 512 K..... \$52.95
- 1 Mb \$72.95
- 2 Mb \$92.95

Deal Bundles – Internet & Long Distance

- 4 Mb w/400 min. \$64.90
- 4 Mb w/600 min. \$74.90
- 4 Mb w/800 min. \$84.90
- 4Mb w/1500 min. \$114.90
- 8 Mb w/400 min. \$89.90
- 8 Mb w/600 min. \$99.90
- 8 Mb w/800 min. \$109.90
- 8 Mb w/1500 min. \$139.90

*phone charges additional

Digital TV

- Basic \$19.95
- Select \$58.95
- Preferred \$67.45
- Preferred Extra \$71.95
- Preferred Plus 1 Movieplex \$80.95
- Preferred Plus 2 Movieplexes \$89.95
- Preferred Plus 3 Movieplexes \$98.95
- Ultimate \$107.95
(Preferred plus all Movieplexes)
- HD Plus \$5.00
- Multi-room DVR service \$2.99
(requires DVR & HD STD boxes)

- ADD'L Set Top _____ \$2.50 /mo. mini std
- Boxes: _____ \$4.99/mo. std
- _____ \$6.99/mo. HD std
- _____ \$10.99 HD/DVR

One mini-standard or standard box provided rent-free with service purchase.

- 1st Premium Movieplex = \$17.50
- 2nd Premium Movieplex = \$15.50
- 3rd Premium Movieplex = \$14.50
- 4th Premium Movieplex = \$14.50

MTC Service Agreement

1. SCOPE OF SERVICE: Service is MTC's furnishing of phone/internet and/or video programming service. From time to time MTC may change or delete its services, and may change its service and other charges. MTC will give you reasonable prior notice of increases or other changes in its charges in conformity with applicable laws and tariffs. You understand and agree that, without liability to MTC, the content, programs, and/or formats of services may be discontinued, modified, or changed by owners of such services at any time without prior notice to you. MTC cannot control the lawful "blacking out" of certain special events or programs, and MTC has no responsibility for such matters.
2. SERVICE TERM: This service agreement is (check one) _____ month-to-month, _____ 12 month service agreement. 12 month agreements will waive internet (\$_____) and/or video (\$_____) install fees. Up to 4 STB's provided during install. (wiring to add'l TV's charged \$40/TV). You will receive and pay for Service on a month-to-month basis until Service is terminated by you or canceled by MTC. Notwithstanding the foregoing, MTC may immediately terminate this Agreement if you fail to make timely payment or otherwise fail to comply with the terms and conditions of Service. Early termination of this agreement will result in a \$250 cancellation fee.
_____ customer initials
3. By signing this agreement for internet service, customer takes full responsibility for all installation and security-related issues regarding their computer system. Customer has been informed of the static IP address they are assigned & that the internet is an "always on" connection and may be susceptible to security breaches. MTC services are strictly for subscriber use and resale is prohibited. Customer agrees to MTC Acceptable Use Policy located at <http://www.mtctech.net/internet.htm>.
4. EQUIPMENT RENTAL: Set top boxes (STB) are needed to view video programming from MTC Technologies. MTC will rent to you at no charge one(1) mini-standard or standard set top box with (1) infrared (IR) remote with each paid service. Additional set top boxes with IR remote controls can be rented for a monthly fee. Pricing for replacement IR remote controls is \$10 each. For best viewing experience, MTC recommends connecting only one set top box to one television, however up to two televisions may be connected to a single set top box. If this is the case, all programming viewed on the multiple televisions from a single set top box will be the same on all televisions. In the event a customer chooses to connect multiple televisions to one set top box via the coaxial output, MTC does not warrant or guarantee the quality of the picture on the additional televisions and the service is offered as best effort. Troubleshooting connections to additional televisions may result in service charges.
5. RESPONSIBILITY OF DAMAGE: If any equipment rented to you by MTC is stolen, lost, or becomes damaged (except for normal wear and tear), then you will be responsible for the full cost of replacement. Costs are as follows: Mini-standard box \$75, Standard box \$200, HD box \$300, HD/DVR box \$500. Customers may choose to have the equipment covered by a homeowner's policy or renter's insurance. _____ customer initials
6. CANCELLATION or TERMINATION of SERVICE: If you cancel your service or if MTC Technologies terminates your service, then you agree to return the equipment to MTC during regular business hours, Monday through Friday (except holidays) within seven (7) days of cancellation or termination of service. The equipment shall be returned in the same condition that you received it, except for normal wear and tear; otherwise you may be charged replacement costs for unusable equipment.
7. CUSTOMER EQUIPMENT: MTC assumes no responsibility for the operation, maintenance, or repairs of any equipment owned by you, including but not limited to televisions, DVD players, BLU-ray players, audio receivers, computers & peripherals, or other devices. MTC shall assume no liability for damage to equipment due to circumstances beyond its control, including, without limitations, acts of God, natural disaster, fire, civil disturbance, strike or weather.

READ CAREFULLY: BY SIGNING BELOW YOU ACKNOWLEDGE THAT YOU HAVE CAREFULLY REVIEWED AND ARE FULLY FAMILIAR WITH THIS AGREEMENT, AND YOU AGREE TO COMPLY WITH ALL OF THE TERMS, CONDITIONS, AND PROVISIONS CONTAINED HEREIN.

Customer Signature: _____ **Date:** _____

Customer Printed Name: _____