

# SMITHVILLE TELEPHONE COMPANY, INCORPORATED

## APPLICATION FOR SERVICE

Date: \_\_\_\_\_ Class of service: (BUS) \_\_\_\_\_ (RES) \_\_\_\_\_

Type of service: Phone only (\_\_\_) Phone & DSL (\_\_\_) DSL only (\_\_\_)

Billing name: \_\_\_\_\_

Billing address: \_\_\_\_\_

Service (911) address: \_\_\_\_\_

Number where you can be reached: \_\_\_\_\_

Date and time someone will be home: \_\_\_\_\_

### **IF YOU ARE APPLYING FOR INTERNET ONLY PLEASE SKIP TO PAGE 3**

Do you want your name and number listed in the phonebook: YES (\_\_\_) (If so please fill out below) NO (\_\_\_) (If no, there is a monthly charge of \$1.75 for unlisted numbers. Your number will not show up on caller ID. If you call someone who will not accept calls from a blocked number you will have to dial \*82 then their number again. This will send your number on this one call. If at any time you want this feature removed call our business office.

Phonebook name: \_\_\_\_\_

Phonebook address: \_\_\_\_\_

**Long distance carrier selection:** (Calls made to Amory, Aberdeen, Hamilton-MS, and Smithville are included in your local service, however, you must select a long distance carrier to provide service outside of your local calling area. We have no preference which long distance carrier you select nor can we recommend which carrier can best meet your needs. It is your responsibility to contact the long distance carrier if choosing a provider other than Traceroad Long Distance. Long distance provided by other carriers may not appear on your local phone bill.)

**Traceroad Long Distance:** (\_\_\_\_\_) (The rate for Traceroad is \$0.10 per minute, no monthly fees and nationwide calling)

**ACP (Area Calling Plan):** (\_\_\_\_\_) (The rate for ACP is \$0.10 per minute and a monthly fee of \$2.75. ACP is state wide. Calls placed to area code 662 should be dialed without the 1 or area code. Calls to area codes 601 or 769 should be dialed without the one but with the area code.

**OTHER CARRIER OF YOUR CHOICE:** \_\_\_\_\_

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**None:** \_\_\_\_\_ (BY CHOOSING NONE YOU WILL HAVE NO LONG DISTANCE CARRIER ASSOCIATED WITH YOUR ACCOUNT. LONG DISTANCE CALLS CAN STILL BE MADE FROM YOU NUMBER BY DIALING 1010 AND THEN A CARRIER ACCESS CODE. RATES FOR THIS KIND OF LONG DISTANCE CALLING SHOULD BE PROVIDED TO YOU BY THE CARRIER.)

Do you want a carrier PIC freeze? \_\_\_\_\_ (There is no charge for this and it will keep your long distance from being changed without your permission.)

Will you need to have telephone jacks installed? \_\_\_\_\_ How many? \_\_\_\_\_

Will you use your own phones? \_\_\_\_\_

Lease phones from STC? \_\_\_\_\_ (You can lease wall or desk phones from STC for \$3.00 per phone per month)

Please check if you want any special calling features: (Below are some of our most popular features if you don't see what you need ask for a complete list)

Caller ID Blocking (\*67) is provided to all customers free of charge

\_\_\_\_\_ Caller ID Name and Number \$8.44-Res \$10.12-Bus

\_\_\_\_\_ Caller ID (Number Only) \$6.75-Res \$8.44-Bus

\_\_\_\_\_ Call Waiting \$3.25-Res \$3.25-Bus

\_\_\_\_\_ Call Waiting Deluxe (Shows Incoming Number on Caller ID) \$3.75-Res \$4.75-Bus

\_\_\_\_\_ 3 Way Calling \$2.75-Res \$2.75-Bus

\_\_\_\_\_ Call Forward \$2.25-Res \$2.25-Bus (72# Then Number to Forward 73# To Deactivate)

\_\_\_\_\_ Call Return \$4.75-Res \$5.25-Bus (\*69)

\_\_\_\_\_ Cancel Call Waiting \$2.25-Res \$2.25-Bus (70# Before You Dial the Number)

\_\_\_\_\_ Warm Line \$2.25-Res \$2.25-Bus

\_\_\_\_\_ Teen Service \$2.75-Res \$2.75-Bus (Another Number with Broken Ring)

\_\_\_\_\_ Repeat Dialing \$4.75-Res \$5.25-Bus (\*66)

Repair of the telephone wire inside your home or business is not covered in your basic monthly service rates. For Smithville Telephone Company to maintain the inside wire for you, you must sign up for our maintenance plan. The cost is \$6.00 per month per line. (INTENTIONAL DAMAGE OR DAMAGE FROM IMPROPER INSTALLATION BY OTHER PARTY IS NOT COVERED BY THE PLAN.).

\_\_\_\_\_ Yes, I want the telephone company inside wire maintenance plan

\_\_\_\_\_ No, I do not want the telephone company inside wire maintenance plan

# SMITHVILLE TELEPHONE COMPANY, INCORPORATED

## INDICATE WHICH INTERNET SERVICE YOU ARE REQUESTING:

- DSL (6/1) Internet Service Non Phone (\$64.00) 6Mbps down/1Mbps up
- DSL (12/2) Internet Service Non Phone (74.00) 12Mbps down/2 Mbps up
- DSL (6/1) Internet Service W/ Phone Service (\$54.00) 6Mbps down/1 Mbps up
- DSL (12/2) Internet Service W/Phone (64.00) 12 Mbps down/1 Mbps up
- DSL (High) Internet Service W/ Phone Service (\$43.00) 1Mbps down/0.256Mbps up
- DSL (Lite) Internet Service W/ Phone Service (\$33.00) 0.256Mbps down/0.128Mbps up

User Name: \_\_\_\_\_ (CHOOSE A USERNAME 8 TO 16 LOWERCASE CHARACTERS. MUST START WITH LETTER, CAN CONTAIN NUMBERS, UNDERSCORES AND PERIODS. CANNOT BEGIN OR END WITH AN UNDERSCORE OR CONTAIN CONSECUTIVE UNDERSCORES)

Password: \_\_\_\_\_ (CHOOSE PASSWORD 8 TO 16 LOWERCASE CHARACTERS. MUST BE DIFFERENT FROM USER NAME CAN CONTAIN LETTERS, NUMBERS, UNDERSCORES AND PERIODS. CAN NOT BEGIN OR END WITH AN UNDERSCORE OR CONTAIN CONSECUTIVE UNDERSCORES.)

SUBSCRIBER SIGNATURE: \_\_\_\_\_

SUBSCRIBER PRINTED NAME: \_\_\_\_\_

# SMITHVILLE TELEPHONE COMPANY, INCORPORATED

## PAYMENT INFORMATION FOR PHONE AND/OR INTERNET SERVICE:

A return envelope will be included with each monthly bill. Please return page one with your payment to insure proper credit to your account. You may mail your payment in, use our night deposit box, bring your payment into our office at 63470 Hwy 25 N Smithville, Monday thru Friday 8:00 to 4:30, (closed 12:00 to 1:00), or you can set up payment by bank draft. (Payment on your account is due by the 15<sup>th</sup> of each month to avoid a late fee of \$4.75. If payment is not received by the 15<sup>th</sup>, a second notice will be mailed out and your service will be disconnected on the date stated on the notice. If your service is suspended for nonpayment you will have to pay a reconnect charge of \$31.38 plus the amount of your bill to have your service restored.)

## PAYMENT TYPE:

Bill mailed to you to be paid (  ) (DO NOT FILL OUT BANK INFO IF YOU CHOOSE THIS TYPE)

Paid by bank draft (  ) Bill mailed to you and stamped do not pay (ATTACH VOIDED CHECK)

Name of bank: \_\_\_\_\_

Bank's address: \_\_\_\_\_

Name on account: \_\_\_\_\_

Bank routing #: \_\_\_\_\_ Account #: \_\_\_\_\_

AUTHORIZED SIGNATURE: \_\_\_\_\_

# SMITHVILLE TELEPHONE COMPANY, INCORPORATED

## Internet Access Terms and Conditions

The Smithville Telephone Company, Incorporated (Company, company, or we), provides access to the Internet (service or services). This agreement provides the terms and conditions for a customer's (customer, user, or you) use of these Internet access services. Use of the services signals the user's acceptance of these terms and conditions. Violations may result in the suspension or closure of the user's account.

If you are dissatisfied with the services or with any of the terms, conditions, rules, policies, guidelines, or practices of the Company in operating the services, your sole and exclusive remedy is to terminate the services subscription and discontinue using the services.

You understand that the Internet contains unedited materials some of which are sexually explicit or may be offensive to some people. You and your authorized users access such materials at your own risk. The Company has no control over and accepts no responsibility whatsoever for such materials.

Adult content is available to all customers through the Services and the Company does not generally pre-screen or control adult content. You are solely responsible for the content that you view or otherwise make available for viewing by others. The Company shall have the right (but not the obligation), in its sole discretion, to pre-screen, refuse to transmit, or remove any content that is available via the Company's services that the Company believes is illegal, violates the Agreement, or exposes the Company to any risk of claims, lawsuits, or liability. As the providers of the Services, we are only a conduit and are not liable for any content provided by the Company's upstream content providers. The Company may preserve content and may also disclose content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce this Agreement; (c) respond to claims that any content violates the rights of third parties; or (d) protect the rights, property, or personal safety of the Company's other end users or the public.

1. The services may not be used for any activity prohibited by law or regulation.
2. Resale or redistribution of the services without written permission is prohibited.
3. Account access is limited to the account holder and users authorized by the account holder or to direct employees for a business account. In all cases, actions of users authorized by the account holder are the responsibility of the account holder.
4. Transmitting unsolicited advertising or unsolicited bulk email is prohibited.

## SMITHVILLE TELEPHONE COMPANY, INCORPORATED

5. The services may not be used to infringe any copyright or any other proprietary rights. The Digital Millennium Copyright Act prohibits the transmission of copyrighted material and requires the Company to provide the names of violators to copyright holders.
6. The services may not be used in a way that adversely impacts the ability of other people or systems to use the services or the Internet.
7. The services are provided on an “as is” and “as available” basis without warranties of any sort.

You assume total responsibility and risk for your use and authorized users’ use of the services and the Internet. The services are provided on an “as is” and “as available” basis without warranties of any kind, either express or implied. Neither the Company nor its affiliates make any express or implied warranties whatsoever, including, without limitation, warranties of title or non-infringement or the implied warranties of merchantability or fitness for a particular purpose, with regard to any merchandise, information, or service provided through the services or any transactions conducted on the Internet, and neither the Company nor its affiliates shall be liable for any cost or damage arising either directly or indirectly from any such use and/or transaction. No advice or information given by the Company, its affiliates, its contractors, or their respective employees shall create a warranty.

8. The Company is not responsible for any damage, loss or injury resulting from use or inability to use the services.

In no event shall the Company, its affiliates, or its contractors be liable for any direct, indirect, incidental, special, punitive, or consequential damages that result in any way from your (or your authorized users) use of, or inability to use, the services or to access the Internet or any part thereof, or you or your authorized users reliance on or use of information, services or merchandise provided on or through the services or that result from mistakes, omission, interruptions, deletion of files, errors, defects, delays in operation or transmission or any failure of performance. The Company’s liability hereunder to you shall in no event exceed an amount equal to the monthly recurring charge paid by you in any month or \$100, whichever is less.

The Company specifically disclaims any liability for unauthorized third-party security breaches or the results thereof. The Company provides access to the Internet and the Company’s network on an “as is” basis and each user of the Company’s services assumes all risk inherent in such access. By connecting to the Internet through the Company’s network, the user acknowledges the risks associated with public access and hereby releases and indemnifies the Company from any damages that might occur.

## SMITHVILLE TELEPHONE COMPANY, INCORPORATED

9. The services may be interrupted from time to time due to equipment problems, maintenance, or improvements. When possible, notice of planned outages will be made by email to the user's traceroad.net email address or by posting a notice at [www.traceroad.net](http://www.traceroad.net).

Except as otherwise provided herein, the customer hereby agrees that the Company shall not be liable for any services that may be temporarily interrupted, delayed, or otherwise limited due to transmission limitations caused by atmospheric and other conditions, or due to equipment modifications, upgrades, relocations, failures, repairs, and/or similar activities. The Company assumes no duty to provide uninterrupted service. The Company shall have no liability, and no credits shall be given to the customer, for interruptions, delays, or failures in transmission arising out of any of the above referenced conditions, and the Company shall not have any liability or responsibility to grant credits for interruptions, delays, or failure in transmission arising out of: (1) negligent or willful acts by any party; (2) the failure of equipment or service not provided through the Company; or (3) acts of God, fire, riots, acts of government authorities, or other causes beyond the control of the Company.

10. Changes to this document may be made in the future. Notice of significant changes will be sent by email to each user's traceroad.net email address, by postal mail, by bill insert, or by a posting at [www.traceroad.net](http://www.traceroad.net).

**SMITHVILLE TELEPHONE COMPANY, INCORPORATED**

**TRACEROAD INTERNET OPERATIONS**

**TOLL FREE 24-7 TECHNICAL SUPPORT # 1-866-602-5212** (for help with email only)

High speed internet information:

Primary Domain Name Service (DNS)      dns3.infoave.net (206.74.254.2)

Secondary Domain Name Service (DNS)      dns4.infoave.net (204.116.57.2)

Set Network Preferences to: NO PROXIES

MAIL SERVERS:

Incoming mail server:    mail.traceroad.net

Outgoing mail server:    smtp.traceroad.net

POP3    User Name – login name

**The system is case sensitive – use all lower case letters in login and passwords.**

USER NAME: \_\_\_\_\_

EMAIL ADDRESS IS: your user name @traceroad.net (all lower case)

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

For questions about your bill or your service please call our office at 662-651-4131.



# SMITHVILLE TELEPHONE COMPANY, INCORPORATED

## **Backup Power Information**

Your home telephone service is provided with our state-of-the-art fiber optic network and requires electric power to operate. To maintain your ability to connect to 911 emergency services during a commercial power failure, we at Smithville Telephone provide a battery that is installed along with our network equipment for your convenience and safety. These batteries are designed to provide up to 8 hours of standby power, but only for emergency calls. We provide these free of charge.

## **What Your Backup Battery Can – and Can't – Do for You**

Our backup batteries are expected to last 8 hours on standby power while supporting only intermittent emergency voice communications. Factors including, but not limited to, extreme temperatures and usage for non-emergency communications, will lessen that time. If you feel 8 hours is not sufficient, please contact our office at 662-651-4131 to discuss other emergency power equipment you can purchase.

Our backup battery does not provide power to any other services in your home. Home security systems, medical monitoring devices, routers, computers, and other equipment will not run on the home telephone backup battery.

## **Instructions for Proper Care and Use of Your Battery**

Smithville Telephone installs the battery unit inside your home, and it should be protected from extreme temperatures, which may shorten its useful life. We recommend that you store your battery above 41°F and below 104°F. They will not last forever and should be replaced every few years, or when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. We also monitor the condition of your battery from our central office. Please contact us at 662-651-4131 when a battery needs to be replaced.