

SMITHVILLE TELEPHONE COMPANY, INCORPORATED

APPLICATION FOR SERVICE

Date: _____ Class of service: (BUS) _____ (RES) _____

Type of service: Phone only (___) Phone & Internet (___) Internet 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 2

Local service for Residential is \$37.60 includes fees and taxes. Local service for Business is \$49.60 includes fees and taxes. Calling features Caller ID, Call waiting and Call forwarding is included with your local service.

Calls made within the continental United States are free. There will be a charge of \$0.10 per minute for calls made to Alaska and Hawaii. International calls are charged at the rate of the current charge per minute for each country. If you need rates for certain countries please ask, as these rates change from time to time.

Will you need to have telephone jacks installed? _____ How many? _____

Will you use your own phones? _____

Lease phones from STC? _____ (You can lease phones from STC for \$3.00 per phone per month)

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INDICATE WHICH INTERNET SERVICE YOU ARE REQUESTING:

(☐) (150/150) Internet Service (54.95) (in fiber areas) 150 Mbps down/150 Mbps up

(☐) (1Gbps) Internet Service (\$79.95) (in fiber areas) 1Gbps down/1Gbps up

(☐) (25/3) Internet Service (30.95) (in town only) 25 Mbps down/3 Mbps up

To have an email account with Traceroad you will need to set up a user name and password. (Only fill this out if you want email with Traceroad. If you already have an email account with another service provider, you may keep it.)

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 FOR SERVICE: _____

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 15th of each month to avoid a late fee of \$4.75. If payment is not received by the 15th, 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 paid by bank draft on the 15th of each month (ATTACH VOIDED CHECK)

Name of bank: _____

Bank's address: _____

Name on account: _____

Bank routing #: _____ Account #: _____

AUTHORIZED SIGNATURE FOR BANK DRAFT:

SMITHVILLE TELEPHONE COMPANY, INCORPORATED

TRACEROAD INTERNET OPERATIONS

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

Set Network Preferences to: NO PROXIES

MAIL SERVERS:

Incoming mail server: imap.traceroad.net

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.