



100 Runestone Drive
 PO Box 336
 Hoffman MN 56339-0336
 Office: (320) 986-2013
 Fax: (320) 986-2050
 www.runestone.net
 rtaoffice@runestone.net

(please complete)

Customer or Business Name: _____

911 Address: _____

Billing Address (if different): _____

City, State, Zip: _____

City, State, Zip: _____

Daytime Phone Number: _____

Additional Contact Number(s): _____

If Business, check appropriate box: Individual/Sole Proprietor Corporation Partnership Other: _____

I rent my home/apartment (Written permission from owner must be received in our office before wiring or outlets are done)

Required: Please provide an account password. This will keep your account secure and not allow anyone who is not authorized to request changes or receive information about your account. List any additional contacts below.

Account Password: _____ Additional Authorized Contact(s) _____

High Speed Internet Service (\$45.00 connect fee)

5 - 7 Mbps—\$69.16

75 - 100 Mbps—\$121.16

Includes phone service.

10 - 15 Mbps—\$72.16

250 - 300 Mbps—\$146.16

Services are subject to availability.

20 - 30 Mbps—\$82.16

500 - 1000 Mbps—\$170.16

Prices subject to change.

40 - 50 Mbps—\$90.16

Managed Router—\$3.95

Business rates slightly higher.

Please list your current email address: _____

A runestone.net email address is optional. Customers are allowed up to 5 email addresses.

Desired username for email address: _____

3 character minimum, lower case only, no special characters. Will appear as username@runestone.net.

Password: _____

**Password requirements: 10 to 80 characters, no spaces, with at least one from each of these groups:
 a-z, A-Z, 0-9 and !*+-. / = _**

Select phone options

Directory Listing (how it appears in the phone book)

Unpublished Listing - \$1.00 (not published anywhere)
 Unlisted Listing - \$0 (not in directory but in directory assistance)

Runestone Long Distance
 14¢/minute, no monthly charge, no minimum usage

No Long Distance
 Other Long Distance Carrier
 A list of available carriers is available upon request or online.

Please connect my service on the following date:
 Services will be connected as close as possible to this date.

Customer's Signature: _____

Date: _____

By signing, you agree to comply with Runestone's Articles of Incorporation, By-Laws, policies, rules and regulations.

More options on back.

Available Telephone Features

- | | | |
|--|---|--|
| <input type="checkbox"/> Caller ID Number - \$4.00 | <input type="checkbox"/> Voice Mail Basic - \$3.95 | <input type="checkbox"/> Phone Lease - \$2.00 |
| <input type="checkbox"/> Caller ID Name & Number - \$6.00 | <input type="checkbox"/> Voice Mail Plus - \$4.95 | <input type="checkbox"/> Inside Wire Maintenance - \$2.00 |
| <input type="checkbox"/> Caller ID Call Waiting/Cancel Call Waiting - \$7.00 | <input type="checkbox"/> Voice Mail Deluxe - \$8.95 | <input type="checkbox"/> Inside Wire Maintenance Plus - \$4.00 |
| <input type="checkbox"/> Call Waiting/Cancel Call Waiting - \$1.00 | <input type="checkbox"/> Voice Mail Greeting - \$6.95 | <input type="checkbox"/> Selective Call Accept - \$1.00 |
| <input type="checkbox"/> Do Not Telemarket - \$3.00 | <input type="checkbox"/> Call Forwarding - \$1.00 | <input type="checkbox"/> Selective Call Reject - \$1.00 |
| <input type="checkbox"/> Optional Extended Area - 1 Town - \$2.00 ** | <input type="checkbox"/> 3 Way Calling - \$1.00 | <input type="checkbox"/> 3rd # Billed Call Block—Free |
| <input type="checkbox"/> Optional Extended Area - All Towns - \$6.00 | <input type="checkbox"/> Collect Call Block—Free | <input type="checkbox"/> 900 & 976 Block - Free |

****Towns to choose from (circle one): Barrett, Cyrus, Donnelly, Elbow Lake, Hoffman, Kensington, Lowry, Norcross, Tintah & Wendell**

Runestone Cable TV Service (\$35.00 connect fee)

- | | |
|--|---|
| <input type="checkbox"/> Broadcast - \$25.74 (Channels 2-22) | <input type="checkbox"/> HBO Package - \$15.95 (must have Basic) ** |
| <input type="checkbox"/> Basic - \$60.29 (includes Broadcast) | <input type="checkbox"/> Cinemax Package - \$7.95 (must have Basic) ** |
| <input type="checkbox"/> Choice - \$8.00 (must have Basic) ** | <input type="checkbox"/> HBO/MAX Plus - \$23.90 (must have Basic) ** |
| <input type="checkbox"/> The Works - \$101.14 (includes all channels) ** | <input type="checkbox"/> Encore/STARZ Plus - \$10.95 (must have Basic) ** |

Channels listed above with a ** will need a box per TV to view. If you are needing one, please select your choice below.

DCT* _____ @ \$5.00/mth HD Box _____ @ \$9.00/mth DVR (HD) _____ @ \$12.00/mth Outlets _____ # installed
*does not have HD capability (billed on time & materials used)

Runestone Telecom Payment Options:

Sign me up for eBill: To pay your bill online, just visit our website at <https://ebill.runestone.net>. You can make a one time payment or you can pay your bill automatically every month using your bank account, debit card or credit card.

User Name must be your email address: _____

Temporary Password: _____

You will be required to change your password the first time you log in.

Paperless billing: ___Yes ___No

Receive your bill by email, not by mail. **Must select paperless billing & complete AutoPay information below to receive \$3.00 monthly credit on your Internet Service. Monthly credit not available if using a debit or credit card.**

Sign me up for Recurring Bank AutoPay

I would like my account to be paid automatically on the 20th of each month from my checking or savings account for the amount due. This authorization will remain in effect until I notify Runestone Telecom in writing to cancel it. I can stop payment of any transaction by notifying Runestone Telecom 3 days before my account is charged.

Name of Financial Institution _____

Checking **Savings**

Routing Number _____

Account Number _____

Signature _____

Please provide a voided blank check for enrollment.

Thank you for choosing Runestone Telecom Association!



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FCC Battery Backup Disclosure

Maintaining Telephone Capability During Electrical Outages

Runestone Telecom has two delivery methods for our service, copper and fiber (also known as Fiber to the Home). Customers who are on our copper wire are connected to one of our central offices and will not have an interruption to their telephone service in the event of a power outage, as long as the customer uses a corded phone. You may want to consider maintaining at least one corded phone to use during power outages.

If you are one of our customers on a fiber connection, you have an optical network terminal (also known as an ONT) at your home. Runestone Telecom's telephone service requires this ONT to be powered by a power supply plugged into an electrical outlet. If the ONT loses power, your telephone services will not work, including 911 and any home, security and medical monitoring that relies on our telephone service unless you have a backup power source such as the backup battery in your ONT or a generator. Runestone Telecom provides a battery backup to every home during the initial Fiber to the Home install. Depending on when fiber was initially installed at your home, your battery may or may not last a full eight hours in a power outage. Customers wishing to guarantee that their ONT includes a battery rated to last eight hours in a power outage may purchase a new ONT battery from Runestone Telecom for \$15. The battery that you may purchase from Runestone Telecom is rated by its manufacturer to last for at least 8 hours in idle mode and provide 6 hours of talk time when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls.

Purchase and Replacement Options

Replacement ONT batteries are available for purchase at our office in Hoffman for \$15 plus any applicable taxes. If you return your old battery, we will refund the \$15. You may have the battery shipped to you for an additional fee of \$20. If you do not feel comfortable installing your own battery, please call us to make an appointment and we would be happy to assist you. A labor charge of \$60 per hour will apply for battery installation. If you have any questions about the ONT battery or would like to purchase a replacement battery, please call our office at 320-986-2013.

Instructions for Proper Care, Use & Monitoring of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. If properly maintained, the life of a battery is 3 -5 years. At the end of the useful battery life, the battery LED light will be on and we will receive an alarm notification in our software indicating that you need a battery replacement.

Warranty Information

The battery comes with a one year warranty.