



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): \_\_\_\_\_

Please list your current email address: \_\_\_\_\_

If a 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—\$69.12

40 - 50 Mbps—\$90.12

**Includes phone service.**

10 - 15 Mbps—\$72.12

75 - 100 Mbps—\$121.12

**Services are subject to availability.**

20 - 30 Mbps—\$82.12

250 - 300 Mbps—\$146.12

**Prices subject to change.**

Managed Router—\$3.95

500 - 1000 Mbps—\$170.12

**Business rates slightly higher.**

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

Username for email address: \_\_\_\_\_

Password: \_\_\_\_\_

**Password requirements: 16 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Unpublished Listing - \$1.00 (not published anywhere)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 - \$28.27 (Channels 2-22)             | <input type="checkbox"/> HBO Package - \$15.95 (must have Basic) **                  |
| <input type="checkbox"/> Basic - \$66.23 (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 - \$107.95 (includes all channels) ** | <input type="checkbox"/> Encore/STARZ Plus - \$10.95 (must have Basic) **            |
| <input type="checkbox"/> ** DVR _____ @ \$12.00/mth                      | <input type="checkbox"/> Outlets _____ # installed (billed on time & materials used) |

Channels listed above with a \*\* will need a DVR per TV to view.

### 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!**

Effective 4-1-18



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Hoffman, MN 56339-0336  
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Fax: 320-986-2050  
[www.runestone.net](http://www.runestone.net)

## 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.