

NEW SERVICE QUESTIONNAIRE (FIOP)

SERVICE REP: _____

SUBSCRIBER

Legal Name of Applicant: _____

Mailing Address for Your Bill: _____

City, State, Zip: _____

Cell Phone Number: _____

Alternate Contact Number: _____

Email Address: _____

Have you had service with us before? (CIRCLE ONE) YES NO

SERVICE ADDRESS

Service Location E911 Address: _____

SERVICE LOCATION DESCRIPTION

Location Description (CIRCLE ONE): House Mobile Home Apartment Business

Physical Description of Location: _____

Will we need to bury a phone line to this location? (CIRCLE ONE) YES NO NOT SURE

Do you need existing jacks checked, or new jacks installed? (CIRCLE ONE) Check jacks Install _____ new jacks
(# of jacks)

Are there buried water, gas or electric lines that need to be located? (CIRCLE ONE) YES NO

Numbers and Letters from nearest Pedestal: _____

Name of nearest neighbor: _____

CREDIT INFORMATION

Social Security / EIN Number: _____

Place of Employment or Source of Income: _____

Employer's Address: _____

Employer's Phone Number: _____

ACCOUNT AUTHENTICATION

You, and other authorized persons on your account, will be asked to provide your ACCOUNT PASSWORD and/or BACKUP QUESTION ANSWER when you call our business office to discuss your account.

Please list what you would like to use as your ACCOUNT PASSSSWORD and BACKUP QUESTION ANSWER below:

ACCOUNT PASSWORD: _____

BACKUP QUESTION - WHAT IS YOUR FAVORITE COLOR OR YOUR PET'S NAME: _____

Authorize person(s) will be able to obtain access to your personal account information (including call detail), make changes to your service and place orders for your account.

LIST NAMES OF THE PERSON(S) YOU WOULD LIKE AUTHORIZED ON YOUR ACCOUNT BELOW:

SERVICE PLANS

- **Basic Fiop Phone Line**
- **Basic Fiop Phone Line with Internet**
- **Unlimited Connections Bundle** -- includes basic phone line, UNLIMITED nation-wide long distance, our most popular calling features, Inside Wire Maintenance service, with or without INTERNET access for ONE FLAT RATE.

Not all speeds are available in all areas. Check with your service representative for availability in your area.

Please mark (X) one plan selection below:

Mark (X) Plan Selection BELOW	Plan	Internet Plan Bandwidth	Residential Monthly Rate	Business Monthly Rate
	BASIC PHONE LINE			
	Basic Phone	No Internet. No long distance included.	\$29.36	\$44.55
	Unlimited Connections Basic	No Internet. Unlimited nation-wide long distance included.	\$71.31	Not available
	BASIC PHONE with INTERNET	Long distance not included.		
	Basic with 25/3	Download up to 25 Mbps / Upload up to 3 Mbps	\$88.36	\$126.55
	Basic with 50/5	Download up to 50 Mbps / Upload up to 5 Mbps	\$108.36	\$146.55
	Basic with 75/5	Download up to 75 Mbps / Upload up to 5 Mbps	\$118.36	\$156.55
	Basic with 100/5	Download up to 100 Mbps / Upload up to 5 Mbps	\$128.36	\$166.55
	BUNDLED PHONE & INTERNET	Unlimited nation-wide long distance included.		
	Unlimited Connections 25/5	Download up to 25 Mbps / Upload up to 5 Mbps	\$112.95	Not available
	Unlimited Connections 50/10	Download up to 50 Mbps / Upload up to 10 Mbps	\$132.95	Not available
	Unlimited Connections 75/10	Download up to 75 Mbps / Upload up to 10 Mbps	\$142.95	Not available
	Unlimited Connections 100/20	Download up to 100 Mbps / Upload up to 20 Mbps	\$152.95	Not available

Fiop Internet Service

Internet Credentials

Wireless Password for Internet modem: _____

Fiop Internet Installation: Millry configures the modem, makes central office changes to allow broadband internet to work over subscriber's phone line, and installs and connects the broadband equipment. The subscriber connects computer to modem and configures computer. Modem must be returned to the business office if service is disconnected. A \$50.00 charge will apply for unreturned modems.

Fiop Internet 12-Month Term Commitment: If you order Internet service, you agree to the minimum 12-month service term stated for such service as follows:

Subscriber agrees to the following: (a) In the event that Subscriber has not deactivated broadband Internet service within the last thirty (30) days, Subscriber agrees to activate new broadband Internet service and remain a broadband Subscriber for a period of twelve (12) consecutive months after activation of service; (b) in the event the Subscriber is an existing Millry.Net Subscriber activating an additional broadband service with Millry.Net, Subscriber agrees to maintain all existing service for the remainder of the term of any active service contract or a minimum of three (3) consecutive months, whichever is greater, and to activate this new service and remain a Subscriber for a period of twelve (12) consecutive months. If the Subscriber's service is disconnected for any reason prior to the end of the twelve (12) month commitment period the Subscriber agrees to pay a termination fee of \$150.00.

Your signature on page 4 of this document constitutes your acceptance of the minimum 12-month service commitment terms and conditions.

LONG DISTANCE CALLING PLANS

Please mark ONE selection below:

- I do not wish to have long distance service on my line.
- I am ordering an **Unlimited Connections Bundle**, and understand that I will receive unlimited nation-wide long distance, provided by Millry Long Distance, included in the bundle at no extra charge.
- I am not ordering an Unlimited Connections Bundle and would like to order the Calling Plan selected below:
- Millry Long Distance Basic Plan** (No monthly fee) – 10¢ per minute for calls within 50 states.
- Millry Long Distance \$4.95 Plan** – 7¢ per minute for calls within 50 states, \$4.95 per month.
- Area Calling Service** (No monthly fee) All calls to locations within the 251 Area Code – 7¢ per minute, all calls within the Millry Telephone Company service area – 2¢ per minute, calls to all other locations within the 50 states - 10¢ per minute.
- Home Advantage Plan \$38.30** (Residential only) – Includes basic phone service. Unlimited calls to all locations within the 251 Area Code, and to the following Choctaw County 205 Area Code exchanges: 398-Lisman, 447-Butler, 459-Butler, 654-Pennington and 673-Needham.
- Business Call Advantage** (Business only) – Ask your service representative for rates.
- I would like to designate _____ as my long distance provider. I understand it is my responsibility to contact this carrier to set up my billing plan, which will be billed separate from my Millry Communications services

Inside Wire Maintenance Plan

Inside Wire Maintenance Plan covers repairs to properly installed inside wiring and telephone jacks. It does not cover cords, telephone sets, or any other equipment connected to the telephone jacks. This plan provides repair service for existing jacks, but does not cover the cost of adding a new jack at a different location within the structure. (*Inside Wire Maintenance Plan is already included with the Unlimited Connections Bundle*).

- I elect to participate in Millry's Inside Wire Maintenance Plan for a monthly fee (\$5.00 residential or \$7.00 business).
- I do not elect to participate in Millry's Inside Wire Maintenance Plan. I accept full responsibility for maintaining all inside wiring in my premises utilized for the Services to which I have subscribed.

Customer Proprietary Network Information ("CPNI") (See MILLRY CPNI Disclosure at www.millry.net)

By initialing below, I authorize Millry to share and utilize CPNI associated with my accounts with its affiliated companies to allow it to identify and offer new services to me. This authorization does not authorize Millry to release my CPNI to companies that are not affiliated with Millry. I understand that I may limit or revoke this authorization at any time upon proper notice to Millry. This authorization is not required as a condition of service.

Initial here: _____

Custom Calling Features

The Unlimited Connections Bundle without Internet includes Call-waiting with Caller ID Deluxe, Call-forwarding and Voice Mail at no additional charge. The Unlimited Connections Internet Bundles include all custom calling features marked (*) at no additional charge.

If you would like to add features such as Caller ID, Call-waiting, or Voice Mail to your basic phone line, or add extra features to your bundle, please mark (X) the features you would like to add below. Monthly rates apply:

- | | |
|--|---|
| <input type="checkbox"/> Call-waiting (Res \$2.05, Bus \$2.60) | <input type="checkbox"/> *Speed dialing (Res \$2.05, Bus \$2.60) |
| <input type="checkbox"/> Caller ID (Res \$6.00, Bus \$7.05) | <input type="checkbox"/> *Three-way calling (Res \$2.05, Bus \$2.60) |
| <input type="checkbox"/> *Call-waiting with Caller ID Deluxe (Res \$9.10, Bus \$11.25) | <input type="checkbox"/> *Voice Mail (Res \$5.50, Bus \$6.00) |
| <input type="checkbox"/> *Call Forwarding (Res \$2.05, Bus \$2.60) | <input type="checkbox"/> *Remote Call Forwarding (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> Distinctive Ring (Res \$3.10, Bus \$3.65) | <input type="checkbox"/> *Call Return (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> *Automatic Call Back (Res \$3.10, Bus \$3.65) | <input type="checkbox"/> *Call Selector (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> *Selective Call Acceptance (Res \$3.10, Bus \$3.65) | <input type="checkbox"/> *Call Block (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> *Preferred Call Forwarding (Res \$3.10, Bus \$3.65) | <input type="checkbox"/> *Anonymous Call Rejection (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> Warm Line (Res \$2.05, Bus \$2.60) | <input type="checkbox"/> Busy Call Forwarding (Res \$3.10, Bus \$3.65) |
| <input type="checkbox"/> Delayed Call Forwarding (Res \$3.10, Bus \$3.65) | |

Service Installation

Customer hereby grants Millry, its successor and assigns, reasonable use of Customer's real property or interest (whether owned, leased or controlled) to construct, operate, maintain, replace, or enlarge its communication facilities, overhead or underground, including, without limitation, conduit, cables, fiber optics, wires, surface testing terminals, markers and other appurtenances to provide Service to Customer and others served from such facilities, and grants Millry, its successors and assigns, an easement for such use to full extent permitted under your real property interest.

Check (X) one of the following options:

1. Customer owns the Premises where the Service is being installed and will provide a copy of the deed if cable is to be buried.
2. Customer does not own the Premises where the Service Address is located but agrees to assist the Company in obtaining and recording any additional necessary permissions/access/easements for providing the Services, which may be required as a precondition for the Services.

Non-recurring Installation Fees for Telephone Service (excluding Internet Installation)

Residential Service, no premise work - \$44.25 Business Service, no premise work - \$53.50

Residential and Business premise work charges are billed as follows: \$30.00 for the initial 15-minute increment of billable time, and \$10.00 for each additional 15-minute increment of billable time, or portion thereof.

Credit Report

Customer authorizes Millry to conduct a normal credit investigation for its use in extending credit in connection with the Services (See Standard Terms and Conditions at www.milry.net). The Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age, because an applicant receives income from a public assistance program, or because an applicant has in good faith exercised any right under the Consumer Credit Protection Act. A deposit may be required to establish service.

PLEASE RETURN THIS DOCUMENT WITH A COPY OF YOUR DRIVERS LICENSE OR OTHER GOVERNMENT ISSUED PHOTO ID.

This document will be incorporated into your Service Agreement. Your Service Agreement will be created based on the information provided in this questionnaire and will be forwarded for your review and signature.

PRINTED NAME OF APPLICANT: _____ DATE: _____

SIGNATURE OF APPLICANT: _____

TITLE (if Business): _____