Customer Application For CalTel Services

Type Of Service Applying for: | **Customer Number: _____**

❑ Telephone Service Only ❑ Telephone & Internet Service

I represent and warrant that I am 18 years of age or older, I acknowledge all services provided by CalTel require basic telephone service: initials_____

Customer Information

Applicant Name:	DOB:	Applicant DL # Copy required if by mail or fax
Co-Applicant Name:	DOB:	Co- Applicant DL # Copy required if by mail or fax

Mailing Address	City	State	Zip
Current Phone Number	Other Contact #	Email Address : ❑Check box if you would like to receive promotion, give-aways or new products and services available to you	

Service Information

Service Address	New Construction: ☐ Yes ☐ No	APN: (Required w/New Construction)	Lot #

*Credit Information

* For Telephone Service Only

Applicant Employer:	Phone:	How Long:
Co-Applicant Employer:	Phone:	How Long:
If Renting - Landlord's Information:	Phone:	
Relative Reference:	Phone:	
Personal Reference:	Phone:	

Security (Both Required)

Security Password: (up to 12 characters) — Your security password will be used to ensure proper identification when you call.

Security Back-Up Question: Please Circle One

Security question is used in the event of a forgotten password.

First Car First Pet's Name (Custom Question)

Answer:

Authorized Users: _____

Authorized users of an account may request balance inquiries, add/delete services, or close accounts over the phone!

THE UNDERSIGNED REQUESTS CALAVERAS TELEPHONE TO FURNISH TELEPHONE SERVICE AND ANY ADDITIONAL SERVICES AS MAY BE ORDERED LATER. IN MAKING THIS APPLICATION, THE UNDERSIGNED UNDERSTANDS THAT TELEPHONE SERVICE AND OTHER ADDITIONAL SERVICES ARE PROVIDED SUBJECT TO THE RULES AND REGULATIONS OF THE TELEPHONE COMPANY AS SET FORTH IN ITS TARIFFS ON FILE WITH THE CALIFORNIA PUBLIC UTILITIES COMMISSION AND THE FEDERAL COMMUNICATIONS COMMISSION.

Applicant's Signature _____ Date: _____

Co-Applicant's Signature _____ Date: _____

Calaveras Telephone Company

Customer Name/Number: _____

The installation fee is $46.00 per line for basic service

Requested date of telephone service? _____

Do you wish to appear in the directory?

☐ Yes ☐ No – Unpublished

Do you want your address published?

☐ Yes ☐ No

How would you like the directory to read?

_____

California Lifeline Telephone Program Qualifications:

Program Based:

•Medicaid/Medi-Cal •Low Income Home Energy Assistance Program •Supplemental Security Income (SSI) •Federal Public Housing Assistance or Section 8 •Food Stamps or Supplemental Nutrition Assistance Program •Women, Infants and Children Program •Healthy Families Category A •National School Lunch's FREE Lunch Program •Temporary Assistance for Needy Families •Tribal TANF •Federal Veterans and Survivors Pension Benefit

Income Based, Income must be below:

1-2 members $32,500
3 members $37,700
4 members $45,900- (More than 4 members add $8,200/each member)

Are you eligible: ☐ Yes ☐ No

You may not be claimed as a dependent on another person's income tax to be eligible for Lifeline.

California LifeLine is a state program that provides basic home phone service at a discount to eligible households. If you qualify for California LifeLine benefits you will be receiving a certification or enrollment form in a pink envelope in the mail for completion and submission. The enrollment form with a PIN number must be completed on-line or filled in and return to the administrator by the due date indicated in the form. Otherwise, you will not receive the discounts. At any time you become ineligible for the program you must notify Calaveras Telephone Company.

Current LifeLine Telephone Number: (___) ____ - _____.

Person qualifying for LifeLine: _____

Qualifying person DOB: _____

Person signing LifeLine application: _____

Accept Collect Calls ☐ Yes ☐ No

By accepting collect calls you acknowledge that you will be billed for any calls you accept & you authorize CalTel to submit your information to a third party vendor for billing purposes.

Block 900 Numbers ☐ Yes ☐ No

Inside Wire Maintenance Plan $1.23/ Month ☐ Yes ☐ No

Caller ID Blocking

☐ Complete Blocking
Prevents your number from being sent to the person or business you are calling.

or

☐ Selective Blocking
Your phone number will be Displayed to the person or business you are calling.

Important Note: You cannot block transmission of your telephone number for calls to 911, 800, 855, 866, 888, 877 or 900 services, regardless of the blocking option you pick.

Long Distance Options:

(Customer MUST Contact Carrier of Choice)

ACN	6112	Global Crossing	0444	TelAmerica (Expess Tel)	0700	Requested IntraLATA Toll Company: _____/Carrier Code __ __ __ __
AT&T Long Distance Service	0288 0732 5722 5792	Excel Communications	0457 0752	Verizon Select Services	5483	
Broadwing Communications	0071 0948	Lightyear Communications, Inc	5957	Wiltel Communications	0310	Requested InterLATA Toll Company: _____/Carrier Code __ __ __ __
CALTEL Local Call	CAL	MCI/WorldCom	0222	World Com, Inc	0603 0555	
CALTEL Long Distance	6258	Qwest Communications	0070 0432			

☐ Local Call Only (may only dial 911, local & 800 numbers) ----- Dial around IS NOT allowed

☐ 9999 May dial "0", Directory Assistance & 1010 numbers ----- Dial around IS allowed

Optional Class Services

Combine your favorite features and you save: 25% off for 2 features 30% off of 3 features 35% off of 4 or more

☐ Caller ID	$8.02	☐ Call Block	$3.70		
☐ Anonymous Call Rejection (Free w/ Caller ID)	$2.47	Speed Calling ☐ 8 number ☐ 30 Number	$2.47 $4.32	☐ Busy Call Forwarding	$3.70
☐ Call Waiting	$4.94	☐ Priority Call	$3.09	☐ Selective Call Forwarding	$3.70
☐ Call Return *69	$3.09	☐ Call Back	$3.09	☐ Remote Call Forwarding	$1.23
☐ Distinctive Ring	$4.20	☐ Call Forwarding- Variable	$3.70	☐ Voicemail 1 Minute 3 day	$4.00
☐ Three Way Calling	$4.94	☐ Call Forwarding - Fixed	$3.70	☐ Voicemail 3 Minute 3 day	$5.00
☐ Selective Call Acceptance	$3.70	☐ Delayed Call Forwarding	$3.70	☐ Voicemail 10 Minute 3 day	$6.00

Customer Proprietary Network Information

information on your current account such as the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services, referred to as Customer Proprietary Network Information, or CPNI, will allow us to inform you about services that will best meet your specific telecommunications needs. May Calaveras Telephone Company & our affiliates use your CPNI to market communications-related products such as proposals/promotions, give-aways or new products and services to you? ☐ Yes ☐ No

How to Avoid Being Slammed

In order to avoid having your toll carrier changed without your consent, Calaveras Telephone Company can establish a Preferred Interexchange Carrier (PIC) freeze on your account. A PIC freeze prevents a change in your preferred carrier selection unless you give us your express consent to remove the freeze. The PIC restriction may be lifted by either written notice or Third Party Verification. No change of carrier can be made on your account until you lift the PIC freeze. The PIC freeze removal forms are available upon request. I hereby authorize Calaveras Telephone Company to place a PIC freeze on my account so that my choice of long distance carrier cannot be changed without my consent. ☐ IntraLATA Toll ☐ InterLATA Toll

The undersigned requests Calaveras Telephone Company to furnish telephone service and any additional services as may be ordered later. In making this application, the undersigned understands that telephone service and other additional services are provided subject to the rules and regulations of the telephone company as set forth in its tariffs on file with the California Public Utilities Commission and the Federal Communications Commission.

Applicant's Signature _____ **Date:** _____

Co-Applicant's Signature _____ **Date:** _____

CalTel Agreement for Internet Services

CalTel Connections dba CalTel offers Internet access service ("Service") to customers in accordance with the terms and conditions of this Agreement ("Agreement"). CalTel reserves the unilateral right to amend this Agreement. You should read this Agreement periodically to review the then-current terms and conditions because they are binding on you. By establishing an account and using the Service you agree to be bound by this Agreement. Amendments to this Agreement shall be automatically effective upon posting on the CalTel website. Your continued use of the Service following the posting of any amendment will indicate your acceptance to the amended terms and conditions. If any amendment to this Agreement is unacceptable to you, you may terminate your account as provided in Section 11 below. If you do not accept the terms and conditions of this Agreement, do not use the Service. CalTel cannot be responsible for, nor can we control the content or reliability of any information on the Internet itself. By using the Service, you agree to abide by the terms and conditions of service as prescribed in this Agreement and as amended from time to time in the manner described above.

1. BILLING POLICY: Customers are billed on the 1st of each month for the previous month of service payable upon receipt. Checks should be made payable to: CalTel. Accounts not paid in full are subject to a service interruption.

a. HIGH SPEED INTERNET SERVICE (HSIS): CalTel offers HSIS as a Best Achievable Rate Service. Best Achievable Rate includes, but is not limited to, the bandwidth available for a customer's use. Monthly service charges do not include modem costs unless under lease program and does not include cost of an ethernet card. There is a $27.00 reconnect fee to reactivate a temporary lockout for non-payment of HSIS, not to include disconnected service. Cancellation of HSIS for any reason within the first 6 months will result in a $25 cancellation charge. A move to a new physical address will re-initiate the 6 month term. Cancellation of phone service for any reason, including non-payment will automatically cancel HSIS.

b. WIRELESS HIGH SPEED INTERNET SERVICE(WHSIS): CalTel offers WHSIS as a Best Achievable Rate Service. Best Achievable Rate includes, but is not limited to, the bandwidth available for a customer's use. Monthly service charges do not include antenna, wireless router or ethernet card.

2. TERMINATION: CalTel, without prejudice to any of its other rights or remedies, may terminate or suspend Customer's Account and this Service Agreement and delete all data, files, or other information stored in the Account if, with respect to Customer's Account, CalTel's policies and conditions of service are not followed, or payments are delinquent.

3. CUSTOMER USE:

a. CalTel's Service may only be used for lawful purposes.

b. You agree that you will not use any device, software, or routine to interfere or attempt to interfere with the proper operation of the Service. You may not take any action which imposes an unreasonable or disproportionately large load on CalTel's infrastructure. Security probing or security breaking tools are not allowed on any CalTel owned system.

c. You agree not to use CalTel's Service to act as a provider of Internet services to others. Re-selling of data space on CalTel's servers by customers is strictly prohibited. A website or server directory is available to you with the expectation that it will be used by you or authorized members of your household and server space may not be re-sold to third-parties without CalTel's express written consent.

d. Use of robots, services, or any automated software or device to initiate an unattended connection to CalTel or to maintain an open unattended connection to CalTel is not allowed. Use of such software or devices constitutes a violation of the terms of use and grounds for immediate termination of Service.

e. You are allocated 5MB of disk space for your home directory/web/FTP space.

f. You may make whatever material you like available for FTP or WWW as long as it is in compliance with this Agreement and it does not generate traffic in excess of limits specified by CalTel. If your Internet site requires large amounts of bandwidth, we reserve the right to restrict access to your site for such period as we deem necessary to maintain availability of bandwidth for all users. Similarly, your actions/processes may not consume an unreasonable amount of system resources/CPU cycles.

4. ACCEPTABLE USE POLICY:

The following are violations of CalTel's policies:

a. Using a personal account for high volume or commercial use;

b. Using any account to host pornographic material;

c. Unchecked email that is six months old or accounts over the quota (100 MB or 2,500 messages) may be subject to selective mail deletion at CalTel's discretion;

d. May not host a mail exchanger without written consent;

e. Exceeding 5 MB of web space for your home account;

f. Revealing your account password to others or allowing others to use your account (other than authorized users in your household); or

g. Downloading or offering for download, any copyrighted material without written permission from the copyright owner.

5. CUSTOMER CONDUCT:

By posting information in or otherwise using any interactive communications service that may be available to you on or through the Service or this website, including without limitation chat rooms, message boards, or newsgroups, you agree that you will not store, post, transmit, display, or otherwise distribute, or facilitate distribution of any content that is:

a. unlawful, threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy, tortuous, or vulgar;

b. victimizes, harasses, degrades, or intimidates an individual or group of individuals;

c. infringes on any patent, trademark, trade secret, copyright, right of publicity, or other proprietary right of any party;

d. constitutes unauthorized or unsolicited advertising, junk or bulk e-mail, chain letters, or any other form of unauthorized solicitation;

e. contains software viruses or any other computer code, files, or programs that are designed or intended to disrupt, damage, or limit the functioning of any software, hardware, or telecommunications equipment or to damage or obtain unauthorized access to any data or other information of any third party; or

f. impersonates any person or entity.

6. PRIVACY AND SECURITY:

a. While CalTel will take all commercially reasonable steps to keep your personal information private, you should not consider any communication to be protected or confidential.

b. Any information you disclose in interactive communications services become public information and you should exercise caution when deciding to disclose your personal information over the Internet.

c. You must notify CalTel immediately of any unauthorized use of your account or of any breach of security, whether known or suspected.

7. NO CONTROL OVER CONTENTt:

a. You acknowledge that CalTel has no control over the content of information, products, or services passing through CalTel equipment or facilities. Acquisition or procurement of information, products, or services through the facilities or services of CalTel occurs solely at your risk and CalTel expressly disclaims any responsibility for claims, losses, liabilities, or damages which any person or entity alleges arises from obtaining or disseminating such information, products, or services.

8. NO WARRANTY:

a. You understand and agree that temporary service interruptions may occur as normal events in the provision of the Service. You further understand that CalTel has no control over third-party networks you may access while using the Service, and therefore, delays and disruption of other network transmissions are completely outside of CalTel's control.

b. You assume total responsibility and risk for your use of the software, service and internet. All materials, information, software, products, and services included in or available through CalTel are “as is” and “as available” for your personal use, without warranties of any kind, either express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement, or arising from course of dealing or course of performance.

c. CalTel, its’ affiliates, and third-parties who contribute to the Service do not warrant that the software and service reliable or free of viruses or other harmful components; that the Services will be available at any particular time or location; or that any defects or errors will be corrected.

d. CalTel makes no warranty as to the accuracy or reliability of any information obtained through the Service. You understand and agree that any material and/or data downloaded, or otherwise obtained, through the use of the Service is done at your own risk, and that you will be solely responsible for any damage to your computer system or loss of data that results from the download of such material and/or data.

e. CalTel does not endorse, warrant, or guarantee any product or service, and will not be a party to or in any way monitor any transaction between you and third-party providers of products or services.

9. LIMITATION OF LIABILITY:

a. Under no circumstances shall CalTel, its’ affiliates, or third-parties who contribute to the service be liable for any direct, indirect, punitive, incidental, special, or consequential damages that result from the use of, or inability to use, the Service. This limitation applies whether the alleged liability is based on contract, tort, negligence, strict liability, or any other basis, even if CalTel has been advised of the possibility of such damage (including but not limited to lost profits, lost data, lost savings, interruption of business, or by reason of mistakes, interruptions, delays, errors, defects in service, or faulty or misdirected transmission). Because some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, CalTel’s liability in such jurisdictions shall be limited to the extent permitted by law.

b. CalTel's maximum liability to you or anyone using your account for any and all damage, loss, or liability of any kind, including without limitation CalTel's negligence, shall be limited to the total amount you paid for the Service during the six-month period preceding the claim.

10. INDEMNITY:

Upon CalTel's request, you agree to indemnify, defend, through attorneys reasonably acceptable to CalTel, and hold CalTel, its’ officers, agents, and employees harmless from and against all claims, damages, losses, proceedings, liabilities, judgments, settlements, costs, or expenses (including reasonable attorneys' fees, fines, and penalties) of every kind and character that arise from your breach of any term or condition of this Agreement.

11. TERMINATION:

a. You may terminate your account by written request to CalTel. CalTel will terminate your account promptly upon receipt of your termination request.

b. CalTel reserves the right to determine, at its sole discretion, whether your use of the Service is consistent with the letter and spirit of this Agreement. CalTel further reserves the right to deny or terminate your access to the Service, with or without cause, effective immediately and without notice.

c. Termination of your account does not make CalTel responsible for costs associated with other services you may have signed up for with CalTel or third parties on the Internet. You are responsible for canceling any additional services.

12. GOVERNING LAW:

a. If any part of this Agreement is held invalid or unenforceable, that portion must be construed in a manner consistent with applicable law to reflect, as nearly as possible, the original intentions of the parties, and the remaining portions remain in full force and effect.

b. The laws of the State of California, excluding its conflicts of laws rules, govern this Agreement and your account. You agree and expressly consent to the exercise of personal jurisdiction in the State of California in connection with any dispute or claim relating to or arising out of this Agreement. You further agree that exclusive jurisdiction for any dispute or claim relating to or arising out of this Agreement resides in the Calaveras County, California courts.

c. The United Nations Convention on Contracts for the International Sale of Goods is specifically excluded from application to this Agreement.

13. ENTIRETY OF AGREEMENT:

This Agreement comprises the entire agreement between you and CalTel, superseding any prior agreements with respect to its subject matter.

14. GENERAL:

You represent and warrant that you are 18 years of age or older, that you have read this Agreement, and you accept and agree to this Agreement.

A. Internet Service Information

Customer Name/Number: _____

WiFi PASSWORD:

Passwords may not contain username or the word pass or password. Consist of 6-20 characters, mixed-case. Password must contain at least one numerical digit. Allowable special characters %~.!#$^*_-=+?

☐ **High Speed Internet 25/3 Mbps $67.95**

High Speed Internet Line Number _____

☐ **Inquire for Higher Speeds**

***prices listed do not include cost of the required telephone service**

B. Internet Equipment please choose one

❑ $9.95 Router Lease **fiber areas

☐ $9.95 Router/Modem combo ** dsl areas

❑ ICPR (Customer Provides Router) **fiber areas

☐ $4.95 Bonded Modem/ ICPR **dsl areas

The equipment lease plan covers parts and labor for any mechanical or electrical failure of the equipment. Failure includes defects in workmanship, materials, and power surge coverage not covered by other warranty programs. ***The equipment leased remains property of CalTel throughout the term of the service. Customer will be charged for damage to the leased equipment. Upon termination of service the customer has 15 days to return equipment in working condition to one of our offices. Following the 15th day, the customer will be billed for any leased equipment that has not been returned***

C. Internet Services Agreement

I represent and warrant that I am 18 years of age or older, I acknowledge receipt and have read and agree to "CalTel Agreement for Internet Services": initials_____

Customer signifies acceptance of the terms of this contract by signing in the space provided:

Applicant's Signature _____ **Date:** _____

Co Applicant's Signature _____ **Date:**_____