

## Palmer Mutual Telephone Company is proud to offer Fiber Internet to our customers

### Fiber Internet

Fiber internet is a broadband connection that runs on light signals from fiber-optic cabling, delivering symmetrical upload and download speeds.

### What activities work with Fiber Internet?

- Streaming 4K video
- Downloading large files
- Operating multiple smart-home devices
- Home Wi-Fi (router include)
- Zoom Meetings

### Can I get fiber internet in the country?

Yes, we can reach all of our customers in our service area. Of course, you must become a current customer of Palmer Mutual Telephone Company.

### How do I get it?

Simply call us at 712-359-2411, mail, or email (palmerone@palmerone.com) this application to our office.



**Palmer Mutual Telephone Company**

306 Main St.  
PO Box 155  
Palmer, IA 50571  
palmerone@palmerone.com  
712-359-2411 or 800-658-7417  
Fax 712-359-2200

## Fiber Internet Application

### CUSTOMER INFORMATION

Do you currently have Internet? Yes No

If yes, who is your provider? \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

Federal Tax ID Number: \_\_\_\_\_

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

Your Mother's Maiden Name: \_\_\_\_\_

Are you tax exempt? Yes No

## Fiber Internet Plans

- Residential 200.0Mb\* - \$44.95/month  
Phone service required.
- Residential/Business 400.0Mb\* - \$79.95/month  
Phone service required.
- Data Only 200Mb\* - \$79.95/month
- Residential/Business 800Mb\* - \$149.95/month  
Phone service required.

*Plus \$95 Installation on all plans (waived with 6 month service)*

*\*Speeds dependent on network activity. There will be a no charge site survey to make sure your location is high-speed-ready*

## STANDARD INSTALLATION TERMS

\* Standard installation includes installation of fiber internet equipment and connection to one computer. Installations that require extraordinary time or resources will be billed an additional charge. Customer will be informed of charges prior to installation. Monthly service charge includes use of PMTC's fiber internet equipment. Ownership is retained by Palmer Mutual Telephone.

I agree to the terms of the Standard Installation \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_  
Initials

## CUSTOMER SERVICE AGREEMENT

I understand and acknowledge that continued use of PMTC's Services constitutes acceptance of the Terms of Service, Acceptable Use Policy, and other important policies posted on PMTC's website, www.palmerone.com. I agree it is my responsibility to read these policies and comply fully with their terms. I further understand the policies and pricing of Northwest's Services may change from time to time upon 30 days notice.

The Service is provided on an "AS IS" and "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. If service is cancelled, customer agrees to return the equipment in working order within 10 business days or pay an equipment charge of \$200.

I agree to these terms \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_  
Initials

To request a copy of our Terms of Service, Acceptable Use Policy, Open Internet Policy and other policies, call our Customer Care Department at 712-359-2411

## CUSTOMER SIGNATURE

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Note:** Signing this order form and agreement indicates I accept and understand the Customer Service Agreement and the Standard Installation Terms.

## OFFICE USE

Authorized by: \_\_\_\_\_

Date & Time to Install: \_\_\_\_\_





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palmerone@palmerone.com

www.palmerone.com



## IMPORTANT CUSTOMER NOTICE

RE: NEW FCC requirements for Palmer Customers Account access

Effective in December of 2007, the FCC has implemented new rules to protect the privacy of information contained in your telephone account with Palmer Mutual Telephone Company. The new rules allow us to discuss account information **only** with the person(s) listed on the account. Failure of Palmer Mutual Telephone Company to do this can result in substantial fines and penalties. Please review the second page for more details on the new rules. Also, we must be able to authenticate that person and will do that by one of the following ways according to the new FCC rules:

1. Ask for a previously set password.
2. Call you back at the Phone number on record.
3. Mail information to the Address on record.
4. View a photo ID.

Although we have always treated your account information with confidentiality, please help us in our effort to further ensure that we protect your information, by completing the following:

**Requested Password:** \_\_\_\_\_  
(At least 6 alphanumeric characters)

**Authentication Question:** What is your favorite color?

**Your Answer:** \_\_\_\_\_

If your account is listed only in your name, you might want to consider adding another name, if appropriate, e.g., a spouse or a roommate. If you are a parent or individual that relies on someone else to discuss account changes, payments or anything else with Palmer Mutual Telephone Company, you will need to have that person's name added to your account. The name does not need to be added to the billing name or directory but can be added to our records as an authorized person for discussing information and making changes to your account. The additional contact(s) that you authorize will not be responsible for payment of this account.

I would like to add the following as authorized contacts for my account. Please print legal name.

\_\_\_\_\_  
\_\_\_\_\_

Do you want to change your directory listing to add any of the above names?

Yes \_\_\_\_\_ No \_\_\_\_\_

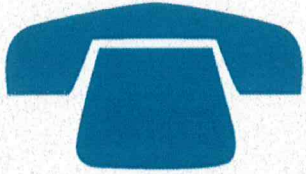
If so which ones? \_\_\_\_\_

Account Telephone Number(s): \_\_\_\_\_

Authorized by: \_\_\_\_\_  
(Signature of person currently listed on account)

Date: \_\_\_\_\_

Please return this completed form to our address on the letterhead



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**PALMER MUTUAL TELEPHONE  
COMPANY  
EMAIL AGREEMENT**

I, \_\_\_\_\_, wish to have my Monthly Statement emailed to the following email address.

CUSTOMER PHONE/ACCT#: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

Palmer Telephone Co. \_\_\_\_\_

Date \_\_\_\_\_



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## PALMER MUTUAL TELEPHONE COMPANY CREDIT AGREEMENT

I, \_\_\_\_\_, wish to use my Credit Card/Debit Card to pay my Palmer Mutual Telephone Company Statement on a monthly basis. By entering the information below along with my signature, I authorize Palmer Mutual Telephone Company to set up Credit Card automatic payment.

Palmer Mutual Telephone Company runs Credit Card payments on or after the 10<sup>th</sup> of the month and on or after the 15<sup>th</sup> of the month. Please indicate below the date that you wish for your payment to be pulled.

CUSTOMER ACCOUNT/PHONE# \_\_\_\_\_

CREDIT CARD PROVIDER: \_\_\_\_\_

CREDIT CARD NUMBER: \_\_\_\_\_

CREDIT CARD EXPIRATION: \_\_\_\_\_

CREDIT CARD CID#: \_\_\_\_\_

I WISH TO HAVE MY PAYMENT PULLED ON THE: 10<sup>TH</sup> \_\_\_\_\_ 15<sup>TH</sup> \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Palmer Telephone Co \_\_\_\_\_ Date \_\_\_\_\_