



Fiber Application for Broadband Services

Name & Billing Address: _____

DOB: _____ Your Social Security # or Tax Id # _____

Joint Applicant Name: _____ Joint Applicant Social Security # _____

Joint Applicant DOB: _____ Physical Address (911): _____

Primary # _____ Alternate Contact Name & # _____

County _____ Bill Method, Choose one. Paper (\$5.00/month) Email and e-Bill

Employer _____ Employment Date _____ Employer's Phone # _____

List all individuals (other than applicants above) you authorize to make changes or discuss information regarding your account:

(Name, phone #, relationship to you)

(Name, phone #, relationship to you)

Do you rent or own the service location? Rent Own If rent, please attach a landlord permission form.

Download Speeds	Residential Monthly Rate	Business Monthly Rate	(Waived) Standard Installation
<input type="radio"/> 150M	\$55.00	\$105.00	No Contract \$250.00
<input type="radio"/> 300M	\$65.00	\$115.00	1 Year Contract \$150.00
<input type="radio"/> 600M	\$75.00	\$125.00	2 Year Contract \$100.00
<input type="radio"/> 1G	\$95.00	\$145.00	

The residential plans include CPE & Dynamic IP and trouble requests will be completed within 48 business hours. The business plans include CPE, one Static IP, and optional bridged access and trouble requests will be completed within 24 business hours.

Standard Installation - Standard Installation - Includes up to 75 ft. of cable, installation and alignment of CPE, and configuration of Mark Twain provided wireless router. Mark Twain will also assist the customer with connecting devices to the router while onsite. Access to Mark Twain provided equipment is not granted to the subscriber. If changes or modifications are required, then the subscriber must contact Mark Twain for assistance.

Static IP Address - \$9.95/month (one included in Business Plans)
Service Order Charge - \$10.00 (applies to any account changes)

Agreement – By applying for services from Mark Twain Communications Company (MTCC), I acknowledge I have read and agree to be bound by all acceptable use policies and terms & conditions of service. All policies may be amended as posted on our web site. I agree that I will be responsible for any and all damages or loss to the equipment and that equipment will be returned immediately upon termination of this service or at any time upon the request of MTCC. I authorize MTCC to run a soft credit check to determine if a deposit is required. I agree that MTCC shall not be liable for any loss, damage or expense of any kind. I agree all above speeds are **Up To Speeds** and may be slower due to customer location or network congestion during peak hours. (Office Hours are Mon - Fri 8:00 am - 4:45 pm) Office number 660-423-6822.

More Information on the other side!

Service Commitment – Applicants understand that when applying for Broadband Service through Mark Twain they are bound to a twelve (12) month service commitment. Applicant agrees to pay the remainder of the term, plus the Early Termination fee of \$250.00 upon discontinuation of service for any reason, should service be discontinued or moved at any time prior to the completion of your commitment. After the term has expired the subscriber will no longer be under any commitment. In the event a subscriber chooses to disconnect service then all Mark Twain equipment must be returned immediately. Non-Returned equipment will result in a \$200.00 charge.

Express Written Consent – You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

I/We have read this disclosure and agree that Mark Twain Communications Company may contact me/us as described above.

NOTE: Company reserves right to request a deposit and to add 30% collection costs to all past due accounts.

Authorized Signature _____ Date _____

*Joint Authorized Signature _____ Date _____

***If joint application, both applicants must sign!**

Upfront Payment: Amount due at time of submitting application \$ _____

Please fill out the required Customer Proprietary Network Information (CPNI) below and share with your authorized users to enable them access to your information.

Favorite (circle one): Color, Sport, Teacher, Pet, Name of High School, or Childhood Friend

Answer: _____

Account Password: _____

What e-mail address should we use to contact you for important information about your account, planned outages, etc? We will not use this address for advertising or share with others.

_____ @ _____

A Mark Twain e-mail account is not required.

Please Specify a **USERNAME:** (2-13 letters and/or numbers, please print clearly). Your username will be the letters preceding the @ sign in your e-mail address.

@marktwain.net

Please Specify a **PASSWORD:** (6-13 letters and/or numbers, please print clearly).

Secondary Security Check: _____ (For example: mother's maiden name).

Mark Twain Communications Company

P.O. Box 128, 48054 State Hwy 6 Hurdland, MO 63547 Phone: (660) 423-6822 Fax: (660) 423-5496