E-Mail Form | Print Form

RESIDENTIAL CUSTOMER SIGN UP FORM
PLEASE PRINT

Effective Date: _____/ _____/_____ **SO#** _____

Account #: _____

Home Phone #: (_____) _____ - _____

Daytime Phone#: (_____) _____ - _____

Cell Phone#: (_____) _____ - _____

Account Name_____ Date of Birth_____ / _____/_____

Billing Address_____ City/State/Zip_____

Service Address_____ City/State/Zip_____

Spouse's Name #: _____ Is spouse authorized to make changes to the account? ☐ Yes ☐ No

Directory Listing: _____

FCC (Federal Communications Commission) regulations require that you provide us with a password that will be used when calling into our office to make changes and/or inquire on y our account. If you forget your password, you will be required to answer the question you select in order for us to access your account.

Password_____ **Answer ONE**: What is your pet's name?_____
(Must be at least 5 characters including one number) What is your favorite color?_____
What is your favorite state?_____

Please list any other person(s) who can make changes and/or inquires to this account:

Name:_____ Name:_____

Name:_____ Name:_____

HOME NETWORKING AND INSIDE WIRING MAINTENANCE PLAN

Please choose an option:

☐ HCS will maintain my home networking router and inside wiring for a monthly fee of $5.95 per month. (combined)
(Inside wiring only includes cabling installed by HCS)

☐ HCS will maintain my home wiring for a monthly fee of $2.00 per month. (wiring only)

☐ I agree to maintain my own router and inside wiring

NOTE: Any additional jacks and/or wiring installed by HCSS will be billed to customer account.

Do you need any additional jacks? ☐ Yes ☐ No Number of jacks needed: _____ What type? Ethernet or Quad?_____

Do you have a basement or crawl space? _____ If you have a basement, is it finished or unfinished?

Bundled Service: ☐ **Yes** ☐ **No** **TELEPHONE**

HCS Plans: ☐ Voice Limited $22.95 ☐ Voice Unlimited $29.95

☐ Selective Call Rejection 3.50 per line ☐ Anonymous Call Rejection 3.50 per line

Bundled Service: ☐ **Yes** ☐ **No** **TV SERVICE**

☐ Basic $29.99 ☐ Digital Family $67.99 ☐ Digital Plus $73.99 ☐ Digital Ultimate (HD) $11.00

☐ Movie Channels $ 12.00 per movie Package ☐ HBO ☐ SHOW TIME ☐ CINEMAX ☐ STARZ/ENCORE

☐ DVR $5.00 ☐ WHOLE HOME DVR (FREE WITH DVR PACKAGE) # OF ADDITIONAL SET TOP BOXES _____ $6.95 PER MONTH

# of HD TV'S_____ # of Standard TV's(include number of TV's to receive RF channels)_____

Bundled Service: ☐ **Yes** ☐ **No** **INTERNET**

HCS Plans: ☐ DSL EQUIVALENT $19.95 (1.5 M Down/ 512k UP) ☐ Basic $24.95 (3M Down/1M UP) ☐ Classic $34.95 (8M Down/2M UP)

☐ Premier $45.95 (16M Down/4M UP) ☐ Ultimate $59.95 (30M Down/5M UP) ☐ Wireless Router $29.95

TERMS AND CONDITIONS

ACKNOWLEDGEMENTS:

I acknowledge that I have been provided a copy of the Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy." Customer initials _____.

I understand and accept Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy," as provided and published on http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc

The undersigned makes application for service, and for such additional service or equipment as may be ordered later, agrees to pay established rates for all such services and equipment. In making this application the undersigned agrees to the tariffs or rates for the service furnished under this application.

I agree to subscribe to the selected services, commencing on the date service is activated. I also understand that if the service is disconnected and reconnected for any reason, reconnect charges may apply. I also understand that Highland Communication Services equipment will be returned immediately upon termination of the service or at any time upon request. I agree to be bound by Highland Communication Services Terms and Conditions of Use, including the Acceptable Use Policy, as published on http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc My continued use of the service shall be considered my consent to any amendments that may be made to the Terms and Conditions of Use, including the Acceptable Use Policy.

After installation of the equipment from Highland Communication Services, you are responsible for any damage, regardless of cause, to the equipment. Highland Communication Services may interrupt or terminate service if you breach any provision of this agreement (including nonpayment of service), or if you use the service in a manner that adversely affects service to other customers or harasses our customers or employees, or if you or others use your service to engage in fraud or unlawful conduct. It is in the discretion of Highland Communication Services to restore interrupted service following correction of the violation and payment of amounts due, including restoration charge, which may be assessed for restoring your service.

Prices subject to change without notice.

I understand that surge and firewall protection are my responsibility and I agree that I will be responsible for any and all damages or losses.

I understand that the package price listed on this application and in all other Highland Communication Services materials does not include mandatory fees and taxes. I understand that my bill will be larger than the package price due to these charges.

I grant Highland Communication Services authority to change my long distance service.

UNLIMITED LONG DISTANCE: This service is for residential voice usage only. The Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes, telemarketing or autodialing, for connection to the Internet, for other data service (including a significant amount of facsimile transmissions or data usage per month) or for any other use that does not involve a person-to-person conversation or voice message. The Unlimited Plan only applies to the telephone line on which the plan is assigned. Other restrictions may apply. If it is determined that the customer's usage is not within the average usage of the average Highland Communication Services residential voice customers, Highland Communication Services reserves the right to move a customer off this plan to an alternate plan.

Signature of Account holder: _____ Date: _____

FOR OFFICIAL USE ONLY:

Account #:_____ Phone #:_____ Verification: Password / Photo ID

Paperless Billing: __ Yes __ No Credit Card #: _____

How did you hear about our service: __ Radio __ Mailing __ Internet __ News Paper
__ Sales Rep Sales Rep's Name_____