



Complete form, print, sign, date, & send to:

RTC Networks Fax: Parshall 701.862.3033
PO Box 68 New Town 701.627.4350
Parshall ND 58770-0068 Watford City 701.842.2407
Email: info@myRTCNetworks.com Phone: 701.862.3115

Or complete and submit the form online at www.myRTCNetworks.com/apply

Name (First, Middle, Last)
DOB SSN
Mailing Address
City State Zip
Work # Cell #
Email Address
(Authorized Contact Methods)
REQUIRED: Photo ID with signature (copy is acceptable)

Joint Name (If applicable First, Middle, Last)
DOB SSN
Mailing Address
City State Zip
Work # Cell #
Email Address
(Authorized Contact Methods)
REQUIRED: Photo ID with signature (copy is acceptable)

REQUIRED
I hereby authorize RTC Networks to review my credit history and I acknowledge that RTC may use my customer information for their collection process. I understand their use of my information will comply with the Fair Credit Reporting Act.

REQUIRED CPNI Security Password (Password is required when calling RTC Networks.)
List authorized individuals who are allowed to access or make changes to the account. (Password is required when calling RTC Networks.)
Name: Cell: Email:
Name: Cell: Email:

Location of Service
City County Previous Occupant
911 Physical Address Is your location within city limits? Y N
Township/Section/Range Longitude Latitude
Do you: Own Rent (If renting, please list name(s) on your lease.)
Have you ever had RTC service before? Y N If yes, list previous # or name:
Would you like to be on an automatic payment plan? Pay by Bank Pay by Credit Card
RTC Networks Secure Payment #: 1.844.829.1960 RTC Networks Secure Pay Pin (4 digits)
Sign up for SmartHub: Email: Paperless? Y N
(SmartHub password link will be sent to this email address)
Are you sales tax exempt (must live on Tribal Lands)? Y N Enrollment Number
Do you qualify for telephone or Internet assistance? Y N If yes, do you live on Tribal Lands? Y N
https://www.fcc.gov/acp & https://www.fcc.gov/lifeline

BROADBAND INTERNET SERVICE: *Unlimited Data Usage / Includes Total Experience Wi-Fi and myRTCnet app*

High Speed Internet: \$30 Activation* (Speeds may be limited in some areas)

up to 1 Gig x 1 Gig (1,000 Mbps) \$125/mo

up to 100 Mbps x 100 Mbps \$80/mo*

up to 500 Mbps x 500 Mbps \$105/mo*

*Receive \$20/mo. multi-service discount with 100x100 or 500x500 internet speeds and phone service.

RTC Networks BLAST Wi-Fi: Free assessment and installation

Wireless Password _____

(8+ characters to include one number and one capital letter)



myRTCnet is included with your Wi-Fi Package. It gives you an instant snapshot of your home network. Through the app you can view all the connected devices on your network, set up parental controls or a guest network, run speed tests and more. **myRTCnet puts you in charge!**

Total Experience Wi-Fi (included with internet service)

With our RTC BLAST system, your experience is sensational, everywhere in the house. It's the newest technology and the best performance.

- Wi-Fi 6 (802.11ax) It's the most advanced Wi-Fi standard that's faster and optimized for performance in today's busy smart home environments.
- Dual-Band Support Take advantage of all the capabilities of Wi-Fi 6 (802.11ax) by using both the 2.4 GHz and 5 GHz bands. With 8x8 at 5 GHz and 4x4 at 2.4 GHz, RC Technologies RTC BLAST is the most powerful dual-band Wi-Fi system in the industry.
- RTC BLAST, with Wi-Fi 6, Optimized Wi-Fi footprint
- FREE myRTCnet app with **ProtectIQ:** network protection and **ExperienceIQ:** manage content, applications, and websites (parental controls)
- INCLUDES: installation of RTC Networks BLAST equipment with Wi-Fi 6 in optimal location, assistance connecting Wi-Fi devices, manage the Wi-Fi connected devices on your home network with **myRTCnet** and worry-free 24/7 remote technical support.

PHONE SERVICE:

Phone: \$30 activation fee / basic VoIP phone service approximately \$28/mo

5 Feature Pkg (voice mail, caller ID, call wait, call fwd, 3-way call) (FREE with High Speed Internet)

Call Waiting \$1/mo Three Way Calling \$1/mo Caller ID \$4/mo Call Forwarding \$1/mo

Voice Mail: Gold \$5/mo Silver \$4/mo Bronze \$3/mo See www.myRTCNetworks.com for more calling features

If you'd like to lease a basic model phone, please select the type? (\$1.45/mo) Desk phone Wall phone Caller ID phone

Long Distance: NDLD Flat Rate (15¢/min in-state, 10¢/min state-to-state) NDLD Nationwide (10¢/min, \$3.95/mo)

No Long Distance Other _____ Would you like a pic freeze Y N

Would you like your phone # listed in the directory? Y N

if yes, list as: PO Box Physical Address Both Additional listing \$1.00/mo _____

If no, Non-listed 50¢/mo (# available on caller ID display & thru information) _____

Non-published \$1/mo (# not available anywhere)

International call blocking is automatically added at no charge. If you do not want the block check here _____

TV SERVICE: *High speed internet is required*

myRTCtv STREAMING TV: Self install is FREE, RTC On-site Install \$30.00

Lite \$42.75/mo

Expanded \$112.75/mo

Platinum \$122.75/mo

Absolutely Everything \$206.75/mo*

*Includes Lite, Expanded & Platinum Packages, all Premium Channels, 6 streams, 300 DVR hours

Premium Channels:

HBO \$18.95/mo

Cinemax \$15.95/mo

Starz & Encore \$15.95/mo

NFL Red Zone \$49.95/NFL Season

Must have Expanded or Platinum Package

Showtime \$15.95/mo

Must have Expanded or Platinum Package

myRTCtv streams your TV service on many popular multi-functional boxes and mobile devices. The number of streams you select is the number of devices that can stream simultaneously. RTC Networks has set-top boxes to lease or buy.

____ Additional Streams \$2.50/mo each
1 stream included w/ Lite, Expanded and Platinum

____ Additional 100 DVR hours \$5.00/mo each
100 DVR hours included w/ Lite, Expanded and Platinum

____ Lease set top box \$5.00/mo each
1st leased box is free

The myRTCtv service is a streaming service that requires internet to function. Internet speeds of 100x100 Mbps or higher are required. Fees and taxes apply to package prices. Restrictions may apply.

HIGH SPEED BROADBAND INTERNET AGREEMENT

By signing this application, Customer agrees to the following. High Speed Internet service activation includes a single home run wire to a designated point for handoff to a residential gateway and RTC Networks' Technicians will verify internet connectivity. **Any additional work done at the customer's request (including, but not limited to, moving existing jacks or installing new jacks) will be billed at Reservation Telephone Cooperative's ("RTC Networks") prevailing hourly rate plus materials.**

RTC Networks offers one residential gateway for lease as part of the package. Residential gateways, power supplies, and cords remain the property of RTC Networks, and in some cases, may need to be returned when service is disconnected. Equipment that is not returned within five (5) days after disconnection will be billed to the Customer at reasonable retail rates.

RTC Networks provides this service for the purpose of direct access to the Internet. **This is not a wholesale service therefore it cannot be resold by the customer. Please read RTC Networks' Acceptable Use Policy; it is listed in the Legal Notices section of our website www.myRTCNetworks.com. Violation of the policy may jeopardize your service.**

I have read and understand the above information and authorize RTC Networks to install high speed internet service. I am at least 18 years of age and the name on the account where the service will be installed matches the name above. **Agreement is nontransferable.**

VOIP ACKNOWLEDGEMENT

BY SIGNING BELOW, If you selected VoIP service above, you acknowledge and understand that VoIP Service is different in a number of important ways from traditional phone service, and you agree to inform any household residents, guests and other third persons who may be present at the physical location where you utilize the Service of the differences and limitations of the Service. Such differences include but are not limited to: The 911 service may not function in the event of power failure, or outage of, or termination of service with or by your Internet/service provider and calls from your location to any Enhanced 911 emergency center will report the physical address you provided when the service was initiated.

EQUIPMENT AGREEMENT

Delivery, Use, Care, Replacement Services, Right of Entry

By signing this application, you agree that any equipment delivered and installed at your address as reflected in our business records, is for personal use at said address. **You agree not to remove it from the address except to return it to us.** You agree to take reasonable care of the equipment and agree not to open the equipment (except change batteries in the remote control), take apart, or to alter it in any way. **You are responsible for all damage to the equipment, beyond reasonable wear from normal use, which occurs before you return or surrender it to us.** The equipment must be returned in fully usable condition. Except for damage caused by misuse or abuse, if you notify us of equipment failure, we will repair it or exchange it for properly functioning equipment. You agree to allow us to enter your installation address, at any reasonable time, to inspect, repair, replace, or remove the equipment.

Payment for use of service and failure to comply with agreement

Your use of the equipment and services you receive are subject to the various policies of RTC Networks. Such policies and practices are subject to change. Monthly fees for use of the equipment are billed in advance. If you fail to comply with your commitments contained herein, or with any term of the agreement under which you are receiving services from us, you understand and agree we may do any combination of one or more of the following: 1.) terminate your right to use of the equipment; 2.) terminate your right to receive services from us; 3.) recover the equipment; 4.) bring legal or other action for return of the equipment and any amounts due to us hereunder, together with liquidated damages for failure to return the equipment as required herein.

If you choose to stop using the equipment

You may terminate your use of the equipment by contacting customer service. When you do so, or if we terminate your right to use the equipment as described above, we will ask you to return the equipment. All rental payments and additional charges will be due to us at this time. You agree to cooperate and make yourself available to return the equipment to us. **EQUIPMENT NOT RETURNED UPON DISCONNECT IS BILLABLE.**

Liquidated damages for failure to return equipment

If you fail to timely return the equipment to us in accordance with your commitment herein, you understand and agree that the costs and damages we will incur are not readily ascertainable and are difficult to predict or calculate at the time. You agree that a reasonable estimate of our damages is the replacement cost for the equipment and power cord(s), plus the costs associated with our attempts to recover the equipment from you. Again, when you are required to return the equipment to us, we appreciate in advance your cooperation in making sure the equipment is promptly returned.

***ALL MATERIALS AND LABOR INSIDE PREMISE WILL BE BILLABLE ABOVE AND BEYOND THE ACTIVATION CHARGE.**

NOTE: An incomplete application may delay installation of services.

I (We) hereby apply for phone/internet/tv service from RTC Networks, with the understanding that I (We) am (are) fully responsible for payment of the account. I (We) further agree that RTC Networks can apply any accumulated capital credits to the account if the account becomes delinquent. Furthermore, by signing this service agreement, I(We) hereby agree to abide by the rules, regulations and by-laws of the cooperative, which can be found at www.myRTCNetworks.com, or by calling the RTC Networks office, and, if applicable, the equipment and internet agreements outlined above.

Applicant Printed Name _____ Signature _____ Date _____

Joint Name Printed Name _____ Signature _____ Date _____

Payment Options



SmartHub

You can pay your RTC Networks bill online using your Discover, Visa, or MasterCard or with your checking account. Once you have registered with SmartHub, you will receive an email notification each month when your RTC Networks bill is ready. It's an easy and convenient way to pay your bill.

To sign up for SmartHub:

- Go to www.myRTCNetworks.com.
- Click on "Pay Bill" at the top of the page.
- Click "Sign up to access our Self Service site."
- Fill out the New User Registration, and click submit.



Now you can manage your RTC Networks account anywhere, anytime using your mobile device! Simply look for "SmartHub" in your device app store and download.

Auto Pay

Use SmartHub to set up your account for Auto Pay using credit/debit card or checking account. Payments will be automatically taken out of your account on the 15th of each month or the first business day thereafter.

To sign up for Auto Pay online:

- Log in to SmartHub
- Under Billing and Payments, click on Auto Pay Program
- Click on Sign up for Auto Pay under Actions on the right hand side of the page
- Set up Auto Pay using your Credit/Debit Card or your Checking Account
- Fill out information and click submit
- To stop a scheduled Auto Pay, it must be done no less than 3 business days prior to the 15th.

By Phone

To pay your RTC Networks bill by phone please call 844.829.1960 or 701.862.3115 and press option #1

Mail

Please mail your payment to:
RTC Networks
PO Box 68
Parshall, ND 58770

Pay In-Person

To pay your RTC Networks bills in person during business hours, visit one of our four offices. (Hours may vary)

Parshall

24 Main Street N
Parshall, ND 58770
Monday-Friday
8am-4:30pm

New Town

202 College Drive
New Town, ND 58763
Monday-Friday
8am-12pm, 12:30pm-4:30pm

Stanley

215 Main Street S
Stanley, ND 58784
Monday-Friday
8am-11:30 am, 12pm-4:30pm

Watford City

701 14th Street SW
Watford City ND, 58854
Monday-Friday
8am-12:30pm, 1pm-4:30pm

Bank Authorization

- Checking Account (you MUST attach a voided check)
- Savings Account (you MUST attach a deposit slip)

Name (as it appears on your RTC Networks account) _____

Name of Financial Institution _____

Telephone Number _____

Routing Number _____

RTC Networks Account Number _____

Bank Account Number _____

Signature: _____

Date: _____

(Signature must match name on account)

I hereby authorize the financial institution above to pay my monthly RTC Networks service bill by charging my account for each payment. I agree that each payment shall be the same as if it were an instrument personally signed by me. This authority is in effect until revoked by me in writing or by email, no less than 3 business days prior to the date of the recurring payment. In addition, I have the right to stop payment of a charge by timely notification to RTC Networks no less than 3 business days prior to the date of the recurring payment. If I close or change my account, I will notify RTC Networks. I understand, however, that both the financial institution and RTC Networks reserve the right to terminate this payment plan, or my participation therein.

**About two months after you sign up, you'll receive a notice on your RTC Networks statement that says, "Pay by Bank- Do Not Pay." Until you see that statement, continue to pay your bill using your current method. Payments will be deducted the 15th of each month or the first business day thereafter.*

AFFORDABLE SERVICE. NO MATTER THE SITUATION.

ACP and Lifeline Programs

If you or someone you know is struggling to afford broadband service, there are assistance programs available. The Affordable Connectivity Program (ACP) and Lifeline Programs can help eligible people pay for broadband internet and telephone services. The ACP provides up to \$30 per month toward internet services, and up to \$75 per month for qualifying households on Tribal lands. The Lifeline Program provides either \$5.25 per month for telephone service or \$9.25 per month towards internet service, and up to \$34.25 for qualifying households on Tribal lands. If families are eligible for both programs, they can apply and potentially receive benefits from both programs. Visit our website for more information and direct links to the ACP and Lifeline applications.

Yes, You Can Afford Telephone and Broadband Internet Service!

For information regarding who is eligible for these programs and instructions on how to sign up, visit www.myRTCNetworks.com/lifeline or call us at 701.862.3115.

Power Backup Disclosure

Your home phone service is provided with our state-of-the-art fiber optic network, and it requires A/C electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to 911 emergency services, we at RTC Networks will install the battery backup power for you.

Where to Obtain Your Battery Backup

RTC Networks would like to ensure that our customers are provided reliable backup batteries that allow you to continue to use your home voice services during a power outage. That is why we install a battery backup power for your home voice service, at no charge. The battery backup power source will also be replaced at no charge by RTC Networks when needed.

What Your Backup Battery Can (and Can't) Do for You

The battery installed by RTC Networks is a Backup unit and expected to last at least 8 hours on standby power. That means the backup battery should give you approximately 6 hours of talk time. If you require a battery backup with longer standby and talk time please contact RTC Networks for more details as we sell a 24 hour battery solution for a one time cost of \$199, which would give you up to 24 hours of standby power. If you live in a multiple dwelling unit (MDU), your backup battery may be in a shared location. If you live in a MDU and want to know where your battery backup is located, contact RTC Networks for location information. In an MDU situation, voice talk time may vary. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices, routers and other equipment will not run on a home phone backup battery. Our backup battery does not provide power to any cordless telephones. In the event of a power outage, your cordless phones will not work. To have voice service you will need a standard, corded phone hooked up to a phone jack.

Instructions for Proper Care and Use of Your Battery

RTC Networks will install the battery according to manufacturer's specifications. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. They will not last forever and should be replaced when your device starts to make a beeping sound, and/or the indicator light is no longer green. This indicates that the battery is depleted and must be replaced. You will need to contact RTC Networks at 701-862-3115 when your battery needs to be replaced.

Contact Information for Battery Power Backup

If you have any questions regarding your battery power backup, please contact RTC Networks at 701-862-3115 or email us at service@restel.com.



24 Main St N.
PO Box 68
Parshall ND 58770

202 College Dr
PO Box 1229
New Town ND 58763

215 Main St S
PO Box 400
Stanley ND 58784

701 14th St SW
Watford City ND 58854