

WOODHULL TELEPHONE COMPANY - DIVERSE COMMUNICATIONS INC.

Business Name _____ Tax I.D. _____

Owner or Responsible Party: _____ Cell # _____

Service Address: _____ PO Box _____ City: _____

Billing Address if Different: _____

MARKETING: Would you like to receive information on new products/services available with-in our company?
___yes___ no or our subsidiary's: ___yes___ no

CPNI Password: _____
Back-up authentication questions for a lost or forgotten password
You may choose to answer up to four of the following:

Favorite Color: _____ Pet's Name: _____ Sports Team: _____ Hobby: _____

I authorize the following person (s) to obtain information & make changes to my Telephone account:

Phone Service (check one): Published _____ Non Published \$1.00/Mo. _____

Additional Lines Needed: _____ Number Hunting Needed: Yes ___ No ___

Long Distance Carrier: _____

_____ **Please check here if you have a hearing or speech disability or condition and that this disability/limitation prevents or limits your ability to communicate over voice networks.**
Please describe the nature of the disability or medical condition:

Features: Voice Mail \$2.50/Mo. _____ Caller I.D. \$5.00/Mo. _____

Choose 2 or more of the following features & receive them for \$1.00 each

Call Waiting \$1.25/Mo. _____ Call Forwarding \$1.25 _____

3-Way Calling \$1.25/Mo. _____ Speed Calling \$1.25/Mo. _____

Owner or Responsible Party's Signature: _____

I understand a credit report may be pulled and my deposit may be based on the findings of this report.
(Initials) _____

For Office Use Only:
Deposit Required: _____

Phone Number(s) Assigned: _____
Date Deposit Received: _____

Terms and Conditions of Service

All charges will be billed by Diverse Communications Inc. or Woodhull Telephone Co. on the twentieth of each month, payable by the 10th of the following month. Failure to pay by the specified due date may result in your service being discontinued. A reconnect fee will be required to reestablish service. Customer is responsible for all legal fees associated with collection efforts of past due accounts. Initials: _____

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 the disclosure and agree that Woodhull Telephone Company/Diverse Communications Inc., may contact me/us as described above.

Signature: _____ Signature: _____

PLEASE READ – IMPORTANT INFORMATION

Customer Proprietary Network Information – Special Notice

Effective December 8, 2007, new FCC rules associated with Docket No. 07-22 went into effect to protect your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available, including the types of services you subscribe to, the number of telephone lines you have, how much you use your services, and your calling and billing records. Pursuant to the new rules we are obligated by the FCC to implement the following safeguards to protect your CPNI:

- 1) Call in customers will be authenticated by a validation code that will appear on the front page of their bill or by a pre-determined password.
- 2) Walk-in customers will be authenticated by presenting a valid photo I.D.
- 3) All Customers will be offered the option of setting up a password & back up authentication for lost or forgotten passwords.
- 4) Customers will be immediately notified of certain account changes, including changes made to passwords or back-up authentication questions.

Protecting our customers' CPNI is a priority to us and we assure you we will take all the necessary precautions to do so. If you have any questions about the new rules, please call our Business Office at 334-2150.

This institution is an equal opportunity provider

**WOODHULL TELEPHONE COMPANY/DIVERSE COMMUNICATIONS INC.
BATTERY BACKUP DISCLOSURE**

Backup Power for Home Phone Services during Power Outages: For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services – we at Woodhull Telephone Company and Diverse Communications Inc. offer you the option of purchasing backup power for your home phones.

What Your Battery Can – and Can't – Do for You: Our backup batteries for telephones allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options: If you are concerned about being able to contact 911 emergency services during a power outage, a backup battery may be a good option for you.

- Our Company provides the backup batteries – We will install an 8 hour battery backup at no charge to you. If you have any questions or simply want to purchase an additional backup battery through us, please call 334-2150 or stop in our office.

Expected Backup Power Duration: Backup Batteries are expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 8 hour batteries. Please contact us for information on purchasing an additional battery.

Instructions for Proper Care and Use of Your Battery: Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41 degrees F and below 104 degrees F. They will not last forever and should be replaced every 5 years, when an indicator light changes color, or possibly when your device starts to make a loud beeping sound. That sound means that the battery is depleted, and must be replaced. Please contact us at 334-2150 if this should happen for further instructions.