



BUSINESS TELEPHONE APPLICATION

Alpha – Ophiem - Woodhull

246 N Division St – Po Box 117 • Woodhull IL 61490
309-334-2150
www.woodhulltel.com

BUSINESS NAME _____ TAX I.D. _____

OWNER OR RESPONSIBLE PARTY _____ PHONE _____

EMAIL _____

SERVICE ADDRESS _____

BILLING ADDRESS IF DIFFERENT _____

***A \$100.00 Security Deposit is required and payable in advance. This is returned after 1-year if the account is in good standing.**

***A New Service/Installation Fee of \$20.82 will be applied to your first billing for a new phone line.**

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:

PHONE SERVICE (choose one): Published Number Non-Published Number \$1.00/mo.

Additional Lines Needed: _____ Number Hunting Needed: Yes No

LONG DISTANCE CARRIER (choose one): TRIO Other: _____

ADDITIONAL FEATURES:

Voice Mail \$2.50/mo. Caller I.D. \$5.00/mo. Line Maintenance \$1.25/mo.

**Choose 2 or more of the following features below and receive them for \$1.00 each:*

Call Waiting \$1.25/mo. Call Forwarding \$1.25/mo.

3-Way Calling \$1.25/mo. Speed Calling \$1.25/mo.

SIGNATURE _____ DATE _____

***I understand a credit report may be pulled and my deposit may be based on the findings of this report.**

INITIALS: _____

***I have read/received the TERMS AND CONDITIONS: INITIALS:** _____

OFFICE USE:

Security Deposit _____ Date Received _____ Telephone # _____

TERMS AND CONDITIONS

1) By signing this registration form and agreement, you (Customer) must be at least 18 years of age and agree to the following terms and conditions of the service described below.

2) These services are provided by Woodhull Telephone Company and Diverse Communications Inc. This agreement shall be governed by and construed in accordance with the laws of the state of Illinois applicable to contracts to be performed entirely within the state.

3) All charges will be billed by Woodhull Telephone Company or Diverse Communications Inc. on the twentieth (20th) of each month, payable by the tenth (10th) of the following month. Failure to pay by the specified due date may result in your service being disconnected. 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:** _____

4) You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by phone at any 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 Co. &/or Diverse Communications Inc. may contact me/us as described above. INITIALS:** _____

CPNI INFORMATION

FCC rules 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. To help protect your CPNI, please answer the following questions so we can confirm who we are speaking with over the phone.

CPNI PASSWORD: _____

*BACK-UP AUTHENTICATION QUESTIONS FOR LOST OR FORGOTTEN PASSWORD:

Favorite Color: _____ Pet's Name: _____

Favorite Sports Team: _____ Hobby: _____

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

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 309-334-2150 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 batteries 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 309-334-2150 if this should happen for further instructions.

PIC FREEZE AUTHORIZATION FORM

When Woodhull Telephone Company/Diverse Communications Inc. receives a request from a long-distance carrier to change your PIC (Primary Interexchange Carrier) to their service, the FCC prohibits us from calling you, the customer, to verify if you wish to change carriers. In order to protect our customers from unauthorized PIC changes, we have implemented PIC Freezes. A Pic Freeze prohibits anyone, outside yourself, from implementing a PIC change for your account. Woodhull Telephone Company/Diverse Communications Inc. will not change your long-distance carrier unless you personally give us written or oral permission to remove the PIC Freeze prior to any change in your long-distance company.

ACCOUNT NAME: _____

TELEPHONE NUMBER: _____

ADDRESS: _____

(Please be sure that the name and address on this form matches the name and address for the telephone number)

I hereby authorize Woodhull Telephone Company/Diverse Communications Inc. to implement, effective immediately, a freeze of my provider for the service or services indicated by my signature or signatures below. I understand that I will be unable to make a change in provider for any of the services on which I place a freeze, unless I first instruct Woodhull Telephone Company/Diverse Communications Inc. to remove the freeze.

Freeze my IntraLATA Long Distance carrier (phone calls made within local access/transport area (local calls))

Signature: _____ Date: _____

Freeze my InterLATA Long Distance Carrier (phone calls between 2 different LATA's (long-distance calls))

Signature: _____ Date: _____

Should you choose, in the future, to orally instruct us to remove your freeze, the Federal Communications Commission requires that we confirm your identity before we remove your freeze.

Please provide one of the following so that we will be able to comply:

Social Security Number / Date of Birth/ Mother's Maiden Name: _____