



Installation /Effective Date:

Account #:

Referral Name (if applicable)

Date of Application

(Office Use Only)



(D/L)

LCP Cabinet

Office Use Only



RESIDENTIAL CUSTOMER SIGN UP FORM (PLEASE PRINT)

Account Holder's Name

Date of Birth

Service Address

City/State/Zip Highland, IL 62249

Billing Address (if different from above)

City/State/Zip

Spouse's Name:

Is spouse authorized to make changes to the account?

Yes

No

Daytime phone #:

Alternate phone #:

Email Address:

By checking this box you agree to let HCS enter your email address into their notification database. You may unsubscribe at any time by following the link in the email or going to the City's website at http://hcs.highlandil.gov/emails sub.php

Rental Property: N or Y If Yes, provide landlord's contact information must be provide below:

Name:

Phone:

Fax or Email:

Please list below, any person(s) you authorize to inquire and/or make changes to your account: Name: Name: Name: Name: (Office Use Only: Signed LOA for Phone Porting _____)*

ADDITIONAL SERVICES

HCS inside wiring maintenance plan. HCS will maintain my inside home wiring utilized for HCS services for \$2.00 per month.

HCS router/maintenance plan - \$5.00 per month

Customer will use personal router

Additional Service Outlet (Jack) Charge \$68.95 each

qty. of service outlets

Please mark for Sprinkler/Irrigation System?

Yes or No

Do you have a basement or crawl space?

If you have a basement, is it finished or unfinished?

New Installation Charge \$59.95

Installation Charge (no wiring required) \$28.95

Connection/Reconnection Fee \$20.00

Promotion? Enter Code:

Set-up fee \$30.00 for Streamer's Dream*

TELEPHONE

HCS Plans: Voice Limited (rated L/D) \$22.95

Voice Unlimited (Unltd. L/D up to 2,000 min/mo.) \$29.95

Features included in Limited Voice: 3-Way Calling Caller ID (number) Call Forwarding Call Waiting Voicemail

* Voice Unlimited includes above features AND Caller ID (name) Please check any features above that you DO NOT want.

Additional Options: __ Caller ID w/name \$6.00 (included with Unlimited) __ Caller ID on Call Waiting \$1.00 __ Selective Call Rejection \$3.50 per line

__ Remote access to Call Forwarding \$1.00 __ Call Return \$4.00 __ Distinctive Ring \$3.00 __ Anonymous call rejection \$3.50 __ vfax \$3.00

__ Unlisted Phone Number \$4.50 per line Directory Listing if different than Account Name: _____

* __ Check if porting current phone number Number to be ported: _____ Carrier Name _____

Current provider's Account Number and PIN or Security Code

VIDEO

* Digital packages include 1 HD receiver

Basic \$33.99

Expanded Basic \$66.99

Digital Family* \$74.99

Digital Plus* \$80.99

Movie Channels \$ HBO \$18.00 SHOW TIME \$15.00 CINEMAX \$15.00 STARZ/ENCORE \$12.00 SPORTS Channel Pkg. \$6.95 PPV: YES No

DVR \$5.00 (WHOLE HOME) # OF ADDITIONAL RECEIVERS/ \$6.95 PER MONTH* (One Basic HD box included in all Digital packages)

of Standard TV's (include number of TV's to receive RF channels) *STREAMERS'S DREAM PKG. \$49.95 (60M/60M w/HCS wireless and Basic Analog video

INTERNET

(For wireless; see Additional Services section above)

ESSENTIAL \$24.95 (20M Down/20M Up)

BASIC \$29.95 (40M Down/40M Up)

CLASSIC \$39.95 (60M Down/60M Up)

ULTIMATE \$50.95 (100M Down/100M Up)

ULTIMATE II \$64.95 (200M Down/200MUp)

* 20/20M UPGRADE (S/D PKG) \$9.99

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. Failure to return the main Set-top-box (digital receiver) will result in a one-time charge of \$340.00 and \$200.00 per each additional receiver, and must be returned in good condition. Additionally, wireless routers that are being rented from HCS shall be returned at time of service termination or a one-time charge of \$66.00 will be made to the customer's account. 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.

I agree that I have authorized HCS to enable PPV programming on my Digital service and that I am responsible for all charges. I have provided a code to HCS to be used for access to this programming.

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:

Hometown Pride Participant: Y or N (HCS yard sign)

How did you hear about our service: Radio Mailing Internet News Paper Other

Referral (Name and Address) _____ HSC Acct. # of Referral _____

Sales Rep: (Sales Rep's Name) _____

Double Play Discount (\$5.00/month credit for 2 services)

Triple Play Discount (\$10.00/month credit for 3 services)