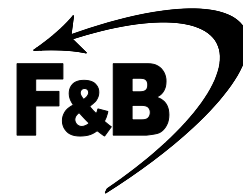


# New Customer Application



## 1. General Information (PLEASE PRINT)

|   |  |
|---|--|
| <p><b>Applicant</b></p> <p>First Name _____ MI _____</p> <p>Last Name _____</p> <p>Date of Birth _____</p> <p>Social Security # _____</p> <p>Driver's License # _____</p> <p>Employer _____</p> <p>Employer Address _____</p> | <p><b>Co-Applicant</b></p> <p>First Name _____ MI _____</p> <p>Last Name _____</p> <p>Date of Birth _____</p> <p>Social Security # _____</p> <p>Driver's License # _____</p> <p>Employer _____</p> <p>Employer Address _____</p> |
|---|--|

**Address**

E911 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 \_\_\_\_\_

Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip+4 \_\_\_\_\_

E-mail Address \_\_\_\_\_

**Property Owner**

Are you the property owner at the above location?  Yes  No If not, who is? \_\_\_\_\_

If you are *not* the property owner, do you have permission to have services installed at this location?  Yes  No

## 2. Installation Availability and Contact Information

Please help us prepare to schedule your installation by marking days and time periods with an "X" when you are typically available. When our technicians are ready to begin installations, we will contact you to establish the exact date and time. Also, please list cell phone or work numbers that will allow us to easily contact you.

|           | Morning | Afternoon |
|-----------|---------|-----------|
| Monday    |         |           |
| Tuesday   |         |           |
| Wednesday |         |           |
| Thursday  |         |           |
| Friday    |         |           |

| Name | Phone Number |
|------|--------------|
|      |              |
|      |              |
|      |              |
|      |              |

**F&B COMMUNICATIONS** | 103 Main St. N. | P.O. Box 309 | Wheatland, Iowa 52777-0309  
 Phone (563) 374-1236 | Fax (563) 374-1930 | www.fbc-tele.com

*For office use*

|   |  |  |   |
|---|--|--|---|
| <p><b>Account Information</b></p> <p>Account # _____</p> <p>Phone # _____</p> <p>SO # _____</p> | <p><i>Internet</i></p> <p><input type="checkbox"/> NeoNova</p> | <p><i>Telephone</i></p> <p><input type="checkbox"/> Aureon</p> <p><input type="checkbox"/> APMax</p> <p><input type="checkbox"/> LSR</p> | <p><i>Video</i></p> <p><input type="checkbox"/> Minerva</p> <p><input type="checkbox"/> APMax</p> |
|---|--|--|---|

### 3. Account Access

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), F&B Communications will only be allowed to discuss CPNI at our retail location(s) with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. Remember, CPNI includes call detail information and certain account information, including the amount of your bill. For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with F&B Communications the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives.

List any authorized users you wish to add to your account. The applicant and co-applicant listed on the first page of this application already have full access to the account so it is not necessary to relist these names.

Authorized User (Legal Name) \_\_\_\_\_

Authorized User (Legal Name) \_\_\_\_\_

Authorized User (Legal Name) \_\_\_\_\_

By signing this application, you expressly request that the company share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Question for Authentication: In what city were you born? \_\_\_\_\_

### 4. Marketing Opt-Out

Due to the nature of our business, F&B Communications, Inc. ("F&B") has access to information regarding the quantity, technical configuration, type, destination, and amount of services you the customer use. This data is considered customer proprietary network information (CPNI) and also includes information contained in the bills pertaining to telephone exchange service. Under federal law, you have the right, and F&B has the duty, to protect the confidentiality of your CPNI. F&B commits to keeping your CPNI data confidential and will not share it with anyone outside the company without a formal request from you. In order to better serve you, F&B would like to use your CPNI to market services and features directly fit for your needs. Approval or denial of this information will not affect any services you already receive from F&B; however, approval will enhance our effectiveness in getting pertinent information regarding our services in your hands. As a customer of F&B you have the right to approve or deny access to this information at any time. Your decision will remain effective until you revoke or limit such approval or denial.

F&B and its telecommunications affiliates want to use your CPNI to more effectively market communications-related products and services that you do not currently subscribe to—unless you tell the company not to do so. If you do not check the box below, it will be understood that you have given us approval to use your CPNI. You may opt-out at any time by writing F&B Communications, P.O. Box 309, Wheatland, IA 52777, e-mailing [info@fbc-tele.com](mailto:info@fbc-tele.com) or calling 563-374-1236.

I do not wish F&B Communications, Inc. or its telecommunications affiliates to use my CPNI to market communications-related products and services that I do not presently subscribe to.

### 5. Internet

Please complete this section if you are interested in Internet service.

E-mail Username (*username@fbcom.net*) \_\_\_\_\_ (15 characters max)

#### Internet Speed

- |   |  |
|---|--|
| <input type="checkbox"/> Up to 10M (3M upstream Fiber/1M upstream DSL)  | <input type="checkbox"/> Up to 100M (20M upstream Fiber)   |
| <input type="checkbox"/> Up to 25M (5M upstream Fiber/1M upstream DSL)  | <input type="checkbox"/> Up to 500M (50M upstream Fiber)   |
| <input type="checkbox"/> Up to 50M (10M upstream Fiber/1M upstream DSL) | <input type="checkbox"/> Up to 1000M (100M upstream Fiber) |

**Note:** Installation is included at no charge (\$150 value) to one computer or network device. If you have additional computers or devices such as game systems, Blu-ray players or tablets you will need a router. Additional wiring installation and networking equipment is available for a fee. An Ethernet interface is required on devices for wired connections. Minimum service term is 3 months. All Internet speeds and fiber service not available in all areas.

## 6. Telephone

Please complete this section if you are interested in telephone service.

Directory Listing \_\_\_\_\_  Business  Residential

Subscribers are served with "equal access", which means you may choose the carrier to provide your IntraLATA and InterLATA long distance service. The rates and services for each long distance carrier may vary. You will receive a separate bill for long distance services unless you choose Lincolnway Long Distance (see below).

IntraLATA \_\_\_\_\_ InterLATA \_\_\_\_\_

### Lincolnway Long Distance

While you may select any long distance carrier, F&B Communications does offer Lincolnway Long Distance service and calling plans. Service is conveniently billed on your local F&B bill. If selecting Lincolnway Long Distance as your long distance carrier, please choose a calling plan.

- 18¢ Anytime, Anywhere Plan  
 100 Nationwide Minutes Package  
 250 Nationwide Minutes Package  
 500 Nationwide Minutes Package  
 1,000 Nationwide Minutes Package

### Popular Calling Features (additional features also available)

- Call Waiting (Free)  900 Blocking (Free)  Unlisted/Unpublished Number (\$1.00/mo.)  
 Caller ID Name and Number  VoiceMail (single mailbox)  Smart Telemarketer Call Screening  
 Distinctive Ring Number/Teen Line  Find Me/Follow Me  LineGuard Wire Maintenance

Do you have a number that you wish to port *in* from Windstream?  Yes  No (If yes, please complete Porting Information below)

### Porting Information (complete only if porting phone number *in* from Windstream to F&B Communications)

Current Phone Number \_\_\_\_\_ Windstream Account # \_\_\_\_\_

Windstream Account Password \_\_\_\_\_

Name **exactly as listed** on Windstream Account \_\_\_\_\_

Address **exactly as listed** on Windstream Account \_\_\_\_\_

**Important:** Please do not call Windstream to cancel your services until after you have confirmed that your phone number has been ported..

### Preferred Carrier Freeze

Some telephone customers have had their telephone service provider changed without their consent. This practice is known as "slamming." In order to better serve you and keep you from getting your service changed without authorization, we provide a service for our customers who would like to have more control over their telephone service. This service is called a preferred carrier freeze. A preferred carrier freeze prevents a change in a subscriber's service without the consent of the subscriber. The preferred carrier freeze can be placed on your local, intrastate, interstate, and /or international telecommunications carriers. Once the preferred carrier freeze is in place, the freeze can only be lifted by you, either by written or oral authorization. The authorization required for the lifting of the preferred carrier freeze is in addition to the regular verification process required to change to a different telephone service. The written authorization must be signed and state your intent to lift a preferred carrier freeze. It should also include your billing name, address and each telephone number to be affected. If you have a freeze on more than one service (local, intrastate, interstate, and/or international), please also state which of the services are to be affected. The oral authorization can be initiated by the customer or can be a three-way conference call with you, the carrier to which you wish to switch, and one of our service representatives. There is no charge for this service.

Please check the service(s) which you would like to have frozen. If you do not know your new phone number, please leave the form blank and ask a customer service representative to fill in your number when available.

- Local  Local Long Distance (IntraLATA)  Long Distance (InterLATA, includes interstate and international)

Phone Number \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

**Note:** Installation is included to existing telephone wiring and devices. Additional charge applies for new wiring and materials. Minimum service term is 30 days.

## 7. Video

Please complete this section if you are interested in Video service.

How many TVs (set-top-boxes) would you like connected? Qty. \_\_\_\_\_

### Package

F&B Digital Video Basic

F&B Digital Video LITE

### Premium

HBO

Cinemax

Showtime Unlimited

Starz/Encore

### HD

HD Free (Locals)

HD Tier

### PVR

Personal Video Recorder (PVR)

Whole-Home PVR

**Note:** Installation of up to 2 set-top-boxes includes as part of standard installation at no charge (\$150 value). Monthly set-top-box rental fee applies for each box beyond the first box. Minimum service term is 3 months.

## 8. Smart Connect Package

Please complete this section if you are interested in a bundle package of services to save money.

### Package Selection

Smart Connect Net (Phone and Internet)

Smart Connect Video (Phone and Video)

Smart Connect Video Plus (Phone and Video plus premium channels)

Ultimate Smart Connect (Phone, Internet and Video)

Ultimate Smart Connect Plus (Phone, Internet and Video plus premium channels)

## 9. Acknowledgment

**Upon signing this application, I/we will take total responsibility for the payment of the above selected service and acknowledge any minimum service terms.**

Please check the services you intend to subscribe:

**Internet.** I consent through use of Internet services to agree to the FBCOM.net Terms of Service and Acceptable Use Policy.

**Telephone.** I consent through use of telephone services to agree to the rules and regulations as set forth the F&B Communications, Inc. tariffs filed with the Iowa Utilities Board and the Federal Communications Commissions.

**Video.** I consent through use of video services to agree to the Digital Video Terms of Service and Customer Service Notice.

The above noted documents are available online at [www.fbc-tele.com](http://www.fbc-tele.com) or you may request a copy at any time by contacting the business office.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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