



LENOX MUNICIPAL UTILITIES

Electric • Water • Communications

641-333-2550

ONE COMPANY

205 South Main, Lenox, IA 50851

ONE SOLUTION

APPLICATION FOR COMMUNICATIONS SERVICE

Copy of Driver's License

Requested Date & Time _____

Customer Information

Name(s) on Account _____ SSN: _____

Name(s) on Account _____ SSN: _____

Service Address _____

Billing Address _____ Same as Service Address

Phone Number _____ Cell Phone Number _____

E-Mail Address _____

Employer Name & Address _____

Television

- Basic Service \$ 30
- Premium Service \$ 83

Services available with Premium Service:

- HBO \$16.95
- Cinemax \$13.95
- Starz/Encore \$9.95
- Showtime \$15.95

First set top box or DVR box is FREE.

of TVs to install _____

Additional set top boxes _____ \$ 5.00 ea.

- DVR Service \$ 5.95
(Required if DVR is installed)
- Inside Wiring Plan \$ 5.95

At the time of installation, we will connect up to three TVs. Additional TV installs will be charged a drop install fee.

All are monthly fees prior to applicable taxes.

Internet

- Residential – 5 MB \$42.95
- Residential – 15 MB \$60.95
- Residential – 25 MB \$97.95
- Residential – 50 MB \$187.90

- Business – 15MB \$70.95
- Business – 25 MB \$107.95
- Business – 50 MB \$207.90

- Static IP \$20.00

_____ E-Mail User Name

_____ E-Mail Password
8-20 Characters, with one uppercase, one digit, and one lowercase

Do you have a router? Yes No

Telephone

- Residential Line \$16.95
- Business Line \$24.95
- Phone Jack Installation \$45.00

Telephone Features

- Voice Mail Free
- Caller ID \$ 3.00
- Call Waiting \$ 3.00
- Caller ID on Call Waiting \$ 3.00
- Toll Restriction \$ 3.00
- 900 Blocking \$ 3.00
- Unpublished Number \$ 3.00

- Long Distance \$.10 per minute
(Billed in 6 sec. blocks after 30 sec.)

- I have chosen not to use LMU for my Long distance carrier. My provider is _____

Name in directory: _____

Pic Freeze on all phone lines YES or NO

(Pic freeze prevents long distance carrier charges or "slamming". There is no charge for this service.)

All are monthly fees prior to applicable taxes and regulatory fees.

COMBINE YOUR SERVICES & SAVE

Telephone, Premium TV & Internet

(Includes 200 minutes long distance & 2 phone calling features)

- Residential \$161.00
- Business \$176.00

Monthly fees plus taxes and additional services requested.

Residential Internet & TV Bundle

Services

- 15 Mb Internet & Lifeline TV - \$86

- 15 Mb Internet & Premium TV - \$134

Installation & Equipment

- | | | | |
|--|--------------|--|---------|
| <input type="checkbox"/> Installation Fee | \$25.00* | <input type="checkbox"/> Reconnection Fee | \$25.00 |
| <input type="checkbox"/> Change of Service Fee | \$5.00 | <input type="checkbox"/> Additional Drop Install | \$45.00 |
| <input type="checkbox"/> Additional Labor Fee | \$45.00/hour | | |
| <input type="checkbox"/> HDMI Cable | \$10.00 | <input type="checkbox"/> Remote Replacement | \$10.00 |
- *Additional charges may apply
All are prior to applicable taxes.

CPNI CONTACT INFORMATION

In keeping with the Customer Proprietary Network Information (CPNI) rules, please provide the information below. This enables our office to confirm that a party requesting information is authorized by you to do so. You may add other authorized users to your account. These users will have access to make changes to your account.

Additional Authorized Users

1. _____ 2. _____ 3. _____

Security question:

What is your mother's maiden name? _____

Customer signature _____

Important: All customers are inclusively and exclusively liable for any communications charges incurred at the above service address regardless of whether living at the above service address. All residents 18 years and older must sign form and provide proper identification before service is turned on. All connections are subject to minimum connection fee (\$25.00 plus tax).

Set top boxes, DVRs, and remotes provided at the time of service are rental equipment and must be returned to Lenox Municipal Utilities at the time the service is disconnected. Failure to do so will result in a replacement charge assessed to the customer.

Customer Signature: _____ Date: _____ Customer Signature: _____ Date: _____

Customer Signature: _____ Date: _____ Customer Signature: _____ Date: _____

Electronic Banking (ACH)

With our Direct Payment Program, you will not have to write another check to pay for your monthly communications bill. When you enroll, we will automatically deduct the 'TOTAL AMOUNT DUE' (found on your bill) from your checking account on the 10th of each month. You will continue to receive your monthly bill for review, but it will reflect 'Direct Payment Program' authorization.

I wish to use Electronic Banking (10th) - Additional Form to be completed.

Cramming

Due to some FCC rules now in effect, we are required to provide you this notice. LMU has made preparations to protect our customers from an illegal form of billing called "cramming". Some unscrupulous "third party billers" have tried to use this opportunity to collect money from people without their permission. Most third party billers are helpful, but it only takes a few bad apples to cause a problem. FCC rules went into effect in November that do at least two things: 1) Allow you to block third party billers and 2) allow us to separate out third party billers from our regular services. This makes them easier to spot. We have not seen this to be a big problem in our area, but we need to follow the notification rules. We do recommend that you review your bill always and contact us with any questions.