

APPLICATION FOR INTERNET SERVICE

All internet services require local telephone service. All prices for internet service are in addition to your local telephone charge. Internet service charges are subject to change, without notice, at the sole discretion of S-GO Broadband.

Name/Business Name/Organization _____

Billing Address _____ City _____ State _____ ZIP _____

Home Phone _____ Cell Phone _____

Email _____

The types of activities you engage in online will largely determine the speed of the internet connection you will require. To help you make that determination, please tell us what types of internet activities you do online.

Please check all that apply:

- General Web Surfing (check emails, shopping)
- Streaming Movies & TV Shows (Netflix, Hulu, etc.)
- Do you stream in Standard Definition (SD) or High Definition (HD)?
- How many devices will be used in the home at once (smart phone, iPads, tablets, laptops, Kindle, Alexa, etc.)?
- Do you have security cameras?
- Online Gaming (Xbox, PlayStation, etc.)

The number of connected devices at your home or business can play a big role in determining what speed of internet is right for you. Please tell us how many computers, tablets, smart phones, etc. you intend to use with your internet connection. Please take into account your children's devices.

SGO-BROADBAND RESIDENTIAL SERVICE AGREEMENT

In addition to this Residential Service Agreement (“Agreement”), You, individually (hereinafter referred to as “You” or “Subscriber”), and You, on behalf of every member of your household, currently and future, every visitor, invitee, and/or guest in your household, and other persons who use the Services, agree to be bound by the Terms of Service/Policies attached hereto.

This is a binding legal document. In the event that a portion of the Service is terminated, or any aspect of it is changed, any remaining Service, or replacement Service, will continue to be governed by these General Terms and the Terms of Service incorporated herein.

THE TERMS OF SERVICE/POLICIES CONTAIN (1) A BINDING ARBITRATION PROVISION, WHICH INCLUDES A WAIVER OF THE RIGHT TO BRING CLAIMS AS CLASS ACTIONS; (2) A LIMITATION ON YOUR RIGHT TO BRING CLAIMS AGAINST SGO-BROADBAND MORE THAN 1 YEAR AFTER RELEVANT EVENTS OCCURRED; AND (3) THE RIGHT TO OPT OUT OF THE FOREGOING PROVISIONS. THESE PROVISIONS AFFECT SUBSCRIBER’S RIGHTS UNDER THESE GENERAL TERMS WITH RESPECT TO ALL SERVICES.

Signature _____ Date _____

Customer grants Company an easement across, over, or under its property as necessary for Company to place its facilities for the provision of services requested hereunder. The term of the easement granted herein shall be perpetual and shall include the right of ingress and egress by Company in order to maintain, repair, and replace its facilities.

I understand that local exchange charges are billed in advance and that bills are due the last day of the month for Cleveland County and Decatur and Wyandotte bills are due on the 8th. Seneca, Goodman, and Ozark bills are due the 1st day of the month. Service may be discontinued if payment is delinquent. I understand that I am liable for a minimum of 30 days service charge, local/long distance/connect fee(s) even if this service is disconnected before 30 days have lapsed. The telephone company provides dial tone to the protector on the outside of your dwelling. It is the customer's responsibility to run any additional wiring to the phone jacks inside.

Signatures

Social Security Number



ATTENTION S-GO AND ARK-O CUSTOMERS

We always bill 1 month in advance therefore your **first** bill will be a prorated bill including the days from which you were first hooked up until the end of the following month resulting in higher charges on the first month billing.

After that, you will receive a 1 month billing.

Thanks.

Please Initial _____

RESIDENTIAL SPEEDS

(please check the speed you want)

	Download	Upload	Monthly Price	
<input type="checkbox"/>	20	1	\$75.95	This speed is good for streaming multiple TVs, multiple devices, gaming, e-mails, social media, security cameras, web searching, etc.
<input type="checkbox"/>	15	1	\$65.95	This speed is good for streaming a TV, multiple devices, some gaming, e-mails, social media, maybe some possible security cameras, web searching, etc.
<input type="checkbox"/>	10	1	\$55.95	This speed is good for streaming a TV, a few devices, e-mails, social media, some possible gaming, etc.
<input type="checkbox"/>	5	1	\$45.95	This speed is good for e-mails, searching the web, 1 to 2 devices, some streaming on one TV.

	Download	Upload	Monthly Price
<input type="checkbox"/>	100	5	\$110.95
<input type="checkbox"/>	50	5	\$95.95
<input type="checkbox"/>	20	5	\$85.95

Activation fee of \$25.00 must be paid at time of sign up.

Wire installation fee option \$50.00 for S-GO customers.

Wire installation fee optional \$60.00 for ARK-O customers.

S-GO sells modems that are configured to our network. We recommend that you purchase your modem from S-GO. We do not guarantee that any other modem will work.

Faster speeds are available. If you are interested in this service, a service tech must verify if it is available.

BUSINESS SPEEDS

(please check the speed you want)

	Download	Upload	Monthly Price	
<input type="checkbox"/>	20	1	\$75.95	This speed is good for streaming multiple TVs, multiple devices, gaming, e-mails, social media, security cameras, web searching, etc.
<input type="checkbox"/>	15	1	\$65.95	This speed is good for streaming a TV, multiple devices, some gaming, e-mails, social media, maybe some possible security cameras, web searching, etc.
<input type="checkbox"/>	10	1	\$55.95	This speed is good for streaming a TV, a few devices, e-mails, social media, some possible gaming, etc.
<input type="checkbox"/>	5	1	\$45.95	This speed is good for e-mails, searching the web, 1 to 2 devices, some streaming on one TV.

	Download	Upload	Monthly Price
<input type="checkbox"/>	100	5	\$190.95
<input type="checkbox"/>	50	5	\$120.95
<input type="checkbox"/>	20	5	\$100.95

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Faster speeds are available. If you are interested in this service, a service tech must verify if it is available.

CHECKLIST FOR TELEPHONE & INTERNET

All applications must be printed out and e-mailed to us or mailed.

<input type="checkbox"/>	Please send a copy of every adult's ID living in the home.
<input type="checkbox"/>	Please enclose phone and internet application.
<input type="checkbox"/>	Please provide directions to your home.
<input type="checkbox"/>	Please provide an alternate phone number.
<input type="checkbox"/>	Please make sure that all adults living in the home sign the applications and provide social security numbers.
<input type="checkbox"/>	All activation fees must be paid at time of sign up this includes modems.

By following this checklist we will be able to process your application in a timely manner.

If you need assistance please call the appropriate company:

- Seneca, Goodman, Ozark: 417-776-2247
- Wyandotte: 918-678-8600
- Decatur: 479-752-3000
- Cleveland County: 870-325-6244

Thank you.

An Important Message About the Privacy of Your Customer Proprietary Network Information (CPNI)

Protecting our customer's privacy is of utmost importance to the employees of **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies**. Under federal law you have the right and we have the duty to protect the confidentiality of your customer information. Your customer information is referred to as customer proprietary network information (CPNI). Please take a moment to read this important message about the privacy of your CPNI.

What is CPNI? CPNI includes the types of telecommunications services and features you purchase, how you use these services and the related billing information. CPNI does not include your telephone number, your name or your address. Note: if your telephone number is nonpublished, it will be kept confidential.

Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies & its affiliate company, S-GO, offers various communications-related services, including local, long distance service, and DSL service. In order to better serve your communication needs, from time to time we would like to share your CPNI across product lines within **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies**, and its affiliate company, for our own marketing purposes. Our use of CPNI will enhance our ability to offer products and services tailored to your specific needs. **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies** will not sell your customer information to third parties, or otherwise disclose your customer information to third parties, except where required by law.

To allow **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies** to use your CPNI, no further action is required. If you would prefer that **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies** not use your CPNI to offer you additional products and services, you may write to us at the address listed below or call our business office at any time. If we do not receive notification from you 33 days after mailing this notice, we may use your information to offer you products and services that you may find beneficial.

Your decision to permit or restrict the use of CPNI will remain in effect until you decide to change it - which you can do at any time without charge. Restricting your information will not affect the products or service you currently receive from **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies**.

Even if you choose to restrict **Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies** use of your CPNI, you may receive marketing information developed without using your confidential information.

Thank you for your business.

Seneca/Goodman/Ozark/Cleveland County/Decatur & Wyandotte Telephone Companies

Attn: Customer Service - CPNI

P.O. Box 329

816 Oneida St

Seneca, MO 64865

417-776-2247



**Seneca/Goodman/Ozark/Cleveland County/Decatur/
Wyandotte Telephone Companies**

816 Oneida St
Seneca, MO 64865

Please fill in a response to two questions listed below. Your response will help us identify you in case you lose or forget your password and need to establish a new one.

1. My favorite color is _____.
2. The date of my wedding anniversary is _____.
3. The make/model of my first car is _____.
4. My favorite movie is _____.
5. I was born in the county of _____.
6. I graduated from high school in the year _____.
7. My favorite dessert is _____.

Name: _____

Telephone Number: _____

Account Password: _____



Claims for infringement of any third party proprietary right, including copyright, patent, trade secret, and trademark rights, arising from the use of any services, equipment, or software not provided by S-GO Broadband.

In the unlikely event S-GO Broadband is found liable in any manner whatsoever, then and in that event, the liability of S-GO for any cause shall never exceed the actual amount paid to S-GO by the customer for internet service, without interest.

Signature _____ Date _____

Billing Information

1. Any customer purchasing S-GO Broadband will be required to purchase a modem.
2. Not all modems are compatible with our broadband system. To ensure that you get the best signal possible, it is recommended that you purchase your modem from S-GO. S-GO assumes no responsibility for the modem, its operation, or maintenance.
3. All new S-GO internet customers will be given at no additional charge the amount of Category 5 cable and filters they need. This ensure that the signal is reliable.
4. S-Go Broadband does not come into the home to install wiring or install modems, however, customers can purchase the install service for an additional charge of \$50.00 for S-Go and \$60.00 for ARK-O payable upon sign up.
5. S-GO activation fee is \$25.00 payable upon sign up.
6. When filling out the application it is very important that you list any other family member or etc. that you wish to be on the account with you. If the names of any other responsible parties are not on the application they will not be allowed to call in any trouble or make any changes to the account.
7. I understand that charges will be prorated on my bill.
8. I understand there will be \$50 trip charge if a truck is dispatched and the trouble is on the customer side.

By signing below you indicate your acceptance of the terms and conditions above.

Signature _____ Date _____

Phone Number Assigned _____

APPLICATION FOR TELEPHONE SERVICE

Published Unpublished Residence Business Date _____

Billing Name & Address

If Published, Directory Listing

If Business, Yellow Page Heading _____

Physical Address _____

Directions to Location (landmarks, house color, etc.) _____

Inside City Limits: Yes No County _____

House, Apartment, Mobile Home, Office, etc. _____

Has this location had service before? Yes No Do you: Rent Own

Landlord _____ Phone _____ Previous Occupant _____

Have you ever had service with Seneca/Goodman/Ozark/Cleveland County/Decatur/ Wyandotte Telephone? Yes No

List any previous service: _____

List Employer of all adults living in house:

Employer: _____ Phone: _____

Employer: _____ Phone: _____

If self-employed, type of business _____

Alternate contact or message phone number _____

List **all** other adults living in household _____

Toll Access Restricted? _____ or Long Distance Carrier? _____

Caller ID _____ Call Waiting _____ Voicemail _____ Internet Access _____

Would you like to be able to accept collect calls? _____ (separate form required)

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