

Glen Elder (Main Office):

**220 W. Main St.
Glen Elder, KS 67446
800-287-8495
785-545-3277 fax**

Belleville:

**1809 N. St.
PO Box 247
Belleville, KS 66935
785-527-2226
785-527-5820 fax**

Beloit:

**110 W. Main St
Beloit, KS 67420
785-534-1111
785-534-1112 fax**

Concordia:

**407 W. 6th St.
PO Box 453
Concordia, KS 66901
785-243-4068
785-243-6051 fax**



My CPNI Password: _____

My email address: _____

This institution is an equal opportunity provider and employer.

SERVICE INFORMATION

***Cunningham Fiber
has developed this information pamphlet to provide
an explanation of policies and billing procedures.***

Thanks for your consideration.

**Cunningham Fiber strives to provide the best possible
service for all our customers. You are important to us, and
we appreciate your business!**

www.ctcfiber.net

APPLICATION AND CONNECTION

All new customers are required to come to a branch office to establish an account. At that time, they will be required to present two forms of ID (one a valid photo ID). A new service application will need to be filled out to provide proof of identity and credit information before the service is established. We are committed to protecting the privacy of the information we collect from you. The first month of service cost is to be paid for in advance.

CREDIT REFERENCES OR SECURITY DEPOSITS

A satisfactory credit reference or security deposit for service on all new accounts is also required. A satisfactory credit reference is a fax or letter from an applicant's most recent cable, phone, or city utility service indicating "on-time" payments for the past twelve months. If a reference cannot be provided, a security deposit will have to be paid.

On telephone service requiring a deposit, long distance toll will be restricted until deposit is paid in full. Customers will be able to receive calls and make local and emergency calls. A deposit may also be required for established customers that have been delinquent for three (3) consecutive billing periods.

Deposits taken from customers who have made non-delinquent payments on undisputed bills for service for a period of six (6) consecutive months shall be either credited with interest on their billing, or if requested, refunded. If the customer terminates service, and after the final bill is determined, the deposit will be refunded with interest less any unpaid bill. The current annual interest rate is 5.05%.

INSTALLATION AND ADDITIONAL SERVICES:

Free installation will be provided for cable TV and internet services for customers agreeing to keep new services for at least six months; otherwise, an early termination fee of \$25 will be charged. Installation includes activation of existing outlets or the addition of one outlet, if necessary, to provide initial service. Traditional phone lines, however, require a \$16 line connection. New FTTH (*Fiber to the Home*) internet customers will be billed labor & materials for wiring. They also must keep internet for 6 months or will be liable for an early termination or temporary suspension fee of \$25. Once installed, customers will need to keep/pay for service for a minimum of 30 days. Promotions offered may also require services to be kept for a specific period of time or be charged back to the customer.

New customers who are required to pay a deposit upon installation will need to be three (3) months current on their billing or pay an additional deposit for more services. Services include phone,

internet, cable, or premium channels. Existing customers also need to be three (3) months current on their billing or be subjected to a deposit to add services.

Note: Cable TV and internet accounts disconnected over 30 days within a six-month contract will be considered permanent disconnects and an early termination fee will be applied. If the customer signed up with a special promotion, the free service could be required to be paid back.

BILLING, DISCONNECTION AND RECONNECTION

Bills will be due upon receipt. If payment is not received in full by the 15th of the current month, the bill will be considered delinquent and subject to late fees. Disconnection will occur if not paid by the 23rd of the month. If the last calendar day for remittance falls on a weekend, legal holiday, or other day when the office is closed, the final payment date shall be extended through the next business day. There is a \$25 fee for insufficient checks and service will be disconnected if the check is not paid in full.

Once a customer has been disconnected, he or she will be required to pay the balance in full plus any fees for disconnection, reconnection, late fees, equipment, or security deposit that might apply before service can be restored unless prior reasonable arrangements have been made.

If the customer does not reconnect or terminates service, all leased equipment at the residence or business needs to be returned to the office within 30 days from the disconnect date. If not, it will be charged to the account and no credit will be given as it is the customer's property.

Note: We bill for ½ month or full month of service when disconnecting.

Customers may return leased equipment to your local office. Phone modems must be removed by our technicians. Appointments for pickup of equipment will be made if necessary. Equipment must be returned in usable condition or fees will be applied.

TRANSFERS AND OUTLETS:

Transfer to another location is \$25. Additional outlets are \$50 per hour plus all materials. For any questions about fees or charges contact your local Cunningham Telephone and Cable office.

** Please note we also have automatic bank collection, online bill pay, and accept credit or debit card payments. Telephone customers may also be eligible for discounted phone services under the low-income state and federal Lifeline programs.*