

APPLICATION FOR SERVICES

INTERNET PACKAGES		Price	Total
	Unlimited Data at 100 Mb/50 Mb ³²	\$63/month	
	Unlimited Data at 200 Mb/100 Mb ²⁴	\$73/month	
	Unlimited Data at 350 Mb/175 Mb ¹⁶	\$83/month	
	Unlimited Data at 500 Mb/250 Mb ⁸	\$93/month	
	Unlimited Data at 750 Mb/375 Mb ⁴⁴	\$103/month	
	Unlimited Data at 1 Gb/500 Mb ⁵²	\$130/month	
INTERNET AND PHONE PACKAGES			
	Unlimited Data at 100 Mb/50 Mb with Unlimited Phone Services ²⁸	\$77.84/month	
	Unlimited Data at 200 Mb/100 Mb with Unlimited Phone Services ²⁰	\$87.84/month	
	Unlimited Data at 350 Mb/175 Mb with Unlimited Phone Services ¹²	\$97.84/month	
	Unlimited Data at 500 Mb/250 Mb with Unlimited Phone Services ⁴	\$107.84/month	
	Unlimited Data at 750 Mb/375 Mb with Unlimited Phone Services ⁴⁰	\$117.84/month	
	Unlimited Data at 1 Gb/500 Mb with Unlimited Phone Services ⁴⁸	\$144.84/month	
PHONE PACKAGE		Price	
	Unlimited Phone Service ³⁶ \$26/month plus Interstate Access, Federal & State Service Charges, State and County 911. Richland-Grant Long Distance includes all Local and Long Distance calling in the *Reasonable Use Policy and your choice of any Calling Features (voicemail, caller ID, etc.). If you choose to use a different long distance carrier, please contact the office.	\$37.84/month	
TV AND PHONE PACKAGES** (Cannot have stand alone TV)		Price	
	Basic Package with Unlimited Phone Service ³⁵	\$104.84/month	
	Expanded Package with Unlimited Phone Service ³⁴	\$171.84/month	
	Premium Package with Unlimited Phone Service ³³	\$181.84/month	
ADD TV PACKAGES** TO INTERNET OR INTERNET AND PHONE (Cannot have stand alone TV)		Price	
	Basic Package	\$55/month	
	Expanded Package	\$122/month	
	Premium Package	\$132/month	
NOTE: TV Packages can be added to any Phone and/or Internet package but can not be purchased as a stand alone service.			
Additional TV Services** (Optional)		Price	
	Additional Set-Top Box (1 STB is included FREE with the package)	\$5/each/month	
	Digital TV Recorder - 500 Gb Storage (Whole Home)	\$8.95/month	
	Digital TV Recorder - 1 TB Storage (Whole Home)	\$12.95/month	
Additional Movie Channels** (Optional)		Price	
	HBO	\$19.99/month	
	Cinemax	\$13.99/month	
	Showtime	\$10.99/month	
	STARZ	\$13.99/month	
	Pick 2 Movie Channels and receive a \$2.00 discount each month	- \$2/month	
	Pick 3 Movie Channels and receive a \$3.00 discount each month	- \$3/month	
	Pick 4 Movie Channels and receive a \$4.00 discount each month	- \$4/month	
	Playboy - No Volume Discount	\$15/month	
Total:			

*Reasonable Use Policy: Unlimited Long Distance is intended primarily for the social or domestic use of our residential customers within the 48 contiguous states & ECC. Directory calls (411) are \$0.95. It is not intended to be used for business activity such as commercial facsimile, resale, three way calling, telemarketing, prolonged dial up connections or auto dialing. Usage that greatly exceeds the typical use of our customer base will be considered excessive. The Cooperative reserves the right to suspend, restrict or cancel the Customer's use, subject to applicable notice requirements.

**TV Packages are subject to yearly increases due to programming changes with content providers.

Applicant Information

Last Name:	First Name:	M.I.:	Cell Phone #:
			Email Address:
Physical 911/Directory Address for Service:			County service will be in: Date requesting service:
City:	State:	Zip:	Lifeline Credit: Do you qualify for the LIFELINE Assistance Program? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, additional forms will need to be completed.
Billing Address: <i>(if different than the physical address)</i>			
City:	State:	Zip:	Property: <input type="checkbox"/> Own <input type="checkbox"/> Rent
Social Security #: <i>**Required</i>		Date of Birth:	Name of Landlord: Contact #:

Information for Other Adult(s) Living in the Household (required): ☐ Joint accountholder ☐ Authorized user ☐ Neither

Last Name:	First Name:	M.I.:	Cell Phone #:
Social Security #: <i>*Required for Joint Holder</i>	Date of Birth:	Email Address:	

REQUIRED: 1. Provide an account password: _____ (number or letters)

2. Password hint that will remind you: _____ **Example:** Password: Spot Hint: first pet

In accordance with The Federal Communications Commission (FCC) Customer Propriety Network Information (CPNI) rules, only persons listed on your account can access or change information. The FCC requires telephone companies to ask for a photo ID of all customers at a retail location or for a password when a customer calls with questions involving CPNI.

List the full name of authorized users other than the account holders:

Name: _____ Contact #: _____ Email: _____

Name: _____ Contact #: _____ Email: _____

Name: _____ Contact #: _____ Email: _____

In making this application for service with Richland-Grant Telephone Cooperative,

I/we agree to pay the established rates for all services and/or equipment.

I/we agree to pay installation fees (\$40-\$100) if services are not kept for a minimum 6 months.

I/we agree to the rules and regulations of the Cooperative as set forth in the exchange tariff.

I/we also authorize Richland-Grant Telephone Cooperative to order a consumer credit report and verify other information.

I certify that I am at least 18 years of age.

As a customer, you are a member of this Cooperative. No membership fee is required and no certificate is issued. Membership is automatic upon installation of service and so reflected on Cooperative books.

Signature _____ Date _____

>>> ADVANCE PAYMENT will be determined by credit check—Payment is applied to the bill <<<

Please complete all pages

If You are Applying for Internet Service, Please Review This Section:

REQUIRED WIFI PASSWORD: Please provide a Wifi Password that contains a minimum of 8 characters.

Password: _____

Do you need a new email service? Visit <https://rgtc.coop/free-email-services/> for a few free options.

If You are Applying for Any Phone Package, Please Complete This Section:

Do you want to keep your current phone number?

Phone #: _____ Company: _____

Exact Name on Account: _____

Account #: _____ Pin: _____ Password: _____

Directory Listing Information:

- ☒ Published (Free)
☐ Non-published (\$1.25/mo. (Number is *not* available in the directory or from Directory Assistance)
☐ Unlisted (\$1.25/mo. (Number is available from Directory Assistance)

Name(s) as it should appear in the directory:

Extra listings: (\$1.25/mo)

Optional Features Included Free in Voice Packages: ☒ *the ones you would like to use*

Most Popular Calling Features:

- ☐ Caller ID (Name & Number)
☐ Caller ID (Name, Number, & Call Waiting)
☐ Caller ID on TV (*available with RGTC TV only*)
☐ Voice Mail (VM answers after _____ # rings)
☐ Voice Mail to Email Notification

Email Address: _____

*Other Calling Features are available upon request.
Visit <https://rgtc.coop/phone> to see all
Calling Features we offer.*

CIVIL RIGHTS COMPLIANCE / DATA COLLECTION POLICY

As a recipient of Federal assistance, Richland-Grant Telephone Cooperative is required to identify and document, as accurately as possible, the racial/ethnic data of the eligible population in our service area. The information you provide will be used only for Federal government reporting purposes. Please note, your response is optional. You may contact the General Manager at (608) 537-2461 with any questions. *Thank you for your assistance.*

RACIAL/ETHNIC GROUP: ☐ White ☐ Black ☐ Hispanic ☐ American Indian or Alaskan Native ☐ Asian or Pacific Islander

INSTALLATION AGREEMENT

For

Digital Video and/or High-Speed Internet Service

AGREEMENT, made this _____ day of _____, 2025 (year), by and between Richland-Grant Telephone Cooperative, Inc. ("RGTC"), and _____ ("Customer"), at the address of _____.

Richland-Grant Telephone Cooperative, Inc. is installing the needed equipment to provide digital video and/or high speed internet service ("Service") for you with the understanding that you will continue to subscribe to the Service as outlined below. Customer agrees to be bound by the terms of this Agreement. Therefore, Customer should take time to read and understand the entire Agreement.

1. SERVICE PROVIDED

RGTC agrees to provide a direct Unlimited High-Speed Internet Service connection for the exclusive use of the Customer at the premises indicated above. It should be noted that RGTC does not guarantee the ability to access every single location or function on the Internet.

2. GENERAL CUSTOMER DUTIES AND RESPONSIBILITIES

2.1 Receipt and Care of Equipment: Customer acknowledges the receipt of the equipment and agrees to protect RGTC's equipment from damage or destruction. Customer assumes responsibility for damage, destruction, or loss of said equipment caused by the Customer's lack of care or neglect, as determined by RGTC.

2.2 Returning Equipment: At the termination of the service, Customer agrees to return all cooperative owned equipment to RGTC or Customer will be billed at current replacement cost of the equipment.

2.3 Liability for Damaged Equipment: Customer understands that damage, destruction, or loss of said equipment may result in actual repair or replacement costs being charged to the Customer.

3. CUSTOMER PAYMENT OBLIGATIONS

3.1 Billing Information: Customer agrees to provide RGTC with accurate and complete billing information including company name, if applicable, legal name, address and telephone numbers. Any changes to this information must be reported to RGTC within 30 days of the change.

3.2 Service Commitment: Customer agrees to subscribe to the Service for a minimum of six (6) months.

3.3 Early Termination Charges: If the service is canceled within the first six (6) months, the Customer will be billed an additional \$100.00.

3.4 Reconnection of Customer-Owned Equipment: Cooperative personnel will make a reasonable effort to reconnect Customer-owned equipment in the event of disconnection of cooperative equipment. However, because of the sophistication of some audio and video systems, it may be advisable for the Customer to contact the initial vendor(s) for assistance.

3.5 Collections Expenses for Unpaid Balances and Early Termination Charges: Customer will also be liable to pay RGTC for all attorneys' fees, collection fees or other expenses arising from efforts to collect any unpaid balances or early termination charge on Customer's Account.

4. INSTALLATION

4.1 Installation. Installation of the Service may involve modifications to the business or residence. Standard installation includes the drilling of holes in order to run cable/wire. The installer will explain this process and any issues must be addressed with the installer before the installation begins. If the building is a rental, these modifications may be forbidden pursuant to the terms of your lease/rental agreement or may require pre-approval by the landlord.

4.2 Installation of Additional Equipment or Relocation of Equipment. If at a later date the Customer requires the installation of more equipment or moving of equipment already in place, Customer will be responsible for labor and material costs associated with such services.

4.3 Right of Entry and Damage to Customer's Home or Business Computer During Installation: Customer agrees to permit RGTC to enter Customer's home and property at reasonable times to install, connect, disconnect, repair or inspect the equipment used to provide the Service. RGTC will not enter Customer's home to install or repair Customer's Service unless an adult is present in Customer's home at the time of the service call. RGTC shall not be liable for any loss of any computer software or files during installation. It is the customer's responsibility to maintain proper backups for this.

Customer hereby agrees to the provision of this agreement and does hereby authorize RGTC to install the Service at the address listed above.

Customer Signature

Date



202 N. East St. P.O. Box 67
Blue River, WI 53518
608-537-2461 608-537-2222 (fax)
www.rgtc.coop

Convenient Options for Paying Your Bill

Automatic withdrawal: To sign up for Automated Payments use one of the options listed below in the Automated Payments (ACH) box for automatic withdrawal on the 20th of each month from your checking, savings, debit card or credit card.

Online payment: The Richland-Grant Telephone website (www.rgtc.coop) allows access to “My Account.” From there, just register your information. You can view and pay your bill online using SmartHub. If you elect the option to go “paperless,” meaning we no longer mail you a paper bill, you will receive an email notification when the bill is available to be viewed. You can also make a one-time online payment without logging into your account using “Pay Now” from RGTC’s website. Choose “Pay Online” or “Pay My Bill Online” to access Pay Now.

Online bank payment service: Many banks offer bill payment services through their banking websites. You decide who, when, and how much you pay. Check with your bank for details.

Payment by telephone: Call 1-855-938-3504 for credit or debit card payments. Have your account number ready!

Payment drop-off at these locations: Royal Bank of Gays Mills, Peoples State Bank in Soldiers Grove, the Richland-Grant Telephone business office in Blue River.

Automated Payments (ACH)

Terms and Conditions: I hereby authorize automatic withdrawal from my financial institution for charges incurred as a result of my relationship with Richland-Grant Telephone Cooperative.

I understand that the transfer will occur on or about the 20th of each month or the next business day if the 20th falls on a weekend or holiday.

I may revoke this automated payment authorization at any time with 10 days notice to Richland-Grant Telephone Cooperative at the address above.

Options to sign up for Automated Payments (ACH):

Log into your **SmartHub** account. (Call the office if you need assistance accessing your account.)

- Choose **Auto Pay Program** from the **Billing & Payments** drop-down menu.
- Click **Sign Up For Auto Pay** and choose your new payment method (Card or Bank Account), accept the Auto Pay Terms and Conditions, and enter your payment information.

Call **1-855-938-3504** to sign up using our Pay by Phone option. Have your account number ready!

- **Press 3** to manage your recurring Credit Card payments.
- Follow the prompts to enter your account number and your credit/debit card information.

Automated Payments (ACH) can only be set up once your service has been activated.

If you need assistance signing up for Automated Payments (ACH), please call the office at 608-537-2461.



202 N. East St. P.O. Box 67
Blue River, WI 53518
608-537-2461 608-537-2222 (fax)
www.rgtc.coop

ACH Automated Payment Authorization

I hereby authorize automatic withdrawal from my financial institution, as indicated below, for charges incurred as a result of my relationship with Richland-Grant Telephone Cooperative.

I understand that the transfer will occur on or about the 20th of each month or the next business day if the 20th falls on a weekend or holiday.

I may revoke this automated payment authorization at any time with 10 days notice to Richland-Grant Telephone Cooperative at the address above.

Select **ONE** option: ☐ **Checking account.** Attach a copy of your *voided, unsigned* check.

☐ **Savings account.** Include a letter from your financial institution verifying your savings account number and the routing number of the financial institution.

Financial Institution: _____

Routing #: _____ Account #: _____

(Nine digit number that appears at the bottom of your check)

Printed Name of Account Holder

Mailing Address

City, State, Zip Code

Billing Agreement # or Customer Account #

Contact Telephone Number

Signature

Date

Options to sign up for Automated Payments using a Debit or Credit card:

Log into your **SmartHub** account. (Call the office if you need assistance accessing your account.)

- Choose **Auto Pay Program** from the **Billing & Payments** drop-down menu.
- Click **Sign Up For Auto Pay** and choose your new payment method (Card or Bank Account), accept the Auto Pay Terms and Conditions, and enter your payment information.

Call **1-855-938-3504** to sign up using our Pay by Phone option. Have your account number ready!

- **Press 3** to manage your recurring Credit Card payments.
- Follow the prompts to enter your account number and your credit/debit card information.

Automated Payments can only be set up once your service has been activated.

If you need assistance signing up for Automated Payments, please call the office at 608-537-2461.