

# Check off list for telephone and/or internet service

## Telephone Check Off List

- \_\_\_\_\_ Application filled out in full- must include: SS#, date of birth and a copy of a valid drivers license
- \_\_\_\_\_ Certificate of residency (**physical address**) from Mora County Planning & Zoning Office (575-387-5393)
- \_\_\_\_\_ Letter of credit from a current utility company. Showing good credit standing for one year (**will waive the \$155 deposit**)
- \_\_\_\_\_ Easement (**must be notarized**) and if applicable with special construction sheet (additional easements from neighboring properties if needed)
- \_\_\_\_\_ CPNI (**customer proprietary network information**)
- \_\_\_\_\_ Customer carrier selection sheets (front and back)
- \_\_\_\_\_ PIC Freeze
- \_\_\_\_\_ Lifeline (**if applicable with the proper forms from the program**)
- \_\_\_\_\_ Check for write off accounts for returning customers.

## Internet Check Off List

- \_\_\_\_\_ Application filled out in full
- \_\_\_\_\_ Letter of Guarantee if applicable
- \_\_\_\_\_ Check for write off accounts for returning customers
- \_\_\_\_\_ Payment made in full for services requested
- \_\_\_\_\_ Receipt Made



\_\_\_\_ New Account \_\_\_\_ Change Information \_\_\_\_ Cancel Account

Date: \_\_\_\_\_

After Hours Tech Support Number: 387-9999

Customer's Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Directions to home: \_\_\_\_\_

Telephone: \_\_\_\_\_ Social Security: \_\_\_\_\_

Activation/Set Fee \$120.00 + tax required at sign up.

Optional: Managed Wi-Fi: \_\_\_\_\_ \$7.95 monthly (Requires Password – Complete below)

Password: \_\_\_\_\_ (Minimum of 8 characters, numbers & letters only)

Optional E-mail: \_\_\_\_\_@nnmt.net (letters and numbers only)

**6 Month contract, a \$125.00 Fee will be charged if contract is broken. (Initial Here)**

Plan	Data Rate *	Monthly Fee Resident	Monthly Fee Business
CIRCLE PLAN OF CHOICE			
BASIC	20/20 Mbps	\$39.95	\$79.95
ADVANCED	30/30 Mbps	\$54.95	\$109.95
PREMIUM	50/50 Mbps	\$69.95	\$139.95
ULTRA	100/100 Mbps	\$84.95	\$169.95
ULTIMATE (Not Available On DSL)	150/150 Mbps	\$99.95	\$199.95
PREFERRED BUSINESS	300/300 Mbps	N/A	\$800.00

\* Listed speeds are **maximums and are not guaranteed**. Actual connection speeds may vary due to factors such as hardware configuration and network traffic.

**Minimum PC requirements: Windows or Mac computer with an available Ethernet port. The use of a broadband router (customer supplied) is strongly recommended but not required. It is understood by both parties that NNMT is not liable for damages to Customer owned equipment. Customer is responsible for protecting all ADSL equipment with a surge protection device. IF EQUIPMENT IS DAMAGED AND NONUSABLE DUE TO CUSTOMER NEGLIGENCE, THERE WILL BE AN EQUIPMENT CHARGE OF \$49.95 FOR DSL MODEMS AND \$250 FOR GIGACENTER MANAGED WIFI DEVICES.** \_\_\_\_\_ (initial Here)

Comments: \_\_\_\_\_

Terms and Conditions on page 2. \_\_\_\_\_

The above prices, specifications, and conditions are satisfactory and are hereby accepted. Payment will be made as outlined above. I also acknowledge that Windows and Macintosh are products from their respective companies and that NNMT is not responsible for technical support for those operating systems. Any problems with these products will be directed to the appropriate vendor.

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

**LETTER OF AGENCY**

This Letter of Agency (“LOA”), upon execution, authorizes Northern New Mexico Telecom (“NNMT”) to act as the undersigns’ (“Customer”) agent with regard to all matters concerning the Customer’s High Speed Internet telecommunications service provided by NNMT over La Jicarita Rural Telephone Cooperative’s (“LJRTC”) facilities.

This LOA specifically authorizes LJRTC and NNMT to release the Customer’s pertinent records, billing and telephone service information to each other. Furthermore, this LOA allows NNMT to be the responsible party on behalf of the Customer for all High Speed Internet service and provisioning matters.

It is understood by the parties that the Customer will continue to deal directly with LJRTC with regard to any and all other telecommunications service matters not specifically related to NNMT High Speed Internet service.

It is further understood by the parties that NNMT will not assume any Customer or LJRTC service performance or impairment liabilities associated with the High Speed Internet service covered by this LOA.

This LOA shall commence on the date signed by the Customer below and shall continue until NNMT or the Customer terminate the agreement in writing, or until such time as the service is discontinued and all provisioning and billing activities have been completed.

*It is understood that whereas in the event a Customer is a non- member of LJRTC, (pursuant to the Articles of Inc., and Bylaws), an authorized signature pertaining to the LJRTC Membership will be required and will be equivalently responsible for the terms and agreements of the Customer’s High Speed Internet Telecommunications service provided by NNMT.*

**It is understood by both parties that NNMT is not liable for damages to Customer owned equipment. As such, Customer is responsible for protecting all ADSL equipment with a surge protection device.**

\_\_\_\_\_  
Customer Name (Print)

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Date

\_\_\_\_\_  
NNMT Authorized Signature

## Terms and Conditions

In order to use NNMT High Speed Internet service, you must return to us a signed "Letter Of Agency (LOA)". This document appoints NNMT as your agent to purchase the High Speed Internet service, on your behalf, from La Jicarita Rural Telephone Cooperative.

These rates are based on a six (6) month commitment. Early termination is subject to a penalty of a \$125.00 assessment fee plus applicable taxes.

Speed listed are peak speeds and are not guaranteed because of factors such as network congestion and far-end network performance. Actual throughput will be lower due to protocol overhead. NNMT cannot guarantee uninterrupted service. Occasional temporary outages may occur. IP addresses are not the property of NNMT, LJRTC or the subscriber and are subject to change. E-mail addresses are the property of NNMT and will be retained in the event that service is discontinued.

NNMT High Speed Internet may only be used for lawful purposes. Transmission or reception of any material in violation of applicable U.S., state, or local law, regulation, or ordinance is prohibited. This includes, but is not limited to copyrighted material, materially judged to be threatening or obscene, or material protected by trade secret or other legally recognized privilege. "Spamming" (defined as the sending of unsolicited e-mails to parties with whom you have no existing business, professional, or personal acquaintance) is prohibited. You agree to indemnify and hold NNMT harmless from any and all claims resulting from your use of NNMT which causes, or is alleged to have caused, damage to another party.

NNMT exercises no control whatsoever over the content of any print or graphical information transmitted to you via NNMT. By using NNMT High Speed Internet to access the Internet, news groups, and the like, you acknowledge the foregoing and accept full responsibility (and hereby release NNMT from liability of every kind and character) for damages caused, or alleged to be caused, as a result of any and all content which you elect to access via NNMT.

Connectivity to NNMT is provided for your organizational/personal use only. Unless expressly permitted pursuant to a written contract between NNMT and you, resale to or use of NNMT High Speed Internet service by other individuals, entities, or organizations is prohibited.

**It is understood by both parties that NNMT is not liable for damages to Customer owned equipment. As such, Customer is responsible for protecting all ADSL equipment with a surge protection device.**



## Customer Proprietary Network Information (CPNI)

In order to comply with the FCC rules governing the use and protection of customer proprietary network information (CPNI) we are required to authenticate any person accessing account information. For your security, there are only two ways for you to access your account information.

- 1) By visiting the office and requesting the information in person at the LJRTC/NNMT office. A valid form of identification or password may be required in order to confirm that information is being released to an authorized party.
- 2) By calling the LJRTC/NNMT office and requesting the information. Account Information will not be released over the phone without a valid password. A password can be set up by either completing this form or visiting our office.

Please complete the following information:

Customer Name \_\_\_\_\_

Billing Account or Telephone Number \_\_\_\_\_

Your New Password (4-8 letters/numbers) \_\_\_\_\_

In the event you forget your password we can provide you with a back-up question that we can use to help identify you. Please answer ONE of the following questions. **PLEASE ONLY CHOOSE ONE.**

What was the color of your first car? \_\_\_\_\_

What is the name of your pet? \_\_\_\_\_

What community did you grow up in? \_\_\_\_\_

What is your favorite food? \_\_\_\_\_

Only persons listed on your account will be able to receive or change information related to your account unless specific authorization is given to allow others access to the information. If you would like to authorize anyone that is not currently on the account to access the account information, then please list up to **four (4) authorized persons in line below.** It is your responsibility to make sure they have the password you provided in order to access/change account information.

Please check one of the following:

\_\_\_\_\_ I give my consent for LJRTC/NNMT to use CPNI to tailor its service offerings.

\_\_\_\_\_ I do not consent to LJRTC/NNMT to using CPNI data except where required by law.

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