

# TCT VONtel Services Agreement

405 S 4th St, PO Box 671  
Basin, WY 82410  
OFFICE 307.568.3357  
FAX 307.568.2446

451 Shoshone Ave, PO Box 158  
Lovell, WY 82431  
OFFICE 307.548.2275  
FAX 307.548.7771

401 S Bent #4  
Powell, WY 82435  
OFFICE 307.754.9160  
FAX 307.568.3748



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

Physical Address \_\_\_\_\_ Current Telephone # \_\_\_\_\_

\_\_\_\_\_ Alternate Telephone # \_\_\_\_\_

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

\_\_\_\_\_

**A one-week VONtel test period is required by all customers. After your one-week test period, TCT will begin billing your account for VONtel services. If you wish to port your Qwest telephone number, please confirm this with a Customer Service Representative as close to the end of your test period as possible, so we can begin the porting process which can take up to one week. During this time you will continue to be billed by Qwest until the porting process is complete.**

- After test period, I would like TCT to provide a local phone number for my VONtel service.
- After test period, I would like to port my local Qwest phone number to be used with my VONtel service.

**Qwest Account Name** \_\_\_\_\_ **Signature** \_\_\_\_\_

**Please choose a VONtel plan for unlimited local and long distance calling, available to the lower 48 states plus Hawaii.**  
(Calls to Alaska, International & operator-assisted calls, as well as directory assistance calls can be placed using VONtel for an additional fee.)

- \$29<sup>95</sup>/month Residential Plan
- \$49<sup>95</sup>/month Business Plan

**Please choose FREE calling options you wish to have included with your VONtel service.**     Caller ID     Voice Mail

**Do you want your name and number to appear in the directory and/or directory information?**

**Please note: If porting your number from Qwest, it will remain exactly as it is currently listed. If currently Non-pub or Non-list, it will remain Non-pub or Non-list. There will be a one-time \$7<sup>20</sup> charge to make any changes to your listing status.**

- YES \_\_\_\_\_  
(Please print name exactly how you would like it to appear in the directory)
- NO - **Non-pub** \$2.50 per month charge  
No listings in any directories or directory information. Not included in out-going caller ID
- NO - **Non-list** \$1.50 per month charge  
No listings in any directories. Available in directory information and included in out-going caller ID

**Equipment required:**

- Linksys ATA/Router combo** - Discount price - \$50<sup>00</sup>  
2 phone ports and 1 ethernet connection - for use with one computer or with an existing hub, switch or router.
- ATA Warranty** - \$1<sup>00</sup>/month - Covers replacement of damaged or defective ATA unit purchased from TCT.

**911 information:**

Your new VONtel phone number can be taken with you wherever you go! You can plug your ATA into any high-speed Internet connection in the country and have your local number with you. Please consider, however, that the ATA is programmed to send all 911 calls and information to your local 911 dispatcher. TCT requires that you notify us if your physical address changes. **A signature is required for the acknowledgment printed on the reverse side of this service application verifying you are aware of this information.**

Customer's signature \_\_\_\_\_ Date \_\_\_\_\_

*For office use only*

Test phone number _____ Test service effective date _____ Test MAC ID _____ <input type="checkbox"/> Equipment shipped <input type="checkbox"/> Customer picked up <input type="checkbox"/> Taken to install	Assigned/ported number _____ Service effective date _____ MAC ID _____ S/N _____
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Notes: \_\_\_\_\_ CSR \_\_\_\_\_

## ACKNOWLEDGMENT OF RECEIPT OF INFORMATION ON E-911 SERVICE

I hereby acknowledge that I have been informed, prominently and in plain language, of the circumstances under which E-911 service may not be available through the interconnected VoIP service known as VONtel or may be somewhat limited by comparison to traditional E-911 service. I acknowledge receipt of the information that is specifically printed on the VONtel site at [www.tctwest.net](http://www.tctwest.net). SUCH CIRCUMSTANCES OF LIMITATION OF THE E-911 SERVICE, INCLUDE, BUT ARE NOT LIMITED TO RELOCATION OF THE END USER'S IP-COMPATIBLE CPE, USE BY THE END USER OF A NON-NATIVE TELEPHONE NUMBER, BROADBAND CONNECTION FAILURE, LOSS OF ELECTRICAL POWER, AND DELAYS THAT MAY OCCUR IN MAKING A REGISTERED LOCATION AVAILABLE IN OR THROUGH THE ALI DATABASE. I REALIZE THAT THE EMERGENCY SERVICE PROVIDER MAY NOT KNOW THE ADDRESS THAT I AM CALLING FROM WHEN I MAKE AN EMERGENCY CALL, AND THAT I WILL NEED TO PLAINLY AND CLEARLY GIVE HIM THE CORRECT ADDRESS AND DIRECTIONS TO THE EMERGENCY.

I acknowledge that I understand the limitations of the E-911 service of VONtel. I also acknowledge that I will receive free warning stickers from VONtel prior to my service being initiated to place on or near my equipment used in conjunction with the interconnected VoIP service known as VONtel. I agree to place these stickers on my equipment, and to warn other users of my equipment about the limitations of the E-911 service.

I hereby assume all risk for use of the VONtel service without traditional E-911 service.

**I ACKNOWLEDGE THAT I HAVE BEEN INFORMED THAT I SHOULD ALWAYS HAVE AN ALTERNATIVE MEANS OF ACCESSING TRADITIONAL E-911 SERVICES.**

I understand that my VONtel service will not be connected until this form is returned fully dated and signed. If my signature, printed name, and date are missing from this form, I will not be connected to the VONtel service until it is furnished by me.

DATED: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name