#### gondtc.com | 701.662.1100 | 1.800.880.4213 | Fax 701.662.6444





# CUSTOMER FIBERZONE BROADBAND AGREEMENT

The undersigned ("Customer") has agreed to subscribe to Broadband Service from North Dakota Telephone Company ("NDTC").

Customer agrees to hold NDTC, their subsidiaries, officers, directors, agents and any of the members harmless from any liability arising from special, indirect, or consequential damages including but not limited to lost profits, loss of opportunity of any other loss which may result from the use of, misuse of, or lack of availability of NDTC or their facilities.

Security/Firewall Issues: NDTC strongly recommends that all customers connecting computers or network systems to broadband or other systems use a firewall as the minimum step in securing their information.

**Broadband Equipment Ownership:** The high speed broadband equipment will remain the property of NDTC and if applicable, must be returned to NDTC in good working order when service is terminated, or a charge will be incurred.

If services are discontinued before six (6) months, the Customer will be billed a \$50 early termination fee.

Affordable Connectivity Program: See Page 2 for more information.

### **BROADBAND OPTIONS\*:**

Broadband with Additional Purchase of Voice Service:		Broadband Data Only:	
☐ 10 Gig ** ☐ 2.5 Gig ☐ 1 Gig ☐ 500 Mbps ☐ 250 Mbps	\$679.95 \$179.95 \$79.95 \$59.95 \$39.95	<ul> <li>□ 10 Gig **</li> <li>□ 2.5 Gig</li> <li>□ 1 Gig</li> <li>□ 500 Mbps</li> <li>□ 250 Mbps</li> </ul>	\$699.95 \$199.95 \$99.95 \$79.95 \$59.95
	d and upload speed. Speeds are not g d on 10 Gig. Please call for details.	uaranteed on wireless connection	ons. Network charges may apply.
	ADD	D-ONS**:	
<ul><li>□ Business Managed Wi-Fi</li><li>□ Broadband Maintenance -</li><li>□ Static IP Address - \$9.00/r</li></ul>		mmended for most consistent W	i-Fi connection)
Jp to (2) FREE Email Accoun	ts with all broadband accounts. Please	e print clearly 3-20 lower case le	tters or numbers. Begin with a letter
	week alo " " A red " " are allowed but acre		
and do not use spaces. The sy Email = Address others will use to		not be the first character.	
and do not use spaces. The si Email = Address others will use to Email:	o send email to you)	Email:	
Email = Address others will use to	o send email to you) @gondtc.com		
Email = Address others will use to Email: (3-20 charac	o send email to you) @gondtc.com	Email: (3-20 chara	cters)
Email = Address others will use to Email:  (3-20 characters)  3y signing below, you age  CUSTOMER:	ree to follow the policies set for	Email:(3-20 characth under: https://www.gond	cters)
Email = Address others will use to Email:  (3-20 characters)  3y signing below, you age  CUSTOMER:	b send email to you)  @gondtc.com ters)	Email: (3-20 chara	cters)
Email = Address others will use to Email:  (3-20 charace  By signing below, you age  CUSTOMER:	ree to follow the policies set for	Email:(3-20 characth under: https://www.gond	cters)
Email = Address others will use to Email:  (3-20 charace  By signing below, you age  CUSTOMER:	send email to you) @gondtc.com ters) ree to follow the policies set for [Signature] [Printed or Typewritten Name]	Email:(3-20 characth under: https://www.gond	cters)  Itc.com/policies  ct Number]
Email = Address others will use to Email:  (3-20 charace  By signing below, you age  CUSTOMER:	ree to follow the policies set for  [Signature]  [Printed or Typewritten Name]  This form may be email to you)  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  @gondtc.com  ### This form may be email to you)	Email:(3-20 characth under: https://www.gond	cters)  Itc.com/policies  ct Number]

# Affordable Connectivity Program

### What is it?

The Affordable Connectivity Program (ACP) is a government program operated by the FCC which provides a discount of up to \$30 per month toward broadband service for eligible households and up to \$75 per month for qualifying households on qualifying Tribal lands.

### Who is eligible?

A household\* is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in one of several Tribal-specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal TANF or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program including through the USDA Community Eligibility Provision; or
- · Received a Federal Pell Grant during the current award year.

\*A household is defined as a group of people who live together and share income and expenses (even if they are not related to each other)

# Two Steps to Enroll with NDTC as your preferred participating provider

- 1. Go to getinternet.gov to submit an application or print out a mail-in application; and
- 2. Contact NDTC at 701-662-1100 to select a plan and have the discount applied to your bill

Eligible households must both apply for the program and contact a participating provider to select a service plan.

### **Additional Info:**

The ACP is limited to one monthly service discount per household and is non-transferrable. If the ACP ends or when a household is no longer eligible customers will be subject to NDTC's regular rates, terms, and conditions. Households may obtain broadband service supported by ACP from any participating provider of their choosing. Households may transfer their ACP benefit to another provider at any time (limited to one transfer per month).

## For more information, visit fcc.gov/ACP

### NDTC Broadband Service plans fully covered by the ACP Benefit:

Non-Tribal customers: None

Tribal customers with voice service: FiberZone 25, FiberZone 250, FiberZone 500

Tribal customer with broadband data only: FiberZone 250

#### **FCC Consumer Complaint Process**

As a consumer you have a right to file a complaint with the FCC regarding an ACP-supported service or if you have any difficulty enrolling with NDTC. If your complaint is about an Affordable Connectivity Program (ACP) billing or service issue, the FCC will serve your complaint on NDTC. NDTC has 30 days to send you a response to your complaint.

FCC Phone Number: 888-225-5322

FCC Website: consumercomplaints.fcc.gov