



# Fiber Service Application

Name \_\_\_\_\_ SS No. \_\_\_\_\_ DL No. \_\_\_\_\_  
 Spouse (if joint) \_\_\_\_\_ SS No. \_\_\_\_\_ DL No. \_\_\_\_\_  
 Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Installation Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Preferred Method of Contact: Cell No. \_\_\_\_\_ Home No. \_\_\_\_\_  
 E-mail Address \_\_\_\_\_ Gate Code: \_\_\_\_\_

Has there been service at this location before?  Yes  No

### INTERNET SERVICE PLANS (Monthly Charges)

- STANDARD (1 Gbps download/1 Gbps upload) - \$79.95 + Free Standard Installation (\$99 Value)**
- ESSENTIAL (600 Mbps download/600 Mbps upload) - \$69.95 + Free Standard Installation (\$99 Value)**
- BASIC (300 Mbps download/300 Mbps upload) - \$59.95 + Free Standard installation (\$99 Value)**

**Internet Service Includes Smarthub App, HCTC Command IQ App, Protect IQ, and Experience IQ**

**STANDARD INSTALLATION** assumes an aerial fiber connection to the premise. It includes miscellaneous hardware and up to one hour of labor for installation of fiber cabling inside the premise and activation of fiber terminating electronics.

**NON-STANDARD INSTALLATION** will be billed at materials cost plus labor for requirements beyond the scope of standard installation of fiber cabling inside the premise.

**HCTC requests a 100v outdoor rated outlet at D-Marc Location (Required for ILEC Phone Service).**

\_\_\_\_\_  
 (Initial) **\*I acknowledge that HCTC has the right to retrieve internet services equipment when services are disconnected. Any internet agreement with uncollected or returned equipment will be billed \$350\***

### TERMS AND CONDITIONS

\_\_\_\_\_  
 (Initial) I agree to the terms and conditions of HCTC’s Network Management and Acceptable Use Policy and Communications Service Agreement.

\_\_\_\_\_  
 (Initial) I understand that I will become a member of HCTC upon connection of service and that the membership benefits will be as stated in the Bylaws found in the HCTC phone book. (ILEC service areas only).

\_\_\_\_\_  
 (Initial) I authorize a Limited Letter of Agency allowing HCTC to act as the customer agent in all matters relating to this internet service.

\_\_\_\_\_  
 (Initial) I understand that Internet Services Equipment (including wireless router) is **required for a fee of - \$9.95/mo.**

\_\_\_\_\_  
 (Initial) **SAVE \$10 ON YOUR FIRST BILL.** Enroll in Auto Pay & Paperless Billing (see attached ACH Debit Form)

### **Smart Hub Login (online bill pay)**

E-mail: \_\_\_\_\_

### **REFERRAL BONUS: \$50 One-Time Bill Credit For Referring and Connecting Customers** (New Connecting Customers Only)

Referred By: \_\_\_\_\_ Contact Number: \_\_\_\_\_



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## ILEC AREA

**Unlimited LD Phone Bundle**

Call waiting, Call Forward, Call Forward Busy/Call Forward No Answer and Caller (Name and Number), Voicemail, Unlimited Nationwide Long Distance (All 50 States and U.S Territories). Battery Backup Available(See Backup Power Information <https://hctc.net/wp-content/uploads/2023/03/Backup-Power-Information.pdf>)

**\$0.10/minute LD Phone Bundle**

Call waiting, Call Forward, Call Forward Busy/Call Forward No Answer and Caller (Name and Number), Voicemail, \$0.10/minute Nationwide Long Distance (All 50 States and U.S Territories). Battery Backup Available(See Backup Power Information <https://hctc.net/wp-content/uploads/2023/03/Backup-Power-Information.pdf>)

**900/976 Block (No Charge)**

**Directory Information**

- Non-Published or Unlisted Telephone Number - \$0.50 per month per Telephone Number
- Directory Listing

Name \_\_\_\_\_ Address \_\_\_\_\_

## Fredericksburg, Junction, Kerrville, Mason, and Sonora Customers

**PHONE SERVICE**

Call waiting, Three way calling, Call Forward Busy/Call Forward No Answer and Caller (Name and Number), Voicemail, Unlimited Nationwide Long Distance (All 50 States and U.S Territories). Battery Backup Available(See Backup Power Information <https://hctc.net/wp-content/uploads/2023/03/Backup-Power-Information.pdf>)

**900/976 Block (No Charge)**

**Directory Information**

- Non-Published or Unlisted Telephone Number - \$0.50 per month per Telephone Number
- Directory Listing

Name \_\_\_\_\_ Address \_\_\_\_\_

Port existing telephone numbers(s): (1) \_\_\_\_\_ (2) \_\_\_\_\_

**Required: Copy of current provider telephone bill(s).**

**I authorize HCTC to provide telephone services, local exchange service, port the phone number(s) listed above into their exchange and act as my agent to work with my current exchange carrier to make all necessary changes required to move my phone service(s) to HCTC.**

Customer Name (as it appears on telephone bill) \_\_\_\_\_ Billing Telephone Number \_\_\_\_\_

Customer Name printed \_\_\_\_\_ Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**Account Security:** 4 Digit Pin \_\_\_\_\_ Security Questions:  Pets name?  Street you grew up on?  High school mascot?

First Employer?  Childhood Friend?  Color of 1st Car?

Answer \_\_\_\_\_

\* Required to Access Account When Calling HCTC Offices\*

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_ Signature of Spouse (if joint) \_\_\_\_\_ Date \_\_\_\_\_

### OFFICE USE ONLY

Service Plan _____	\$ _____	Internet No. _____	Service Order No.(s) _____
Optional Services _____	\$ _____	Telephone No.(s) _____	
Member NO. (ILEC ONLY) _____		Municipal Right-of-Way \$ _____	
FCC Subscriber Line Charge	\$ 6.50	(Does not include taxes)	
911 Fee (per line)	\$ _____	Monthly Recurring Charges \$ _____	
911 Equalization Surcharge (per line)	\$ 0.06	(Does not include taxes)	Date Rec'd. _____ By _____