



## 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:

- 10 Gig \*\* \$679.95
- 2.5 Gig \$179.95
- 1 Gig \$79.95
- 500 Mbps \$59.95
- 250 Mbps \$39.95

#### Broadband Data Only:

- 10 Gig \*\* \$699.95
- 2.5 Gig \$199.95
- 1 Gig \$99.95
- 500 Mbps \$79.95
- 250 Mbps \$59.95

\*Speeds reflect both download and upload speed. Speeds are not guaranteed on wireless connections. Network charges may apply.

\*\*Enterprise use is not allowed on 10 Gig. Please call for details.

### ADD-ONS\*\*:

- Residential Managed Wi-Fi Firewall Router - \$3.95/month (Recommended for most consistent Wi-Fi connection)
- Business Managed Wi-Fi Firewall Router - \$14.95/month (Recommended for most consistent Wi-Fi connection)
- Broadband Maintenance - \$1.75/month
- Static IP Address - \$9.00/month per address
- Junk Email Filter - \$1.00/month (This feature will enable you to block junk email from reaching your computer. Your email is not censored. YOU control the filter settings.)

\*\*plus applicable taxes

Up to (2) FREE Email Accounts with all broadband accounts. Please print clearly 3-20 lower case letters or numbers. Begin with a letter and do not use spaces. The symbols "." And "-" are allowed, but cannot be the first character.

(Email = Address others will use to send email to you)

Email: \_\_\_\_\_ @gondtc.com  
(3-20 characters)

Email: \_\_\_\_\_ @gondtc.com  
(3-20 characters)

By signing below, you agree to follow the policies set forth under: <https://www.gondtc.com/policies>

CUSTOMER:

[Signature]

[Date]

[Printed or Typewritten Name]

[Contact Number]

This form may be emailed to [service@ndtel.com](mailto:service@ndtel.com)

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

Billing Number: \_\_\_\_\_

Service Order #: \_\_\_\_\_ (office use only)

# **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](http://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](http://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](http://consumercomplaints.fcc.gov)