



4325 S Masten RD.
Branch, MI 49402
231.898.2244
231.898.3900 fax

APPLICATION FOR DSL AND TELEVISION SERVICE

Installation charges for burial of service line and installation for DSL service.

Applicants applying for DSL where no previous service line to the home exists will be billed \$125.00 to construct a buried service line up to 250 feet. For each foot buried beyond 250 feet, the customer will pay \$2.00 per foot additional cost. Applicants applying for DSL service requiring a buried service line will be charged \$125.00 for the 250 feet service line AND \$99.99 for the cost of a modem with wireless capability and an install fee of \$50.00. Your first bill for establishing DSL service will be \$274.99. This does not include the monthly subscribed speed package you choose. You will own the modem and will be responsible for it.

Installation charges for burial of service line and installation of Cable television service

Applicant applying for cable television service where no previous service line to the home exists will be billed \$125.00 to construct a buried service line up to 250 feet. For each foot beyond 250 feet the customer will pay \$2.00 per foot additional cost.

Applicants applying for television service pay initial installation costs of \$125.00 for a 250 foot buried service line. Carr will install one television free of charge. Additional televisions installed will be billed at \$25.00 each at the time of installation for a maximum of four televisions and no DSL service.

There is a maximum of four televisions that can be installed on one modem which Carr provides for customers ordering Cable television service. If Customer is installing DSL at the same time a maximum of three televisions and one DSL service can be installed.

Installation charges for Property’s that previously had Cable television or DSL services.

There will be no buried service line charge. If the residence had previous services by Carr, one television will be installed free of charge. Additional televisions can be installed for \$25.00 each at initial installation. A maximum of four televisions can be installed without DSL services. If DSL is installed at the time of television service a maximum of three televisions can be installed and one DSL service. DSL only service installation will be \$149.99 and will include the modem and the installation fee of \$50.00. You will own the modem and be responsible for it.

***Installation charges do not include monthly service packages.**

Monthly Service Charges

Monthly service charges are billed one month in advance from the first of the month to the first of the following month. Services connected mid-month are prorated from the date of activation. Bills for service are issued the first of the month and are due the 18th of each month. Payments not received by the due date, (18th) are accessed a \$5.00 late fee. For your convenience there is a drop-box for payments located in front of the business office located at 4325 S Masten Rd., Branch, MI 49402

Repair Services

Carr Communications Inc. provides maintenance of video / DSL service to the outside of the premises referred to as the demarcation point during business hours. This demarcation point is identified as a small grey box located on the outside of the premises. If you request a service call for repair to your television or DSL service and the problem affecting service is due to a customer caused error or customer product attached to the line, such as wiring, security system, etc inside the premises; a service call of \$50.00 will be charged.

Office Hours

8:30am – 5pm Monday – Friday ----- Closed Saturday and Sunday, Major Holidays.



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Technical Assistance

From April 15 to October 15 of each year there is technical repair service available on Saturday from 8:30 am to 12:30 pm. Reports received before 12:30pm on Saturday will be addressed by repair technicians who will return your call if you leave a number with answering service. For issues that cannot be resolved over the telephone on Saturday a Technician can be dispatched for a \$100 fee. Otherwise, unresolved issues will be addressed the first business day After the weekend. Technical Assistance is available on weekends and Holidays by calling 231-898-8324.

***Technical Assistance Answering Service is not equipped to take credit card payments, service requests or address changes, you must call the 231-898-2244 Business line during regular business hours to make these requests. The Technical Service Line is only for assistance with service outages.**

Miss Dig Locating Service.

Carr Communications Inc is a member of the MISS DIG ASSOCIATION. Before excavating in your yard, on the roadway or driveways. Please call MISS DIG at 800-482-7171 or 811 and request a location ticket be issued for locating underground telephone utilities. This is a FREE service. State law requires 72 business hour advance notification. Damages caused by the customer or customers agents to Carr buried services lines are charged to the customer and payment will be collected before the line is repaired.



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SERVICE APPLICATION FOR TV AND DSL SERVICES

BILLING INFORMATION

*(*bill will be sent to this address)*

911 SERVICE ADDRESS

*(*WHERE SERVICE WILL BE INSTALLED)*

LAST FIRST MI

STREET NUMBER AND DIRECTION

ADDRESS

STREET NAME

CITY, STATE, ZIP CODE

COUNTY TOWNSHIP

BUSINESS NAME AND TAX ID

CONTACT TELEPHONE NUMBER

Email Address : _____

Television Monthly Package Choice

*Essential \$34.99 Monthly _____

*Premier \$79.99 Monthly _____

*Premier Plus \$89.99 Monthly _____

*subject to change

Number of TV's to install _____
\$25.00 for each extra TV installed

HD Programming Yes _____ No _____
\$2.50 each TV

DVR Yes _____ No _____
\$10.00 One TV, \$14.99 Whole Home

DSL / Broadband Monthly Package choice (256 upload speed)

Tier 1 Up to 1.5 Mbps \$29.99 Monthly _____

Tier 2 Up to 3.0 Mbps \$39.99 Monthly _____

Tier 3 Up to 6.0 Mbps \$49.99 Monthly _____

Tier 4 Up to 9.0 Mbps \$69.99 Monthly _____



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SERVICE WAIVER

(return when residence requires a buried service line)

Carr Telephone Company requires a free and clear route for the burial of our telephone service line. Service lines are buried from the nearest light green telephone pedestal service point box down the center of the driveway to the electric meter on your home. Any underground items on property owned, rented, or leased by you needs to be clearly marked by you, this includes, but is not limited to, wells, septic, underground electric lines, conduit, water lines, underground sprinklers, dog fences, etc. If the items are not clearly marked by you result in the damage of those items, Carr will not be held liable. If Company employees must dig to locate the customers' facilities the customer will be billed a rate of \$100.00 and hour.

Carr Telephone will not be held liable or responsible for damages to any underground facilities due to customer error in locating these facilities. The Company will not be responsible for any damage to underground facilities when following your designated route for burial of service line. Installers will not install buried service lines if the route chosen may cause damage to Company equipment or hamper use of equipment necessary to accomplish burial or repair.

I have read the above and agree with the Company's Waiver.

Signature of Applicant

Date

DIRECTIONS TO THE CUSTOMERS HOME

911 Assigned Address: _____
Street Name County Township

Color of Home/ Building _____

Type of Home/Building _____
(Mobile, A-Frame, Ranch, Cottage, Two Story, etc)

Directions to your home or business. You may start directions from the nearest main road.



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CREDIT REPORT AUTHORIZATION AND RELEASE

Authorization is hereby granted to Carr Communications/Carr Telephone Company to obtain a standard factual data credit report through a consumer credit reporting agency chosen by Company.

Social Security Number

Date of Birth

First, Middle, Last Name

Previous Address

Signature

Date

Some conditions that may require a security deposit are:

Inaccurate or unverifiable data on application

History of payment default of utility service

Outstanding telephone bills at service address with responsible occupant still living at residence. Failure to provide or incomplete verifiable personal identification

Refusal to return this form

You may also obtain a once a year free credit report via the internet from:

www.annualcreditreport.com