



Information/ Installation Charges Service Application

****Prices are subject to change at any time.

Installation charges for Service line burial for Telephone Service.

Applicants applying for Telephone service where no previous service line exists can expect to pay \$80.00 for installation of a buried service line 250 feet in length. Service lines beyond 250 feet are billed \$3.00 per foot for each foot over 250 feet.

Installation charges for Service line burial for Television or DSL service

Applicants applying for Television or DSL service where no previous service line exists can expect to pay \$125.00 for a service line up to 250 feet. Service lines over 250 feet are billed \$3.00 per foot for each foot over 250 feet.

Installation charges for Television Services

One television is installed free of charge. Up to three additional televisions can be installed at a charge of \$35.00 each for a total maximum of four televisions without DSL service. Four televisions can be installed on one modem which Carr provides for customers ordering cable television. If the customer is installing DSL at the same time as Television service, a maximum of Three televisions and one DSL service can be installed. There will be a \$50.00 installation fee. For the DSL service.

Installation charges DSL Service requiring a Service line and without a service line.

See last three pages for Broadband facts and service establishment charges.

Applicants applying for DSL service *only* are billed \$179.99 for the modem and install. If a buried service line is required \$179.99 plus \$125.00 to install the line or \$304.99 total. Customers will own the modem and should protect it with a surge protector. Customers may also self-install and a port programming fee of \$50.00 charged.

Monthly Service Charges

Monthly service charges for all services 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 assessed an \$8.00 late fee. For your convenience there is a drop-box for payments located in front of the business office located at 4325 S Masten Road, 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. The demarcation point is identified as a small grey box located on the outside of the premises near the electric meter. 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 an inside customer product such as, wiring, security system, camera system, etc., will be billed a service call of \$75.00.

Office Hours

8:30am – 5pm Monday – Friday
Closed Saturday and Sunday and major holidays. There is no weekend repair.

Reconnection of Service for seasonal services.

Television or DSL requests to reconnect service for seasonal customers or programming packages must be made through the office at 898-2244 during normal business hours. There is a two-business day notification requirement. For example, a request made for reconnection of service on Monday will be processed/reconnected on Wednesday.

Technical Assistance

Limited Technical Support for Television, Telephone and DSL is available after hours, by calling 231-898-8324.

Miss Dig

Carr Communications Inc is a member of the **MISS DIG ASSOCIATION**. Before excavating in your yard, roadway or driveway and adjacent areas where utility cable is buried, 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 for Utilities to locate buried lines. Damages caused by the customer or customers agents to Company underground facilities and repair fees to damaged Company owned lines will be charged to the customer. Payment may be required before we repair lines damaged by the customer.

Prohibited Use of Telephone Service

By signing this application for service, you understand that it is illegal to falsify your caller ID (spoof) for fraudulent purposes when using your assigned phone number or other phone numbers assigned to Carr Telephone Company. You further understand it is also illegal to make unsolicited telemarketing or illicit calls.

By signing this application for service, you agree that, once service is activated, you will not use Carr Telephone's voice Service to engage in autodialing, illegal spoofing, to originate robocall calls with the intent to defraud, cause harm, or wrongly obtain anything of value from the recipient of the call nor use those results in excessive usage inconsistent with normal residential usage patterns.

*Violations of these terms of voice service use can result in suspension or termination of your voice telephone service.



4325 S Masten Road, Branch MI 49402
 Phone: 231-898-2244
 Fax: 231-898-3900
 Email: contact@carrinter.net
 Return application via email to this address

BILLING INFORMATION

(Billing statement will be sent to this address)

LAST FIRST MI

ADDRESS

CITY, STATE, ZIP CODE

CONTACT TELEPHONE NUMBER

911 SERVICE ADDRESS

(Where service will be installed)

STREET NUMBER, DIRECTION and NAME

COUNTY TOWNSHIP

EMAIL ADDRESS

TELEPHONE

MONTHLY FEE	_____	\$34.99
INSTALLATION OF INSIDE JACK	_____	\$45.00 EACH
CALLER IDENTIFICATION W/NAME	_____	\$7.00 MONTHLY
CALL FORWARDING	_____	\$1.75 MONTHLY
CALLWAITING	_____	\$1.75 MONTHLY
CALL FORWARD ON BUSY	_____	\$2.00 MONTHLY
NON-PUBLISHED NUMBER	_____	\$0.75 MONTHLY
CARR COMMUNICATIONS LONG-DISTANCE	_____	\$0.15 PER MINUTE

DIGITAL CABLE TV PACKAGE

Essential Package	_____	\$44.99/month	Number of TV's to Install (One free)
Premier Package	_____	\$99.99/month	(\$35 for each extra TV) _____
Premier Plus	_____	\$109.99/month	
HD Programming	_____	\$2.50 /month	
Digital Video Recorder	_____	\$10 one TV	
DVR Whole Home	_____	\$14.99	*Not available in all areas

INTERNET / DSL PACKAGE

*Internet service does not guarantee Cellular Wifi calling will be reliable

Tier 1	_____	\$36.99 Up to 4/1 Mbps
Tier 2	_____	\$69.99 Up to 12/2 Mbps
Tier 3	_____	\$99.99 Up to 30/5 Mbps *Not available in all areas

***Prices subject to change at any time and do not include taxes

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SERVICE BURIAL WAIVER

Carr Telephone Company requires a free and clear route for the burial of our telephone service line. Service lines are buried from the nearest 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 will need 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 and result in the damage of those items by our Company personnel, Carr will not be held liable. Company employees who must dig to locate the customers unknown location of their facilities will be charged a rate of \$100.00 per hour, per person.

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 bury service lines if the route chosen may cause damage to Company equipment or hamper the use of equipment necessary to bury service line. This includes the Demarcation point installed by Company personnel.

I have read the above statements and agree that my responsibility as the customer in burial of the service line and will not hold Carr Telephone and or its employees liable if items are damaged.

Signature of Applicant

Date

DIRECTIONS TO THE CUSTOMERS HOME

911 Assigned Address: _____
 Street Name County Township

Color of Home: _____

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

Directions to your home in the Carr Exchange. Start directions from the nearest main road.

Return this page.

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 Initial and Last Name _____

Street Number and Name _____

City, State, Zip Code _____

Signature

Date

Previous Address (if applicable) _____

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 occupant still residing there.
- 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

Broadband Facts

Carr Telephone Company
DSL12

Fixed Broadband Consumer Disclosure

Monthly Price **\$69.99**

This monthly price is an introductory rate	No
Time the introductory rate applies	N/A
Monthly price after the introductory rate	N/A
Length of contract	N/A
Link to Terms of Contract	N/A

Additional Charges & Terms

Provider Monthly Fees	
Port Fee	\$1.82

One-time Fees at the Time of Purchase	
VDSL Modem	\$129.99
Installation (if the customer chooses it)	\$50.00
Port Activation (if self-installing)	\$30.00
Where no previous service exists, a buried service line is needed, 250 feet	\$125.00
Footage over 250 feet	\$3.00 a foot

Early Termination Fee	N/A
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Government Taxes	Varies by Location
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Discounts & Bundles

None

Speeds Provided with Plan

Typical Download Speed	12.7 - 13.91 Mbps
Typical Upload Speed	1.25 - 2.47 Mbps
Typical Latency	30.8 - 55 ms

Data Included with Monthly Price

Charges for Additional Data Usage	Unlimited
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Network Management Policy

<https://site.carrinter.net/wp-content/uploads/2019/11/INTERNET-NETWORK-MANAGEMENT-POLICY-2020.pdf>

Privacy Policy

<https://site.carrinter.net/wp-content/uploads/2018/06/WEBSITE-2018-Privacy-Policy-002.pdf>

Customer Support

Phone: 231-898-2244
Website: <https://site.carrinter.net/contact/>

Learn more about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center.

[Fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: F0005067228CTCMI2024DSL120

Broadband Facts

Carr Telephone Company

DSL30

Fixed Broadband Consumer Disclosure

Monthly Price

\$99.99

This monthly price is an introductory rate	No
Time the introductory rate applies	N/A
Monthly price after the introductory rate	N/A
Length of contract	N/A
Link to Terms of Contract	N/A

Additional Charges & Terms

Provider Monthly Fees	
Port Fee	\$1.82
One-time Fees at the Time of Purchase	
VDSL Modem	\$129.99
Installation (if the customer chooses it)	\$50.00
Port Activation (if self-installing)	\$30.00
Where no previous service exists, a buried service line is needed, 250 feet	\$125.00
Footage over 250 feet	\$3.00 a foot
Early Termination Fee	N/A
Government Taxes	Varies by Location

Discounts & Bundles

None

Speeds Provided with Plan

Typical Download Speed	29.47 - 31.3 Mbps
Typical Upload Speed	5.9 - 6.56 Mbps
Typical Latency	30.5 - 40 ms

Data Included with Monthly Price

Charges for Additional Data Usage	Unlimited
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Network Management Policy

<https://site.carrinter.net/wp-content/uploads/2019/11/INTERNET-NETWORK-MANAGEMENT-POLICY-2020.pdf>

Privacy Policy

<https://site.carrinter.net/wp-content/uploads/2018/06/WEBSITE-2018-Privacy-Policy-002.pdf>

Customer Support

Phone: 231-898-2244
Website: <https://site.carrinter.net/contact/>

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[Fcc.gov/consumer](https://www.fcc.gov/consumer)

Unique Plan Identifier: F0005067228CTCMI2024DSL300