



430 W Union St Suite 3\* PO Box 409 \*Richland Center WI 53581  
 608-647-2345 phone 608-649-6060 fax  
[www.genuinetel.com](http://www.genuinetel.com) info@genuinetel.com

|  |                                |                       |
|--|--------------------------------|-----------------------|
| Customer Name                                    | New Number or Existing Number  | Contact (Cell) Number |
| Physical Street Address                          | City, State, Zip               | Email Address         |
| Social Security Number/DOB/<br>Federal ID Number | Billing Address (if different) | City, State, Zip      |
| Additional Name (if joint account)               | Social Security Number/DOB     | Contact (Cell) Number |

**√ Pick a Data Package**

|                            |          |                                |          |
|----------------------------|----------|--------------------------------|----------|
| Unlimited data 30Mb/15Mb   | \$63.00  | with *Unlimited Voice Services | \$76.13  |
| Unlimited data 60Mb/30Mb   | \$73.00  | with *Unlimited Voice Services | \$86.13  |
| Unlimited data 120Mb/60Mb  | \$83.00  | with *Unlimited Voice Services | \$96.13  |
| Unlimited data 200Mb/100Mb | \$93.00  | with *Unlimited Voice Services | \$106.13 |
| Unlimited data 500Mb/250Mb | \$128.00 | with *Unlimited Voice Services | \$141.13 |
| Unlimited data 1Gb/500Mb   | \$203.00 | with *Unlimited Voice Services | \$216.13 |
| Static IP                  | \$5.00   |                                |          |

**\*Data restrictions may apply to specific areas, please call the office for more information\***

**Wireless Password** \_\_\_\_\_

**√ Unlimited Voice Service**

|         |             |                                   |                                 |         |
|---------|-------------|-----------------------------------|---------------------------------|---------|
| \$34.62 | E911 \$0.40 | Service Number Portability \$0.36 | Police & Fire Protection \$0.75 | \$36.13 |
|---------|-------------|-----------------------------------|---------------------------------|---------|

**\*Unlimited Voice Services** includes all Local and Long Distance calling within the **\*\*Reasonable Use Policy**, (see below) and your choice of any or all Calling Features, such as Voice Mail, Caller ID, and Call Waiting.

**\*\*Reasonable Use Policy: Unlimited Long Distance** is intended primarily for the social or domestic use of our residential customers. It is not intended to be used for business activity such as commercial facsimile, resale, three way calling, telemarketing, prolonged dial up connections or autodialing. Usage that greatly exceeds the typical use of our customer base will be considered excessive. The Company reserves the right to suspend, restrict or cancel the Customer's use, subject to applicable notice requirements.

**NAME AS IT SHOULD APPEAR IN THE DIRECTORY:** \_\_\_\_\_

**LOA FOR EXISTING PHONE NUMBER**

Phone Company: \_\_\_\_\_ Account Number: \_\_\_\_\_

Password/Pin: \_\_\_\_\_ Transfer Pin: \_\_\_\_\_

**\*If you are applying for Voice Service please fill out this next section choosing your features.\***

|                     |                           |                              |  |
|---------------------|---------------------------|------------------------------|--|
| Caller ID           | Call Waiting              | Voicemail Basic              | Voicemail Expanded                         |
| Call Forwarding     | 3-Way Calling             | Distinctive Ring             | Call Return *69                            |
| Fixed Call Fwd Busy | Fixed Call Fwd NA         | Fixed Call Fwd Busy/NA       | Telemarketing Block                        |
| Provider Freeze     | Unlisted Number<br>\$1.50 | Non-Publish Number<br>\$2.85 | *Inside Wire<br>Maintenance* \$3.00<br>fee |

**Continue to next page for TV options**



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### v Add a Standard Video Package with FREE HD channels

|                  |          |  |
|------------------|----------|--|
| Lifeline Package | \$47.00  | Local; both Madison & La Crosse & HD                 |
| Basic Package    | \$105.00 | including the Lifeline Package & HD channels         |
| Expanded Package | \$113.00 | including the Lifeline & Basic Package & HD channels |

### v Or Choose a Video Package using our 100% Streaming Service

|                  |          |  |
|------------------|----------|--|
| Lifeline Package | \$47.00  | Local; both Madison & La Crosse & HD                 |
| Basic Package    | \$105.00 | including the Lifeline Package & HD channels         |
| Expanded Package | \$113.00 | including the Lifeline & Basic Package & HD channels |

#### Additional Video Options

- Additional Set-Top Box \$5.00 Qty \_\_\_\_\_
- Additional Amazon Fire Stick \$45.00 Qty \_\_\_\_\_
- Cloud DVR Service \$9.95
- Cloud Whole Home DVR Service \$10.95
- HBO \$17.99
- Showtime \$10.99 \*\$2.00 discount given for choosing 2 movie packages
- Cinemax \$13.99 \*\$3.00 discount given for choosing 3 movie packages
- Starz \$13.99 \*\$4.00 discount given for choosing 4 movie packages

Genuine Telecom will install all equipment needed for Data and Video services. Customer will provide their own phone.

Customer will agree to the following customer duties and responsibilities.

- Customer acknowledges the receipt of required equipment and agrees to protect Genuine Telecom equipment from damage or destruction. Customer assumes responsibility for damage, destruction, or loss of said equipment caused by the Customer's lack of care or neglect, as determined by Genuine Telecom.
- At the termination of the service, Customer agrees to return all equipment owned by Genuine Telecom or Customer will be billed for replacement of the equipment installed.
- Customer understands that damage, destruction, or loss of said equipment may result in actual repair or replacement costs being charged to the Customer.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

I agree to pay the established rates for all services and/or equipment. I/we also hereby authorize Tech Com Inc., dba Genuine Telecom, or its duly authorized agents, to verify my past and present bank accounts, order a consumer credit report and verify other information to determine the amount of the security deposit is required. This information is for the confidential use of Genuine Telecom. A photographic or carbon copy of this authorization (being a photographic or carbon copy of the signature(s)) may be deemed to be equivalent of the original and may be used as a duplicate original. I further certify that I am over 18 years of age. Please note that Genuine Telecom bills one month in advance, your first bill will include prorated amounts from the time you connected until billing and then one month in advance.



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### RESIDENTIAL CPNI

The Federal Communications Commission (FCC) has rules for telephone companies to protect their customer’s information. Customer Propriety Network Information (CPNI) includes where, when, and to whom a customer places a call, as well as the types of service offerings to which the customer subscribes and the extent to which the services are used.

The FCC is requiring telephone companies to:

- Ask for a password for your account
- Ask customer to verify information (account number, telephone number, address, etc.) when a customer calls in with questions concerning the account
- Provide password protection for online account access [www.genuinetel.com](http://www.genuinetel.com)
- Ask for a photo ID of all customers at a retail location or password for account before releasing CPNI
- Notify customers when a password, online account information or address of record is created or changed
- Notify customers if there is ever an accidental disclosure of their CPNI

Genuine Telecom is serious about keeping your information safe from pretexting (someone calling in pretending to be you). In accordance with the FCC rules we secure the privacy of your information.

Name on account: \_\_\_\_\_ Account Number: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Please list all authorized users on your account (these are people that can make changes to the account, and we can discuss the account with). Please make sure all users know the password for the account. If you need to add more names, please contact our office.

|       |                |               |
|-------|----------------|---------------|
| _____ | _____          | _____         |
| Name  | Contact Number | Email Address |

|       |                |               |
|-------|----------------|---------------|
| _____ | _____          | _____         |
| Name  | Contact Number | Email Address |

**Password:** \_\_\_\_\_

Verification Questions for lost or forgotten password. **Please answer at least 2 questions.**

What is your favorite color: \_\_\_\_\_ What is your favorite season: \_\_\_\_\_

What is your first pets name: \_\_\_\_\_ What is your favorite vacation spot: \_\_\_\_\_

What is your mother’s maiden name: \_\_\_\_\_ What is your nickname: \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Tech Com Inc.

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### BUSINESS CPNI

The Federal Communications Commission (FCC) has rules for telephone companies to protect their customer’s information. Customer Propriety Network Information (CPNI) includes where, when, and to whom a customer places a call, as well as the types of service offerings to which the customer subscribes and the extent to which the services are used.

The FCC is be requiring telephone companies to:

- Ask for a password for your account
- Ask customer to verify information (account number, telephone number, address, etc.) when a customer calls in with questions involving the account
- Provide password protection for online account access. [www.genuinetel.com](http://www.genuinetel.com)
- Ask for a photo ID of all customers at a retail location or password for account before releasing CPNI
- Notify customers when a password, online account information or address of record is created or changed
- Notify customers if there is ever an accidental disclosure of their CPNI

Genuine Telecom is serious about keeping your information safe from pretexting (someone calling in pretending to be you). In accordance with the FCC rules we secure the privacy of your information.

Please list all authorized users on your account (these are people that can make changes to the account, and we can discuss the account with). If you need to add more, please contact our office.

|       |                |               |
|-------|----------------|---------------|
| _____ | _____          | _____         |
| Name  | Contact Number | Email Address |

|       |                |               |
|-------|----------------|---------------|
| _____ | _____          | _____         |
| Name  | Contact Number | Email Address |

Account Number: \_\_\_\_\_

Federal Tax ID: \_\_\_\_\_

Password: \_\_\_\_\_

Name Printed: \_\_\_\_\_

Name Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Contact Email: \_\_\_\_\_