

BROADBAND AND/OR TV SERVICE REQUEST



For Volcano Use Only	Service Order#
<input type="checkbox"/> New Install <input type="checkbox"/> Move	Acct#
<input type="checkbox"/> Reconnect <input type="checkbox"/> Transfer	Install Date:

Last Name: _____ First Name: _____

Business Name (if applicable): _____

Service Address: _____

BROADBAND DATA RATES AND PRICING

Fiber Data Rates			
	Downstream (Mbps)	Upstream (Mbps)	Price/month
	100*	100	\$99.95
	250*	250	\$119.95
	500*	500	\$129.95
	1 Gbps**	1 Gbps	\$149.95

*Landline Telephone service is required (customers in territory)

**Landline Telephone service not required with 1Gbps broadband speed.

**Router, VolcanoBlast, Protect IQ, and Experience IQ are included with all levels of internet service.
Volcano Internet's managed Wi-Fi included with any level of service at no charge, and you create the login:**

Wi-Fi Name: _____ Wi-Fi Password: _____

Additional Broadband Services

QTY		QTY		Select	
	Wi-Fi Extender \$3.00/mo.		Static IP \$5.00/mo.		Wi-Fi Plus \$4.95/mo.

TELEVISION CHANNEL PACKAGES, SERVICES, AND EQUIPMENT

	TV PACKAGE	PER MONTH		OPTIONAL PACKS	PER MONTH
	Limited Basic	\$73.99		HBO	\$21.49
	Basic*	\$149.49		CINEMAX	\$14.99
	Select*	\$158.49		HBO & CINEMAX	\$33.49
	Starz Encore Deluxe*	\$164.49		SHOWTIME UNLIMITED	\$10.99
	Premium*	\$211.49		STARZ	\$9.99
✓	Broadcast TV pass-through (included in package price)	\$29.00		STARZ ENCORE	\$5.49
✓	Franchise Fee (assessed in all areas)	5%		STARZ SUPER	\$13.99
✓	FCC Regulatory Fee (assessed in all areas)	\$0.11		PREMIUM PLUS	\$60.99
✓	Calaveras Co. Surcharge (Calaveras Co. only)	\$0.30		*Internet/TV bundle discounts available w/qualifying TV package.	
QTY	Equipment and Services			Price	
	HD Converter (1 st unit free of charge)			\$7.99/month	
	DVR			\$13.99/month	
	Multi-Room DVR (only for non-fiber service)			\$6.00/month	
	50 Hrs. Cloud DVR Storage (fiber service only)			\$4.99/month	
	Additional outlets (TV only) at time of installation w/STB			\$20/outlet (\$35 if done later) One-time fee	

I, the undersigned, am authorizing Volcano Communications Group to act as my representative to place a service order and to exchange information as necessary with all Volcano Communication Group affiliates. This Authorization shall remain in effect for up to one year.

Not included in any installation (telephone, Internet and/or TV) are the following: Running new "home run" from the SNI, running new inside wire for homes with multiple telephone numbers and less than four (4) pair inside wires, installation of new outlets, connecting customer equipment, whether telephone, internet connected, or TV related to the network.

I, the undersigned, agree to continue service (Internet and/or TV) for at least 6 months. If service is terminated for any reason before the 6-month period has expired, a fixed, early termination fee of \$25.00 will be added to my account. After I have completed the initial 6-month period, my service will be month to month with no early termination penalty, but will thereafter be charged by Volcano at current, prevailing rates.

Signature of Applicant _____ Date _____