



SO #: Date Service Requested: Exch: CSR Name:

Date: Assigned Phone Number/s:

Long Distance Carriers:
Inter:
Intra:

Local Service with Lakedale: Y N
 Long Distance Serv. with Lakedale: Y N
 Video Service with Lakedale: Y N
 Internet Service with Lakedale: Y N
 Residential: Y N
 Business: Y N
 Seasonal: Y N

Customer Information

Billing & Authorized Name/s on Account:

Billing/Mailing Address:

911 Address:

Directory Name:

Directory Address:

Additional Directory Listing (at additional charge):

Social Security #:

Employer Name:

Daytime Contact #: Work #:

Nearest Relative - Name & Phone #:

Business Owner/s - Name & Contact #:

Spouse/Co-Applicant Information

Name:

Social Security #:

Employer Name:

Daytime Contact #: Work #:

Do you rent? Y N
 If so, from who? (Name & Phone #):

Other occupants over 18 in the household:

Last Telephone #: Date Disconnected:

Last Telephone Company:

Comments:

Unpublished/Unlisted? Y N
 Block 900 # calls? Y N
 Allow Collect Calls? Y N

Customer Proprietary Network Information

Protecting the privacy of your customer information is your right and our duty under federal law.

Therefore, we are requesting a 3 - 8 digit password:

In case the password is forgotten, we will use a Security Challenge Question. **Choose one:**

- What was your first car?
- What hospital were you born at?
- What was your school mascot?
- What is your favorite season/holiday?
- Who was your first employer?

Answer:

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CA: PR:

Map #:

Ped #:

EN #:

Customer given Telephone #? Y N

Customer given Directory? Y N

Surety Deposit Required? Y N

Amount:

CR Info:

Date Surety Requested:

Date Paid:

Local Phone Service, Internet, and Digital TV are prorated and billed one month in advance on your first bill.

Feature Detail	Qty.	Monthly Fee	1-Time Charges	Install Charge
New Construction Charge				
Installation Charge				41.25
Premise Visit Charge				
Local Access Line or Pkg. <input type="text"/>				
Extended Area Service				
<input type="checkbox"/> Unpublished <input type="checkbox"/> Unlisted				
Inside Wire Maintenance Contract				
Long Distance Package				
Additional Listing				
Voice Mail <input type="text"/>				
Features <input type="text"/>				
Features <input type="text"/>				
Other <input type="text"/>				
Dial-Up Internet - Existing Acct. <input type="checkbox"/> Y <input type="checkbox"/> N				
High-Speed Internet <input type="text"/>				
Static IP (Address to be assigned by Sys. Admin.)				
Additional E-mail				
High-Speed Equipment Lease <input type="checkbox"/> 1 Yr. <input type="checkbox"/> 2 Yr.				
High-Speed Wireless Router Lease <input type="checkbox"/> 1 Yr. <input type="checkbox"/> 2 Yr.				
Digital TV Pkg. <input type="text"/>				
A-la-Carte Services <input type="text"/>				
High Definition TV Service				
Additional Remotes <input type="checkbox"/> Purchase <input type="checkbox"/> Lease				
Additional TVs - Wired at Time & Materials				
PEG				
Video Franchise Fee				
Other <input type="text"/>				
SUBTOTAL		.00	.00	41.25
Mandatory Charges	Qty.	Monthly Fee	1-Time Charges	Install Charge
End User Charge		6.50		
Federal Universal Service Fund - DSL				
Service Provider Number Portability		.17		
SUBTOTAL		6.67		
State Mandated Fees		.88		
Federal Universal Service Fund		.80		
TOTAL (Not Including Tax)		8.35	.00	41.25

Internet Customers Only

Account Username (Lowercase Only)

 Becomes the first part of your e-mail address
@lakedalelink.net.
 First character must be a letter.
 3 minimum and 27 maximum allowed.

Account Password

 Lowercase Uppercase
 Can be letters and/or numbers.
 6 minimum and 27 maximum allowed.
 Additional e-mail account: \$3.00

Software
 I have Windows.
(Operating System)

I have a Macintosh.
(Operating System)

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SO #:
 Install Date:
 AM PM
 SO #:

Digital TV Customers Only

Streams:
 # of TVs:
 # of Remotes:
 Comments:

Digital TV City Fees
 Maple Lake
 5% City Digital TV & \$.85 PEG Fee
 Montrose/Waverly
 3% City Digital TV Fee
 Paynesville
 5% City Digital TV & \$.50 PEG Fee

Additional Comments:

FOR OFFICE USE ONLY			
Entered in server by:	Date:	Entered in DPI by:	Date:
Disconnected/server by:	Date:	Disconnected/DPI by:	Date:

AGREEMENTS & UNDERSTANDINGS
TELEPHONE SERVICE

The undersigned will grant to the Company the necessary rights, privileges, and easements to construct, operate, replace, repair, and perpetually maintain on the property owned or leased by the Undersigned, and in or upon all roads, streets, or highways abutting said property, its line or lines for the transmission or distribution of communications and will execute and deliver to the company any conveyance, grant or instrument which the Company shall deem necessary or convenient for said purposes or any of them. All service lines supplying the Undersigned with communications and all telephone appliances and equipment constructed or installed by the Company on said property, except so much thereof, if any, as shall be paid for by the Undersigned shall at all times be the sole property of the Company and the Company shall have the right of access to said property to repair and service, and upon discontinuance of service for any reason to remove the same.

The Undersigned requests Lakedale Communications (Lakedale), Annandale, Minnesota, to furnish telephone service and equipment as specified above, and as may be ordered from time to time, either orally or in writing.

I personally will guarantee full payment by the company or corporation above named and will be personally obligated to pay all accounts incurred by all orders, placed by the named business, be it a corporation or a proprietorship.

I hereby subscribe to Lakedale for local telephone service and/or other services at my residence or business and agree to pay for all services including toll services, if applicable, when bills are rendered. I understand late payment and bank charges are also assessable.

CONTRACT FOR WAIVER OF NEW CONSTRUCTION CHARGE

This contract between the undersigned (Customer) and Lakedale Communications (Company) is for the provision Digital Video service, High-speed Internet service, and/or telephone service. The minimum period of service is two years from the effective date. The effective date is defined as the date that service is successfully activated at the Customer's designated location.

Customer Obligations:

1. Subscribe to at least one of the above-mentioned services, at the address listed above, for a minimum period of 24 consecutive months from the effective date.
2. Timely remittance of payment in full for the services period.
3. Responsible for any wiring required beyond the Demarcation Point/Network Interface Device (NID).

Early Termination Fee: Customer agrees to pay a termination fee in the event that any clause, as described above, is breached. The early termination fee equals the applicable new construction charge of \$100.00 minimum for up to 300 feet of drop wire calculated as installed, not line-of-sight. Plus \$.75 per foot for drops over 300 feet and any prorated monthly charges for this service.

Exceptions. Early Termination Fees Do Not Apply When:

1. altering the programming package, or
2. moving between billing plans (i.e. a la carte vs. packages), or
3. the Company, in its sole judgment, is unable to meet its internal service standards.

Company Obligations:

1. Waive the new construction charge as long as the Customer is in compliance with the terms of this agreement.
2. Provide and maintain the specified service in accordance with generally accepted industry standards.
3. Provide service to the Demarcation Point/Network Interface Device (NID).

I, the undersigned, agree to the above-stated contract terms and conditions by initialing this section. **X** _____ (initials)

X _____
Applicant Signature

X _____
Date

X _____
Spouse/Co-Applicant Signature

X _____
Date

**No person under the age of 18 may legally sign this application.
Mail or fax this completed form to our Customer Service Center.**

AGREEMENTS & UNDERSTANDINGS
DIGITAL TV SERVICE

Minimum Billable Charges:

The minimum billable charges for month-to-month contracts are one month paid in full. This includes any and all promotions. Partial payments to your account will be applied to the telephone portion of your bill first.

Equipment Agreement:

I understand and agree that all equipment (including Residential Gateways) installed in or on my premises is the property of Lakedale Communications (Lakedale). I agree I will not deliberately alter, tamper with, or remove it, and I will exercise reasonable care to prevent damage or loss of the equipment. If the Residential Gateway is tampered with, lost, stolen, or not returned by me, I agree to pay Lakedale up to \$650.00 (six hundred fifty dollars) as liquidated damages. I understand that the purchase and replacement of any batteries in the future will be my responsibility. If it is necessary for Lakedale to commence legal proceedings for the recovery of such damages or for the recovery of the Residential Gateway unit itself, I also agree to pay any unpaid balance due Lakedale, legal costs of collection, plus 1½% (one and one-half percent) interest per month.

The Residential Gateway is and shall remain the property of Lakedale. Upon termination of digital video service, the Residential Gateway must be returned to an authorized representative of Lakedale in proper undamaged condition within 72 hours. I agree to make arrangements for an authorized Lakedale representative to recover the Residential Gateway unit from my residence by appointment sometime between 8:00 a.m. and 5:00 p.m. Monday through Friday, or I will return the Residential Gateway to the Lakedale Business Offices located at 9938 State Highway 55 NW, Annandale, Minnesota.

I understand the Residential Gateway agreement is not assignable or transferable.

I authorize this service to be billed on my local telephone billing statement.

CONTRACT FOR WAIVER OF DIGITAL TV ACTIVATION CHARGE

This contract between the undersigned (Customer) and Lakedale is for the provision Digital TV service. The minimum period of service is one year from the effective date. The effective date is defined as the date that service is successfully activated at the Customer's designated location.

Customer Obligations:

1. Subscribe to Digital TV service for a minimum period of twelve consecutive months from the effective date.
2. Timely remittance of payment in full for the Digital TV service provided.
3. Responsible for any wiring required beyond the Demarcation Point / Network Interface Device (NID).

Early Termination Fee: Customer agrees to pay a termination fee in the event that any clause, as described above, is breached. The early termination fee equals the applicable activation charge of \$129.00 plus any prorated monthly charges for this service.

Exceptions. Early Termination Fees Do Not Apply When:

1. altering the programming package, or
2. moving between billing plans (i.e. a la carte vs. packages), or
3. Lakedale, in its sole judgment, is unable to meet its internal service standards.

Company Obligations:

1. Waive the \$129.00 activation charge as long as the Customer is in compliance with the terms of this agreement.
2. Provide and maintain the specified service in accordance with generally accepted industry standards.
3. Provide Digital TV service to the Demarcation Point / Network Interface Device (NID).

I, the undersigned, agree to the above-stated contract terms and conditions by initialing this section. **X** _____ (initials)

X _____
Applicant Signature

X _____
Date

X _____
Spouse/Co-Applicant Signature

X _____
Date

**No person under the age of 18 may legally sign this application.
Mail or fax this completed form to our Customer Service Center.**

**AGREEMENTS & UNDERSTANDINGS
INTERNET/HIGH-SPEED INTERNET SERVICE**

Appointment of Agent: The undersigned appoints Lakedale LINK, LLC (Lakedale) as Agent to order and make changes in service associated with the activation of Internet Services as specified above. As an Internet access user, I agree to abide by the present and future rules and bylaws of Lakedale concerning Internet access.

Rules of Connected Networks: I agree to follow the rules of any connected networks if and when using those networks.

Agreement Not to Resell or Transmit: I agree not to resell or give away Internet access or services provided by Lakedale, whether through wireless fidelity transmission or otherwise, without the prior written consent of Lakedale, which may be granted or withheld in Lakedale's sole discretion.

Disclaimer of Warranties / Limitation of Damages: I understand Lakedale makes no warranty, express or implied, concerning the performance of its network, Internet connection, gateway connections to other networks, or any other services or facilities to be provided under this Agreement. All services and/or related facilities will be provided by Lakedale "AS IS" and with all faults. Lakedale disclaims any and all implied warranties, including the implied warranty of merchantability and implied warranty of fitness for a particular purpose. Lakedale shall have no liability for special, indirect, or consequential damages arising from or relating to any services or facilities provided to me (regardless of whether such liability is claimed to exist on the basis or contract, negligence, or otherwise), including, but not limited to, lost profits or loss of business opportunity. Any liability of Lakedale shall be limited to the return of any one-time or recurring charges paid by me.

Attorney's Fees: In the event of any litigation arising from or related to this Agreement, the prevailing party shall be entitled to recover its costs, including, but not limited to, attorney's fees.

Promotions: The undersigned customer is liable for all applicable monthly charges during the promotional period if service is canceled during or the month following the promotional period.

Minimum Billable Charges: The minimum billable charges for month-to-month contracts is one month paid in full.

Billing: I authorize this service to be billed on my local telephone billing statement. Partial payments to my account bill will be applied to the telephone portion of my bill first.

Wiring beyond the Network Interface Device (NID) / protector will be an additional charge.

I, the undersigned, agree to the above-stated contract terms and conditions by initialing this section. **X** _____ (initials)

AGREEMENT FOR HIGH-SPEED INTERNET ETHERSET LEASE PROGRAM

This contract between the undersigned (Customer) and Lakedale is for the leasing of equipment (Etherset) length of commitment term. The undersigned (Customer) agrees to lease the (Etherset) for a minimum period of one or two years, (length of time determined upon initial application), from the effective date (period of time when service is temporarily suspended, by mutual consent, are disregarded). The effective date is defined as the date that service is successfully activated at the Customer's designated location.

Early Termination Fee: Customer agrees to pay a termination fee upon removing service before the length of Etherset Lease Agreement has been fulfilled. The termination fee will be the length of time remaining on the Etherset Lease Agreement from the removal date to the end of agreement term as described above. (See effective date)

I, the undersigned, agree to the above-stated contract terms and conditions by initialing this section. **X** _____ (initials)

CONTRACT FOR WAIVER OF HIGH-SPEED INTERNET ACTIVATION CHARGE

This contract between the undersigned (Customer) and Lakedale is for the provision high-speed Internet service. The minimum period of service is one year from the effective date. The effective date is defined as the date that service is successfully activated at the Customer's designated location.

Customer Obligations:

1. Subscribe to high-speed Internet service for a minimum period of twelve consecutive months from the effective date. Period of time when service is temporarily suspended, by mutual consent, are disregarded.
2. Timely remittance of payment in full for the high-speed Internet service provided.
3. Responsible for any wiring required beyond the Demarcation Point / Network Interface Device (NID).

Early Termination Fee: Customer agrees to pay a termination fee in the event that any clause, as described above, is breached. The early termination fee equals the applicable activation charge of \$95.00 or \$251.00 without local phone service plus any prorated monthly charges for this service.

Exceptions. Early Termination Fees Do Not Apply when:

1. altering the bandwidth (speed) of the service, or
2. changing the designated location where the service is provided, or
3. moving between billing plans (i.e. a la carte vs. packages), or
4. Lakedale, in its sole judgment, is unable to meet its internal service standards.

Company Obligations:

1. Waive the \$95.00 or \$251.00 high-speed Internet activation charge as long as the Customer is in compliance with the terms of this agreement.
2. Provide and maintain the specified service in accordance with generally accepted industry standards.
3. Provide high-speed Internet service to the Demarcation Point / Network Interface Device (NID).

I, the undersigned, agree to the above-stated contract terms and conditions by initialing this section. **X** _____ (initials)

X _____
Applicant Signature

X _____
Date

X _____
Spouse/Co-Applicant Signature

X _____
Date

**No person under the age of 18 may legally sign this application.
Mail or fax this completed form to our Customer Service Center.**