

ANCHORAGE OFFICE
 4300 B Street, Suite 501
 Anchorage, Alaska 99503
 1-800-478-6409
 Fax: 907-563-3394



UTQIAGVIK OFFICE
 1078 Kiogak Street
 Utqiagvik, Alaska 99723
 907-852-7100
 Fax: 907-852-0006

www.astac.net ▪ info@astac.net

CUSTOMER WIRELESS APPLICATION

Applicant or Business Name:	Joint Applicant Name:
SSN # / Tax ID #:	SSN #:
Birth Date:	Birth Date:
Driver's License # & State:	Driver's License # & State:
Contact Phone #(s):	Contact Phone #(s):

Billing Address _____ / _____ / _____ / _____
 (PO Box only for North Slope) (City) (State) (Zip Code)

Email Address(es) _____



Do you or does anyone in your household have any disabilities that may inhibit access to service offerings?

If yes, please explain: _____

CPNI VERIFICATION PASSWORDS

You will be required to use these password(s) for any account access or related services with ASTAC via phone, in-person or on the web.

Please provide a Security Question and Answer (use an example or make your own)

- Examples: What is the name of your favorite pet?
- What is the name of your favorite movie?
- What is your favorite color?
- What is your first best friend's name?

Passphrase

Any combination of letters and/or numbers

Authorized Party to contact ASTAC on behalf of the customer if needed (optional):

Name _____ Contact Number _____

CALLING PLANS Includes Unlimited SMS Messaging and MMS Messaging. Data rates will apply.

Unlimited Nationwide \$20.00 Monthly Rate, Per Line - Unlimited Nationwide Calling and Roaming

Unlimited Statewide \$15.00 Monthly Rate, Per Line - Roaming in Lower 48 \$0.35 per minute, Out of State calls \$0.25 per minute

Lifeline Wireless Program \$0 Monthly Rate check box if applying – For more info on Lifeline, contact ASTAC Customer Service

Lifeline Plan includes Unlimited Nationwide Calling and SMS Messaging + 500 Mb Mobile Data*, one line per customer

MOBILE DATA PLANS Data Plans can be shared with up to ten (10) lines. Data required for all calling plans.

- | | | |
|---------------------------------------|---------------------------------------|---------------------------------------|
| 300 Mb - \$20.00 Monthly Rate* | 12 GB - \$70.00 Monthly Rate* | 30 GB - \$220.00 Monthly Rate* |
| 2 GB - \$30.00 Monthly Rate* | 15 GB - \$95.00 Monthly Rate* | 40 GB - \$295.00 Monthly Rate* |
| 3 GB - \$35.00 Monthly Rate* | 20 GB - \$120.00 Monthly Rate* | 50 GB - \$370.00 Monthly Rate* |
| 5 GB - \$45.00 Monthly Rate* | 25 GB - \$170.00 Monthly Rate* | |

Home Bundle Mobile Data Discount check box if applying – Receive 2 GB Mobile Data 50% off regular price, 1 line per Bundle*

*Data Overage Rate: \$15/GB. Data is on a per month basis and does not roll over to the next month.

Applicants are responsible to monitor their own data usage.

CHOOSE YOUR DEVICE(S) AND PLAN(S) One-time Activation fee: \$35.00 per line

Handset Brand and Model Name <i>Leave blank if not purchasing phone</i>	Down Payment	Balance Due	Installation Plan <i>Check only one option below</i>	Calling <i>Circle One</i>	Data <i>Fill In Plan / Circle Y or N</i>	Phone # <i>Office Use Only</i>
1.	\$	\$	<input type="checkbox"/> 12 Month <input type="checkbox"/> 18 Month <input type="checkbox"/> 24 Month	NW SW	/Shared Y N	
2.	\$	\$	<input type="checkbox"/> 12 Month <input type="checkbox"/> 18 Month <input type="checkbox"/> 24 Month	NW SW	/Shared Y N	
3.	\$	\$	<input type="checkbox"/> 12 Month <input type="checkbox"/> 18 Month <input type="checkbox"/> 24 Month	NW SW	/Shared Y N	
4.	\$	\$	<input type="checkbox"/> 12 Month <input type="checkbox"/> 18 Month <input type="checkbox"/> 24 Month	NW SW	/Shared Y N	

For Office Use Only – Rev. 5/1/17

Date Received _____ Date Completed _____ Deposit Required _____

SO# _____ Customer Account # _____ CSR Initials _____

PLEASE READ ALL TERMS AND CONDITIONS ON PAGE 2 BEFORE SIGNING

CUSTOMER WIRELESS APPLICATION

ARCTIC SLOPE TELEPHONE ASSOCIATION COOPERATIVE, INC.

This is an Agreement between subscriber named on the reverse side and ARCTIC SLOPE TELEPHONE ASSOCIATION COOPERATIVE, INC., (“ASTAC”) for the provision of cellular telephone or other wireless telecommunications services or products (“Service”). The agreement shall not be binding until accepted and executed by an authorized employee, or agent of ASTAC. A faxed copy of this agreement can be considered the original.

1. Availability: Service availability is subject to the condition and power of your cellular telephone, your location relative to our cell sites and those of other companies, cellular system capabilities and atmospheric or topographical conditions. For these reasons, we make no warranty that service will be available at any time or in any location. Service may be temporarily refused, interrupted or curtailed due to governmental regulations or orders, system capacity limitations, equipment failure, nonpayment by subscriber, modifications, upgrades, relocations, repairs or other activities necessary or appropriate for system operations.

2. Use of Service: Requests for activation, modification or termination of Service will only be accepted by ASTAC from subscriber or subscriber’s authorized agent. Subscriber agrees not to use the Service for an unlawful or abusive purpose or in any way that damages our property or interferes with or disrupts our system or use by other users. Subscriber also agrees change the electronic serial number (ESN) or equipment identifier (EID). Subscriber has no ownership rights to any IP address, or e-mail address provisioned by ASTAC to be used for any Service. By using Service, subscriber agrees to abide by the terms and conditions of this agreement, any applicable calling plan and any applicable software license. Your service is subject to ASTAC’s Acceptable Use Policy located at www.astac.net and may change without notice.

3. Determination of Charges: Charges for the Service will depend on the calling plan selected by subscriber on the reverse side of this agreement. For all incoming and outgoing calls, the length of the call will be measured from the time subscriber presses the “send” key until subscriber presses the “end” key or otherwise terminates the call. Airtime is billed in full minute increments, with partial minutes rounded up to the next full minute. If an incoming call has been forwarded to another number, subscriber will be billed for the entire time that the system handles the call. If subscriber uses the telephone for paging or text messaging, where available, subscriber will be charged for messages as described in subscriber’s service plan. Subscriber will be billed at home or roaming airtime rates for 800,866,877,888 and other “toll free” calls depending on where subscriber is located when the call is made. If a person activates Service on behalf of another person or entity but was not authorized to do so, the person activating the Service will be fully bound by this agreement as though they had activated the Service on their own behalf. ASTAC reserves the right to modify or terminate the calling plan selected by subscriber upon thirty (30) days prior written notice. In such event, subscriber may terminate the Service or select another calling plan. Continued use of the Service after the expiration of the notice period will be subscriber’s consent to the charges described in the notice. ASTAC reserves the right to deliver some or all long distance calls to the long distance provider of ASTAC’s choice.

4. Payment, Due Date: Subscriber is responsible for payment of all charges to subscriber’s account including but not limited to: airtime, access, features, data usage, text messaging, roaming, long distance, directory and operator assistance charges, telephones and accessories, shipping and handling fees and any taxes, surcharges, fees, assessments or recoveries imposed upon subscriber as a result of the provision of Service or the purchase of goods. All amounts billed are due upon receipt, and are considered delinquent if payment has not been received by the 20th day of the next month.

5. 30 Day Trial Period: You may terminate a new customer service agreement for any reason within 30 days of activation. If you do so, the service will be cancelled; and you will be responsible for all applicable fees, prorated access charges, taxes, roaming, long distance, data usage, or other charges that accrued to your account. Equipment provided/purchased must be returned in the original box with all components and packaging materials (phone, charger, battery, user instructions, warranty information, etc.). If your equipment is deemed “acceptable” you will be refunded the price of the phone to reflect the equipment purchased price. ASTAC reserves the right to determine “acceptable” condition.

6. Handset Installment Plan Term, Termination: The term of the Handset Installment Plan is disclosed on the reverse side. Handset Installment Plans require a 12, 18, or 24 month 0% APR monthly installments and immediate down payment. Qualified wireless service plan is required. Either party may terminate this agreement at any time upon notifying the other party with or without cause. Except as otherwise provided herein, if subscriber terminates the Handset Installment Plan, cancels wireless service, or failure to make required payments when due, the remaining balance of the handset is due. At the end of the Handset Installment Plan service will continue on a month to month basis at the last rate agreed to by the parties.

7. Deposits, Credit Information, Late Payment Charges and Disputes: ASTAC may, at its option, require a deposit prior to or at any time during the term of the service agreement. The amount of the deposit will depend on the credit of and the amount of Service provided to subscriber. The deposit will be held as a partial guarantee of payment. The deposit cannot be used by subscriber to pay or delay payment. Unless otherwise required by law, deposits may be mixed with other funds of ASTAC and will not earn interest. Subscriber agrees to provide credit references and to allow ASTAC to verify credit information and contact credit reporting agencies to obtain and provide payment and credit history. A late payment charge of ten and one half percent (10.5%) per annum, or such lesser amount required by law, will be added to past due accounts. Payments mailed to ASTAC will be deemed paid when received and credited to subscribers account. All amounts, including disputed amounts must be paid by the due date regardless of the status of any objection. All communication regarding disputes must be in writing, marked “billing dispute” on the outside of the envelope, and received by ASTAC within 60 days of receipt of the billing statement. If any of these requirements are not met, subscriber waives any right to contest the bill.

8. Disclaimer of Warranties and Risk of Loss: ASTAC makes no warranty, express, statutory or implied, written or oral, and whether arising by statute or course of dealing or usage of trade to subscriber as to: (A) the suitability of the Service for subscriber’s intended use; (B) the availability of the Service at any time or in any location, (C) the merchantability or fitness of the Service for any purpose, or (D) the availability of 911 service, (E) the grade or quality of the Service. Subscriber assumes all risk of loss that may result from unavailability or failure of the Service.

9. Limitation of Liability: The total liability of ASTAC in any way arising directly or indirectly out of the provision of the Service under this agreement shall be limited to an amount equal to one month’s access charge. This limitation of liability shall apply regardless of the form of the action, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise. In no event shall ASTAC be liable for any special, consequential or punitive damages.

10. Expenses: Subscriber shall pay all costs and expenses, including without limitation reasonable attorney’s fees, and the fees of any collection agencies and arbitration process or court costs, incurred by ASTAC in enforcing any of its rights or remedies under this agreement.

11. Jurisdiction: Any dispute regarding this agreement will be governed by the laws of the State of Alaska and resolved in any Alaska court or through arbitration at a location selected by ASTAC in the state of Alaska.

12. Commercial Mobile Alert Services: ASTAC presently does not transmit wireless emergency alerts. Notice required by FCC Rule 47 CFR 10.240 (Commercial Mobile Alert Services)

13. Contract Modifications, Notices: No modification hereof shall be binding upon either party unless the modification is in writing and signed by a duly authorized representative of both parties. Notices to Subscriber shall be deemed given if deposited in the U.S. Mail system addressed to subscriber’s last known address as shown on the reverse side of this agreement. Notices to ASTAC will be deemed given when received by ASTAC.

Subscriber acknowledges that they have read and understands these terms and conditions and agrees to be bound by them, and that this document with any attachments is the complete and exclusive statement of the agreement between the parties and this supersedes all proposals, oral or written, and all other communications between the parties relating to this agreement.

Owner/Authorized Signer (Please print)

Date

Owner/Authorized Signer (Signature)

Joint Applicant (Please print)

Date

Joint Applicant (Signature)