



## Service Application

I am applying for:

RESIDENTIAL SERVICE     BUSINESS SERVICE

Company Name: \_\_\_\_\_

Federal ID or Social Security Number: \_\_\_\_\_

Sole Proprietor     Partnership     Corporation

Date of Incorporation: \_\_\_\_\_

State: \_\_\_\_\_

### Applicant Information

Applicant or Business Owner: \_\_\_\_\_  
Last First Initial

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

Co-Applicant or Co-Owner: \_\_\_\_\_  
Last First Initial

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

Service Address: \_\_\_\_\_  
Street City Zip

Billing Address: \_\_\_\_\_  
(if different than service) Street City Zip

Please check here if you have a hearing or speech disability or condition that prevents or limits your ability to communication over voice networks.

### Included in this Application:

- Membership Application
- Phone Books and Directory Listing Options for Voice/Telephone Service
- Inside Wire Maintenance
- Terms and Conditions Applicable to all Polar Services
- Terms and Conditions Applicable to Voice Services
- Terms and Conditions Specific to Broadband and/or Video Services

By signing below I agree to the following:

- I have reviewed the Terms and Conditions applicable to the services I intend to purchase from Polar.
- I understand services are subject to taxes and fees, and installation charges may apply.
- If I am subscribing to Voice Services, I have read and understood the limitations on the functioning of 911 emergency phone services under certain circumstances, including power outages.
- I understand that my service installation may be delayed or suspended if I fail to return this completed Application.

Applicant or Business Owner:

Co-Applicant or Co-Owner (if any):

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Authorized Signature

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

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

## Membership Application (Residential Applicants Only)

Polar is a member-owned cooperative. Members receive annual patronage payments from Polar based on subscription to qualifying services in accordance with Polar's by-laws. Information provided here is used for establishing and managing a membership with Polar.

Applicant Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
(Member)

Co-Applicant Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**Failure to complete this section may delay or prevent your receipt of capital credits.**

## Phone Books and Directory Listing Options for Voice/Telephone Service

**Phone Subscribers:** Unless you request otherwise, your Polar voice service will be listed in the phone book and directory assistance using your service address.

**Directory Only:** If you do not subscribe to Polar phone services, you may include your listing in the phone book and directory assistance for an annual fee.

Choose One:

- List my service as described
- List my service with some changes (See listing options)
- Omit my listing from the phone book but keep me in directory assistance (See listing options)
- Omit me from the phone book and directory assistance. I understand a monthly fee applies.

Listing Options (answer any that apply):

- Name(s) or Business Name for Directory Listing: \_\_\_\_\_  
Listed Number(s) (*Business Only*): \_\_\_\_\_  
Type of Business (*Business Only*): \_\_\_\_\_
- Use my billing address instead of my service address in my listing; or
- Omit my address from listing

Number of Phone Books requested: \_\_\_\_\_

- Please call me at phone # \_\_\_\_\_ to discuss Yellow Page advertising and alternate listings in the Polar white page directory (*Business Only*).

## Inside Wire Maintenance

Polar will connect service to a demarcation point between Polar's equipment and subscriber premise wiring and equipment. The subscriber is responsible for any maintenance the subscriber's side of this demarcation point. Polar WILL NOT maintain or repair subscriber wiring or equipment that is not under an **inside wire maintenance plan**.

Unless you choose to purchase an inside wire maintenance plan, any requests to service your equipment shall be subject to a trouble isolation fee regardless of whether Polar repairs your service. Minimum fee is \$50.

- I do not want inside wire maintenance plan
- I wish to subscribe to an inside wire maintenance plan for my telephone service only, at the applicable monthly rate.
- I wish to subscribe to an inside wire maintenance plan for all of my Polar services at the applicable monthly rate.

## Terms & Conditions Applicable to All Polar Services

- a. Polar required reasonable access to the premises for installation and maintenance of services. Polar reserves the right to refuse service should conditions exist that pose a threat to the well-being or safety of its employees, such as an unrestrained dog or other hazardous condition.
- b. Terms of Service are found at <https://www.polarcomm.com/resources/#agreements> and include, but are not limited to, restrictions and limitation on use of service, and payment for services.
- c. Rates listed are subject to change and exclude taxes, franchise and other governmental fees. Rates and charges for additional service and equipment installation fees, monthly recurring fees and nonrecurring charges, where applicable, may be found at <https://www.polarcomm.com/>
- d. All equipment provided by Polar to subscribers remains property of Polar and the subscriber is wholly responsible for the replacement cost should it be destroyed or stolen while in the subscriber's possession. Upon termination of service, any equipment provided by Polar must be returned to Polar in working condition or additional fees as specified in the Terms of Service found on <https://www.polarcomm.com/resources/#agreements> will apply.

## Terms & Conditions Specific to Voice Services

- a. Voice services are subject to Terms of Service are found at <https://www.polarcomm.com/resources/#agreements> and state and federal tariffs.
- b. Services provided through fiber or Internet protocol (aka "VOIP") may fail during power or broadband outages disrupting access to 911 emergency services. Please review **Emergency 911 Services on VOIP** and **Backup Power Information** contained in the Terms of Service.

## Terms & Conditions Specific to Broadband and/or Video Services

- a. Additional fees apply for customers who decline to commit to a 6-month minimum term. Early termination fees apply to services terminated prior to the completion of any Term Commitment as specified in the Terms of Service found on <https://www.polarcomm.com/resources/#agreements>
- b. Polar strongly recommends that all customers connecting computer or network systems to the Internet or other systems use a firewall as the minimum step in securing their information. Customer agrees to hold harmless Polar from any claims, obligations, liability, costs, damages, or expenses arising out of or relating to a third party wrongfully accessing Customer's electronic contents through Polar's data network.
- c. Video-only service subscribers are not eligible for membership in Polar. Cooperative membership requires subscription to at least one voice or broadband qualifying product.