Reset

F&B COMMUNICATIONS

Customer Application

F&B COMMUNICATIONS

1. General Information (PLEASE PRINT)

☐ New Customer ☐ Account Change

Applicant

First Name _____ MI ____

Last Name _____

Nickname _____

Date of Birth _____

Social Security # _____

Driver's License # _____

Contact/Cell Phone Number _____

Select one: ☐ Residential ☐ Business

Business Name _____

Tax ID Number _____

Co-Applicant

First Name _____ MI ____

Last Name _____

Date of Birth _____

Social Security # _____

Driver's License # _____

Contact/Cell Phone Number _____

Address

E911 Address _____ City _____ State _____ Zip+4 _____

Billing Address _____ City _____ State _____ Zip+4 _____

E-mail Address _____

Property Owner

Are you the property owner at the above location? ☐ Yes ☐ No If not, who is? _____

If you are *not* the property owner, do you have permission to have services installed at this location? ☐ Yes ☐ No

F&B COMMUNICATIONS | 103 N. Main St. | P.O. Box 309 | Wheatland, Iowa 52777-0309
Phone (563) 374-1236 | Fax (563) 374-1930 | www.fbcom.net

2. Account Access

Under the FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), F&B Communications will only be allowed to discuss CPNI at our retail location(s) with those listed as an authorized user on the account and carrying a photo ID. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. Remember, CPNI includes call detail information and certain account information, including the amount of your bill. For telephone inquiries, other rules dictate how we authenticate a customer. In order to make your experience with F&B Communications the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives.

List any authorized users you wish to add to your account. The applicant and co-applicant listed on the first page of this application already have full access to the account so it is not necessary to relist these names.

Authorized User (Legal Name) _____ Phone Number: _____

Authorized User (Legal Name) _____ Phone Number: _____

Authorized User (Legal Name) _____ Phone Number: _____

By signing this application, you expressly request that the company share certain account and call detail information, including Customer Proprietary Network Information, with authorized account users and is authorizing the company to share such information with authorized users as necessary to address service and account inquiries initiated by the account owner or any authorized user.

Question for Authentication (please complete at least three):

What is the make of your first car? _____

Who was your childhood hero? _____

In what city or town was your first job? _____

What is your mother's middle name? _____

What street did you live on in third grade? _____

What is the last name of your first-grade teacher? _____

3. Marketing Opt-Out

Due to the nature of our business, F&B Communications, Inc. ("F&B") has access to information regarding the quantity, technical configuration, type, destination, and amount of services you the customer use. This data is considered customer proprietary network information (CPNI) and also includes information contained in the bills pertaining to telephone exchange service. Under federal law, you have the right, and F&B has the duty, to protect the confidentiality of your CPNI. F&B commits to keeping your CPNI data confidential and will not share it with anyone outside the company without a formal request from you. In order to better serve you, F&B would like to use your CPNI to market services and features directly fit for your needs. Approval or denial of this information will not affect any services you already receive from F&B; however, approval will enhance our effectiveness in getting pertinent information regarding our services in your hands. As a customer of F&B you have the right to approve or deny access to this information at any time. Your decision will remain effective until you revoke or limit such approval or denial.

F&B and its telecommunications affiliates want to use your CPNI to more effectively market communications-related products and services that you do not currently subscribe to—unless you tell the company not to do so. If you do not check the box below,, it will be understood that you have given us approval to use your CPNI. You may opt-out at any time by writing F&B Communications, P.O. Box 309, Wheatland, IA 52777, e-mailing info@fbc-tele.com or calling 563-374-1236.

☐ I do not wish F&B Communications, Inc. or its telecommunications affiliates to use my CPNI to market communications-related products and services that I do not presently subscribe to.

4. Electronic Billing Notice

F&B uses SmartHub, a safe and secure service that makes viewing and paying your bill convenient and saves you time. **All Internet customers that do not subscribe to phone service receive their monthly F&B statement electronically.** A paper bill option is available for an additional $3.00 per month.

Statement Delivery Method: ☐ Paperless E-bill ☐ Paper Bill ($3.00 per month) ☐ Paper Bill (No charge - phone subscriber)

PAPERLESS E-BILL ACKNOWLEDGEMENT: I (we) understand that monthly F&B billing statements are delivered electronically and that a paper statement will not be sent via postal mail. I (we) understand that the monthly bill available notice will be sent to the email address on this application and that I (we) are still responsible for paying the monthly bill, even if I (we) don't receive an e-mail notification. I (we) also understand that the monthly bill available notice will contain balance information only that I (we) must login to the SmartHub website or mobile app to view bill detail and/or make payment.

Customer Initial: _____

5. Automatic Payments

F&B offers automatic payments via bank account (ACH). Automatic payments are scheduled for the statement due date.

I (we) hereby authorize F&B Communications, hereinafter called COMPANY, to initiate debit entries to my (our)
☐ Checking Account ☐ Savings Account
indicated below and the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of United States law. I (we) understand funds will be deducted on my (our) statement due date.

Depository _____ Branch _____

City _____ State _____ Zip _____

Bank Account Holder Name(s) _____

Transit/ABA Number _____ Account Number _____

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Signature _____ Date _____

Note: To setup automatic payments by credit card, utilize the SmartHub website or mobile app.

6. Internet

Please complete this section if you are interested in Internet service.

☐ E-mail account username (*username*@fbcom.net) _____ *(15 characters max)*

☐ I do not need an fbcom.net e-mail account.

Residential Fiber Internet
☐ Home Plus + SmartHub WiFi
☐ Home Pro + SmartHub WiFi
☐ Home Pro Plus + SmartHub WiFi
☐ Home Basic

☐ SmartHub WiFi
☐ SecureIT

Business Fiber Internet
☐ Business Plus
☐ Business Pro
☐ Business Pro Plus
☐ Business Basic
☐ Business Lite

Note: Standard installation at no charge ($150 value). Technicians will connect one device, such as a Wi-Fi router, at installation. If you have additional computers or devices such as game systems, SmartTVs or tablets, you will need a router. Additional wiring installation and networking equipment is available for a fee.

7. Phone

Please complete this section if you are interested in phone service.

Directory Listing _____ ☐ Business ☐ Residential

Subscribers are served with "equal access", which means you may choose the carrier to provide your IntraLATA and InterLATA long distance service. The rates and services for each long distance carrier may vary. You will receive a separate bill for long distance services unless you choose Lincolnway Long Distance (see below).

IntraLATA _____ InterLATA _____

Lincolnway Long Distance

While you may select any long distance carrier, F&B Communications does offer Lincolnway Long Distance service and calling plans. Service is conveniently billed on your local F&B bill. If selecting Lincolnway Long Distance as you long distance carrier, please choose a calling plan.

☐ 18¢ Anytime, Anywhere Plan
☐ 100 Nationwide Minutes Package
☐ 250 Nationwide Minutes Package
☐ 500 Nationwide Minutes Package
☐ 1,000 Nationwide Minutes Package

Preferred Carrier Freeze

Some telephone customers have had their telephone service provider changed without their consent. This practice is known as "slamming." In order to better serve you and keep you from getting your service changed without authorization, we provide a service for our customers who would like to have more control over their telephone service. This service is called a preferred carrier freeze. A preferred carrier freeze prevents a change in a subscriber's service without the consent of the subscriber. The preferred carrier freeze can be placed on your local, intrastate, interstate, and /or international telecommunications carriers. Once the preferred carrier freeze is in place, the freeze can only be lifted by you, either by written or oral authorization. The authorization required for the lifting of the preferred carrier freeze is in addition to the regular verification process required to change to a different telephone service. The written authorization must be signed and state your intent to lift a preferred carrier freeze. It should also include your billing name, address and each telephone number to be affected. If you have a freeze on more than one service (local, intrastate, interstate, and/or international), please also state which of the services are to be affected. The oral authorization can be initiated by the customer or can be a three-way conference call with you, the carrier to which you wish to switch, and one of our service representatives. There is no charge for this service.

Please check the service(s) which you would like to have frozen. If you do not know your new phone number, please leave the form blank and ask a customer service representative to fill in your number when available.

☐ Local ☐ Local Long Distance (IntraLATA) ☐ Long Distance (InterLATA, includes interstate and international)

Phone Number _____ Signature _____ Date _____

Popular Calling Features (additional features also available)

☐ Call Waiting (Free)
☐ Caller ID Name and Number
☐ Distinctive Ring Number/Teen Line
☐ 900 Blocking (Free)
☐ VoiceMail (single mailbox)
☐ Find Me/Follow Me
☐ Unlisted/Unpublished Number ($1.00/mo.)
☐ Smart Telemarketer Call Screening
☐ LineGuard Wire Maintenance

VoiceMail e-Forward e-mail address: _____

Do you have a number that you wish to port *in* from another provider? ☐ Yes ☐ No *(If so, we will contact you for additional information)*

Current Service Provider Name _____ Current Phone Number _____

Note: Installation is included to existing telephone wiring and devices. Additional charge applies for new wiring and materials. Minimum service term is 30 days.

8. Smart Connect Package

Please complete this section if you are interested in a bundle package of services to save money.

Package Selection
☐ Smart Connect Net (Phone and Internet)

Note: Bundles may not be available in all areas.

9. Acknowledgment

Upon signing this application, I/we will take total responsibility for the payment of the above selected service(s) and acknowledge all terms and conditions by service as noted below:

Internet. I consent through use of Internet services to agree to the Service Terms and Conditions, Acceptable Use Policy and other applicable policies.

Phone. I consent through use of telephone services to agree to the Service Terms and Conditions and applicable tariffs.

The above noted documents and other applicable disclosures are available online at https://www.fbcom.net/company/about-us/tariffs-and-policies/ or you may request a copy at any time by contacting the business office.

Customer Signature: _____ Date: _____

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