

Terms & Conditions

Installation Process

- A new “drop wire” will be installed to your home/business–this wire may need to be buried in which case Nicholville Telephone Company will cut a small groove through your property, place a direct-buried cable in the groove, and cover it up.
- New equipment needs to be mounted on the outside of your building including a “gray box” that is roughly 10” wide, 13” tall and will stick out 4” from your building. In commercial installations, this equipment is mounted inside.
 - Holes will need to be drilled into your building to allow for fiber-optic cable attachment, equipment mounting, and wiring for services.
- A battery back-up (UPS) will be supplied which needs to be mounted inside your building and requires 110 Volt electricity (a standard electrical outlet).

Phone and Internet Service

- You keep your existing phone number and directory listing.
- You will not use the phone services to do anything illegal.
- You will not use the phone service for anything that generates an enormous amount of long distance usage such as an auto-dialer or conduct business as a call center.
- You will not use the Internet for anything illegal.
- You will not use Nicholville Telephone Company’s email services to SPAM people or send out bulk-emails.
- You will not rebroadcast or resell Nicholville Telephone Company’s Internet service without explicit written permission.
- You are responsible for all activity associated with your connection – including that of people who maybe “borrowing” your Wi-Fi connection. We suggest you secure your Wi-Fi with a password.

Billing

- Billing occurs as close to the first of the month as possible.
- Services are billed in advance with any usage-base services charged in arrears.
- There is a 1.5% interest charged on late payments.

- Your first bill will be larger than normal as it will be a pro-rated partial month for when your service was activated and then a full month in advance. It will also include any one-time “optional” equipment fees such as the purchase of a wireless router.

Contract

- Customers may be subject to a multi-year contract specified in their Service Agreement
- The contract begins on the date your service is activated (“Activation Date”).
- You can cancel a contract with no further obligation within the first 10 days of service via a written notice.
 - NOTE: Will be charged pro-rated fees for the actual days service was active.
- Cancellation of a contract after the first 10 days will be subject to early termination fees.

Terminating/Cancel Services

- Your services may be terminated/suspended for non-payment. (There will be a \$15 reconnection fee to have your services turned-back on.)
- Your services can be terminated at any time if you do anything illegal – you will still be responsible for any termination fees.
- If you want to cancel your service for your convenience–you will:
 - Return any inside equipment that belongs to Nicholville Telephone Company.
 - Not interfere with the retrieval of any outside fiber equipment.
 - Pay the lesser value of your average monthly bill multiplied times the number of remaining months in the contract or \$500.

Complete Terms & Conditions

- You must review the complete STANDARD TERMS AND CONDITIONS OF SERVICE and INTERNET STANDARD TERMS AND CONDITIONS.
- In the event of any conflict between the terms listed above and the STANDARD TERMS AND CONDITIONS OF SERVICE, the STANDARD TERMS AND CONDITIONS OF SERVICE shall prevail.

Emergency Broadband Benefit Program

- Please visit [The Emergency Broadband Benefit Program](#) for more information on the FCC’s Emergency Broadband Benefit Program and its related terms and conditions.