

VoIP Telephone Services Request – Waverly Business



Name: _____

E911 Address: _____

Daytime Phone: _____ Evening Phone: _____

Voice-Over-Internet-Protocol (VoIP) Business Phone Service (Includes features listed below):

VoIP Phone Line at \$35*/Month + tax (number _____) keep existing: \$15 setup fee
check if desired for first line: Call waiting Voicemail

VoIP Second Line at \$25*/Month + tax (number _____) keep existing: \$15 setup fee
check if desired for second line: Call waiting Voicemail

For additional lines – fill out additional service request forms as required: third line \$35*/mo, fourth line \$25*/mo.

Please sign me up for one year service agreement to lock in my rate for one year*

Please sign me up a for two year service agreement to lock in my rate for two years*

To enable phone and emergency service in a power failure for up to several hours, provide and install a backup Uninterruptible Power Supply (UPS) is required & provided at installation for \$100+

Features:

- Caller ID with Name
- Call Waiting (check above if desired)
- Call Waiting ID with Name
- Call Return
- Voicemail (check above if desired)
- E-mail notification of voicemail
- Listed phone number
- **Unlimited local calling**
- **Unlimited long distance calling** in the 48 United States
- 911 Service for Emergencies+
- **Call Forward Busy (Rollover)**
- Call Forward No Answer
- Call Forward Always
- Call ID Block
- Anonymous Call Rejection
- Unlisted number available for \$2.00/month
- Speed Dial
- Redial
- Discounted International rates billed as incurred
- 800 number service available at extra charge

NOTE: High Speed Internet Services are required to have VoIP voice internet services; see Internet Services Request Form. Phone service will not work if internet is not functioning properly.

* All fees are subject to change and do not include taxes or governmental fees, which will be additional (3% Federal tax and \$2.00/month E911 fee per account). Directory assistance is \$0.75 per call.

All services are provided subject to Ellicott City Cable Company's Terms of Service, provided to customer, available on request and periodically updated at www.ECCable.com. Early termination fee of \$75.00 plus the difference between regular fees and contract fees will apply if service is cancelled before the end of one year or the contract term, whichever is longer. Not all alarm systems or fax machines will work with VoIP service. If you have difficulty we cannot resolve within 30 days of installation, you may terminate your contract early without penalty. All ECC supplied equipment which is not purchased must be returned in good condition on termination of service or you will be charged full retail cost (currently \$150.00) plus tax per device.

\$150 of the \$250 installation fee of is waived if ordered and installed at the same time as internet service.

+ Note: VoIP and emergency service in a power failure requires a backup (battery operated) power supply or Uninterruptible Power Supply (UPS) to provide up to several hours of service; all required components must be operating and connected (Internet media concentrator, router, VoIP analog adapter, UPS and phones). No other equipment should be connected to avoid power drain and possible loss of power. ECC requires and will set up a UPS for \$100 for all equipment at one location; batteries must remain charged and will need replacement approximately every two to five years depending upon use. Emergency 911 location service is available only after you have received confirmation of your registration information. You must update this information if you relocate your VoIP device or service; confirmation of available 911 emergency service may take up to three business days, but is usually completed in one day.

Signature

Signature (business partner / spouse / significant other)

Date