

# VoIP Telephone Services Request – Waverly Gardens Residential



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

E911 Apt Number: \_\_\_\_\_ 10801 Enfield Drive Woodstock, MD 21163

DayPhone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_

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

- VoIP Phone Line at \$30\*/Month + tax** (number \_\_\_\_\_ \$15 setup fee to keep existing)  
check if desired for first line:  Call waiting  Voicemail
- VoIP Second Line at \$20\*/Month + tax** (number \_\_\_\_\_ \$15 setup fee to keep existing)  
check if desired for second line:  Call waiting  Voicemail
- 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\*
- Highly Recommended:** install a backup Uninterruptible Power Supply (UPS): \$100 one time fee<sup>+</sup> Enables phone and emergency service in a power failure for several hours,

### 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
- Call Blocking^
- **Unlimited local calling**
- **Unlimited long distance calling**  
in the 48 United States
- 911 Service for Emergencies+
- Call Forward Busy^
- Call Forward No Answer^
- Call Forward Always^
- Anonymous Call Rejection^
- Unlisted number available for \$2.00/month
- Speed Dial 8^
- Call Transfer^
- Speed Dial 30^
- 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.**  
♦ See Internet form for **SPECIAL SAVINGS of up to \$648/yr. on Bundled Cable TV, Internet & Phone services!** ♦

\* 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](http://www.ECCable.com). Early termination will require repayment of discounts from regular fees & early termination penalty of \$50 for one year and \$100 for two years. Additional early termination fees apply to special offers. Not all equipment, alarm systems or fax machines will work with VoIP service. Within 30 days of installation, you may terminate your contract without penalty if you have difficulty ECC cannot resolve. 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 \$100.00 for phone equipment) plus tax. Installation fee of \$45 is waived if ordered with internet service. ^Some listed services may not work depending on customer and ECC equipment and setup.

<sup>+</sup> Note: Emergency service in a power failure requires a backup (battery operated) power supply or Uninterruptible Power Supply (UPS) to provide service for a limited time; all required components must be operating and connected to the UPS (Internet media concentrator, router, VoIP analog adapter, and phones). No other equipment should be connected to the UPS to avoid power drain and possible loss of power. ECC can provide and properly set up a UPS for \$100; batteries must remain charged and will need replacement at customer's expense and request approximately every five years depending on usage. 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. VoIP service requires an active internet connection; while ECC will use its best efforts to maintain a constant internet connection, even during power failures, there is no guarantee of continuous internet service as this is influenced by phone and internet systems beyond ECC's control. *Ellicott City Cable Company is an independent entity and is not part of Waverly Woods Development Corporation.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature (spouse / significant other)

\_\_\_\_\_  
Date

4100 College Avenue POB 396 Ellicott City Maryland 21041-0396  
443-574-8900 Fax: 410-465-1950 [www.ECCable.com](http://www.ECCable.com)