



RESIDENTIAL

Parental Control Application

ASTCA

#WeAreTheHomeTeam

Protection starts at Home!

Welcome to ASTCA!

This service application is for the Parental Control feature that is added to your new or existing landline and broadband service; or Triple play service which includes ASTCA TV. For full terms and conditions on acceptable use policy for landline, Broadband, and TV services, please refer to your service application or visit www.astca.net.

Customer Information

| | | | |
|--|---|-----------|----------|
| First Name | | Last Name | |
| Primary Phone Number | Alternate Phone Number | Email | |
| PO Box Number | Is PO Box shared? <input type="checkbox"/> Yes <input type="checkbox"/> No | Village | District |
| Service Address (tell us where your fale is) | | | |

Identification

Valid Government issued photo ID required.

☐ Driver's License ☐ AS Voter Card ☐ Military ☐ Passport ☐

OTHER

ID No.

Birthday

Choose your Family Protection!

Sign up for our semi-annual plan, or SAVE with our annual plan.

| | <input type="checkbox"/> Semi-Annual | <input type="checkbox"/> Annual (Savings!) | Total Monthly Charges ASTCA USE ONLY |
|---|--|--|---|
| Price | \$120 | \$156 | |
| Protect IQ | ✓ | ✓ | \$ |
| Experience IQ | ✓ | ✓ | |
| Device Intallment | | | |
| <input type="checkbox"/> Installation/Activation Fee \$50 | <input type="checkbox"/> \$150 Upfront | <input type="checkbox"/> 50% Down Payment | |

Scan Me!Download to get **Command IQ**

Parental Control: To sign up for Parental control, the customer is required to have an active broadband connection with ASTCA. To enable Parental control features, additional equipment is required including a mobile app that is connected to the active ONT device for customer to manage account. Customer can opt to sign up for the semi-annual or annual subscription with payment due upon sign up.

Subscriptions will come with both Protect IQ and Experience IQ. Customer will be billed upfront for 6 months or 12 months based on the plan of their choosing. The equipment is offered to the customer for purchase upfront, or in installments which will be billed monthly based on the plan of their choosing. Price is subject to change and may not be the same based on inventory and supply.

Should a customer default on device installment payment at any time, the charge is reflected on the customer's account and payments made to the account may be applied towards the overall bill which includes the device installment monthly recurring charge. The customer bill will reflect the monthly device installment charge in addition to other active ASTCA services.

Warranty policy applies to the equipment - please refer to the website at www.astca.net for terms and conditions.

Parental control subscription is on a use it or lose it basis. Should the customer wish to opt out of the plan, they will forfeit the remainder of the plan. This also applies if the customer's subscription is affected due to non-payment of broadband services.

If at any time during the month, the customer reports experiencing issues with connectivity affecting the parental control feature, ASTCA will investigate the matter and provide a pro-rata credit towards the customer's broadband bill if the issue was caused by ASTCA's network performance.

Should a customer default on device installment payment at any time, the charge is reflected on the customer's account and payments made to the account may be applied towards the overall bill which includes the device installment monthly recurring charge.

Customer can upgrade subscription at any time; however, should customer wish to downgrade subscription, customer must wait until the subscription period is over to make changes

Customers can renew subscriptions when subscription period is over and does not require to pay the monthly MRC for the device installation unless the customer opts to purchase a new device.

ASTCA reserves the right to alter or end this product at any time which is subject to price/rate changes with notice to subscribers.

Gigaspire Device

Gigaspire devices are required to enable the Parental control feature. Customers can opt to purchase the device upfront; and, should the device need replacement, the customer must purchase another device. The warranty policy applies for devices that are faulty due to the manufacturer's defect. Please visit www.astca.net for terms and conditions.

I _____, by signing this residential service application, acknowledge my acceptance of the upfront costs, monthly costs, installation costs (if any), and that I have read and agree to the terms outlined in this agreement.



Customer Name



ASTCA Associate Name

Customer Signature

Date

ASTCA Associate Signature

Date

RETAIL USE ONLY

Process and complete required record details.

Service Order No.

Agreement No.

Gigaspire No.

ONT Serial No.

STB Serial No.

MAC Address