624 North Marine Drive, Tamuning, Guam 96913
Phone: (671) 644-4GTA E-mail: ask@gta.net

☐ New ☐ Existing | Date:

## CUSTOMER INFORMATION

☐ Landline Phone ☐ Long Distance ☐ Broadband ☐ Wireless ☐ Digital TV ☐ Bundle

| | |
|---|---|
| **Subscriber Name:** Company or Last, First, MI | **Account No.** |
| **Physical Address:** Number, Street, Unit, City, State, Zip Code | **Identification:** ☐ EIN ☐ SSN ☐ DL ☐ Guam ID ☐ Mil ID ☐ PP ☐ P.O. # ☐ Other |
| **Billing Address:** P.O. Box, Number, Street, Unit, City, State, Zip Code | |

| Contact Name/Title: | Phone | Wireless | Fax | E-Mail |
|---|---|---|---|---|
| | | | | |

**I authorize GTA to obtain, verify and use credit information concerning me, from any source.** _____ **(Customer's Initials)**
**The Customer Sales Representative ("CSR") acknowledges that he/she has verified the customer's ID.** _____ **(CSR Initials)**

## LANDLINE / LONG DISTANCE

**Service Request:** ☐ Termination ☐ New Installation ☐ Restore Service ☐ Relocation ☐ Inside move ☐ Number Change ☐ Add Feature ☐ Reserve Number ☐ Reserve Activate ☐ Add Extension ☐ Remove Feature

**Line Type:**
☐ Single/Multi Line
☐ Lifeline

**Non Recurring Charges:**
☐ Primary Service ☐ Secondary Service
☐ Feature Installation ☐ Inside Wire / Jack

**Security Deposit:**
☐ Single/Multi/Trunk Line
☐ Lifeline

**Directory:** ☐ Published
☐ Non Published
☐ Directory Denial

☐ Inside Wire Maintenance

**Voice Mail:**
☐ Voice Mail Standard
☐ Voice Mail Plus

**Premium Features:** ☐ Caller ID ☐ Repeat Dialing ☐ Call Return ☐ Select Call Forward ☐ Priority Ringing ☐ Incoming Call Block ☐ Incoming Call Acceptance ☐ Anonymous Call Block

☐ **Feature Bundle Pack**
(FREE Features: Call Waiting; 3-way Calling; Call Forwarding; Speed Dialing; Caller ID; Incoming Call Block.)

**Standard Features:** ☐ Call Waiting ☐ Call Forward Busy ☐ Call Forwarding ☐ Call Fwd NA/Busy ☐ Speed Call (8) (30) ☐ Three Way Calling ☐ Call Forward NA

**Other Features:** ☐ Ground or Loop Start ☐ Safety Link ☐ Answering Supervision ☐ Call Wake Up Service, Per Call

**Number Assignment:**

**Long Distance:**
☐ GTA Direct Dial ☐ No Long Distance
☐ Calling Plan: _____

**Global Connect Calling Card**
(Use Additional Sheet if Necessary)

| Calling Card Number | Name |
|---|---|
| | |

**Secure Connect**
(4 digit numeric only – Use Addtl Sheet if Necessary)

| Auth Code | Name | Number |
|---|---|---|
| | | |

## SPYDER BROADBAND

**Service Request:** ☐ New ☐ Modification ☐ Termination | **Term Commitment:** ☐ 1 Yr ☐ 2 Yr

**DSL Voice & Data (Term Commitment):**
☐ 1.2 Mbps ☐ 2.5 Mbps ☐ 7.0 Mbps

**DSL Voice & Data (Month to Month- No Term):**
☐ 1.2 Mbps ☐ 2.5 Mbps

**DSL Data Only:** ☐ 2.5 Mbps DSL
☐ 1.2 Mbps DSL ☐ 3.5 Mbps DSL
☐ 1.2 Mbps DSL* Bundled with MPULSE
☐ IW/Jack Required:
Location: _____

**Dial Up Rates:**
☐ Month to Month
☐ Bundled with MPULSE **or** Long Distance Service
☐ FREE Bundled with MPULSE **and** Long Distance Service

**Static IP Addresses:**
☐ Single Static 1/1
☐ Static IP/29 8/6

**Modem and Accessories:**
☐ Star Smart/ NetGear ADSL2+ Modem
☐ NetGear Wireless Router ☐ Line Filter ☐ Splitters

**Miscellaneous**
☐ Password Access/Change
☐ Primary Account Name Change

**User Names:** Please use any combination of lowercase letters a-z and numbers. No spaces or special characters are allowed, except underscores (_) and periods (.). A user name must consist of at least 2 but no more than 16 characters and must start with a letter.

**1st Choice:**
Main User ID/Email 1:
Alias User ID/Email 2:
Temporary Password: **spyder1**

**2nd Choice:** (Alternate in the event 1st Choice is not available)
Main User ID/Email 1:
Alias User ID/Email 2:
Temporary Password: **spyder1**

☐ If DSL service is currently provided at my location by a carrier other than GTA, I hereby authorize GTA to act as my agent for the purposes of terminating that service. However, I understand that I am responsible for personally notifying my current ISP provider to terminate service and that I am also responsible for all outstanding payments owing to my current carrier.

**Customer Signature:** **Date:**
**Subscriber Name (**If different from Applicant**):** **Authorization:** ☐ Provided ☐ Pending

| DSL Number: | SO # | Modem Serial# | Router Serial # |
|---|---|---|---|
| | | | |

## WIRELESS

**Service Request:** ☐ New ☐ Add On ☐ Upgrade ☐ Renewal | **Terms:** ☐ Mon to Mon ☐ 2 Yr

| | | | |
|---|---|---|---|
| **Line 1 – Mobile #** | Rate Plan: | Monthly Access Fee: | SIM# |
| IMEI/SSN # | Manufacturer/Model # | Minutes Included: | Overage Charges: |
| Optional Features: ☐ Added | ☐ Added | ☐ Added | ☐ Added |
| **Line 2 – Mobile #** | Rate Plan: | Monthly Access Fee: | SIM# |
| IMEI/SSN # | Manufacturer/Model # | Minutes Included: | Overage Charges: |
| Optional Features: ☐ Added | ☐ Added | ☐ Added | ☐ Added |
| **Line 3 – Mobile #** | Rate Plan: | Monthly Access Fee: | SIM# |
| IMEI/SSN # | Manufacturer/Model # | Minutes Included: | Overage Charges: |
| Optional Features: ☐ Added | ☐ Added | ☐ Added | ☐ Added |

There will be a one time $_____ activation fee per line of service.

Credit Check Reference Code: _____ Credit Class: ☐ A ☐ B ☐ C ☐ D Security Deposit Amount: $_____

## DIGITAL TV

**Service Request:** ☐ New ☐ Upgrade ☐ Renewal ☐ Change

| Digital Television Plans | Digital Television Package | Equipment | Premium Channels |
|---|---|---|---|
| ☐ Essential Digital<br>☐ Choice Digital<br>☐ _____ | ☐ HD Package | ☐ STB Qty: ____<br>☐ DVR Qty: ____ | ☐ HBO ☐ SHOWTIME/TMC ☐ CINEMAX<br>☐ STARZ/ENCORE<br>☐ GMA Package ☐ GKTV ☐ Ten Clips<br>☐ Penthouse ☐ _____ |

**Wiring Maintenance Package:** ☐ Line Backer ☐ Installation Charge ☐ Security Deposit Amount: $_____

**Terms & Conditions**

This document (hereinafter, the "Agreement") is intended to be a contract between TeleGuam Holdings LLC dba GTA and it's affiliates (GTA Services, Pulse Mobile dba MPULSE) and the person or entity identified above under Customer Information. The Agreement is subject to acceptance by GTA, and imposes binding obligations on the parties. The Agreement incorporates GTA's Terms and Conditions, attached hereto and incorporated herein by this reference, and applicable rate plan information. By signing below, the undersigned represents that (1) he or she is at least 18 years of age and legally competent to enter into this Agreement; (2) he or she has received a copy of this Agreement and has read and fully understood the terms and conditions herein; (3) if he or she is acting on behalf of a business entity, all organizational requirements necessary to authorize this transaction have been completed and he or she has been authorized to legally bind the entity to this Agreement; and (4) all information provided by Customer in this agreement is true and accurate. The prices set forth in this Agreement are exclusive of taxes and other governmental fees, surcharges and exactions. In addition to the price of its services, GTA also imposes a charge for government-mandated universal service fund contributions and a regulatory recovery fee of up to $1.25 per month to help defray its costs of compliance with regulations imposed by Federal agencies and the Government of Guam.

_____ (Customer Initial) Our Fixed Term rate plans are subject to an early cancellation fee for each line of service per contract year.

Signature: _____ _____ Title (For Business Only) _____ Date:_____