



# KPU CommVision

**Office Use**  
**Only**  
 Cust. # \_\_\_\_\_  
 Service Order # \_\_\_\_\_  
 Customer Service Rep. \_\_\_\_\_

## Residential CommVision Service Request Form

Ph: 228-5474 ☐ Fax: 247-1888 ☐ Email: [cserv@kpunet.net](mailto:cserv@kpunet.net) 2417 Tongass Ave. Ketchikan, Alaska 99901 ☐ [www.kpunet.net](http://www.kpunet.net)

**Billing Name** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

(Number Service will be added to)

**Daytime Phone Number** \_\_\_\_\_ **PIN Number:** \_\_\_\_\_ (4 digit)

(Can Be Reached Number)

### KPUNET DSL Service is required in order to receive KPU CommVision IPTV Service

- I am currently a DSL Customer       I am signing up for DSL at this time  
 I am the Owner of this location       I am renting this location

### KPU CommVision DTV Packages

Includes: On Screen Program Guide, Parental Controls, Account Rental Information, Set Top Box (STB) & one Remote Control.

<input type="radio"/> <b>Essentials \$54.35</b>	<input type="radio"/> <b>Enhanced \$60.35</b>	<input type="radio"/> <b>Definitive \$66.35</b>
99 live TV Channels 45 Digital Music Channels 4 Pay Per View Channels 1000's of Video on Demand Movies and Shows	117 live TV Channels 45 Digital Music Channels 4 Pay Per View Channels 1000's of Video on Demand Movies and Shows	140 live TV Channels 45 Digital Music Channels 4 Pay Per View Channels 1000's of Video on Demand Movies and Shows
<b>* 2 Months ½ Price</b> Triple Play – Take Phone w/features, DSL & TV & SAVE 15%	<b>* 2 Months ½ Price</b> Triple Play – Take Phone w/features, DSL & TV & SAVE 15%	<b>* 2 Months ½ Price</b> Triple Play – Take Phone w/features, DSL & TV & SAVE 15%

### (Optional) Premium Movie Channel Packages (HD Packages require HD service)

<input type="radio"/> <b>Filipino Pack</b>	4 Filipino Channels – TFC, MYX, GMA Pinoy, GMA Life	\$32.95 per month
<input type="radio"/> <b>Filipino Channel</b>	1 Filipino Channel TFC	\$13.95 per month
<input type="radio"/> <b>HBO Works</b>	7 SD & 7 HD HBO Channels	\$14.95 per month
<input type="radio"/> <b>HBO/Max Pak</b>	15 SD & 12 HD HBO/Cinemax Channels	\$19.95 per month
<input type="radio"/> <b>MultiMax</b>	8 SD & 7 HD Cinemax Channels	\$9.95 per month
<input type="radio"/> <b>Showtime</b>	9 SD & 12 HD Showtime Channels	\$13.95 per month
<input type="radio"/> <b>Starz Super Pak</b>	12 SD & 3 HD Starz/Encore Channels	\$12.95 per month
<input type="radio"/> <b>Playboy Channel</b>	1 Adult Channel	\$16.95 per month

### (Optional) Additional Features and Services NO ADULT CONTENT

<input type="radio"/> <b>DSL Speed Increase to 5M</b>	5M/512K with Unlimited Data Transfer	\$24.95DSL Lite + \$49.14 upgrade/mo
<input type="radio"/> <b>DSL Speed Increase to 3M</b>	3M/512K with Unlimited Data Transfer	\$24.95DSL Lite + \$37.42 upgrade/mo
<input type="radio"/> <b>Second TV</b>	Additional STB & Remote	\$6.95 per month
<input type="radio"/> <b>Third TV</b>	Additional STB & Remote	\$6.95 per month
<input type="radio"/> <b>Fourth TV-not available everywhere</b>	Additional STB & Remote	\$6.95 per month
<input type="radio"/> <b>Hi-Definition TV</b>	Requires Subscription to Definitive TV Package, Requires HDMI Cable and a Hi-Def TV	\$9.95 Per STB, per month
<input type="radio"/> <b>Personal Video Recorder PVR</b>	Record & Pause Live TV	\$8.95 Per STB, per month

**NO ADULT CONTENT (Removes access to adult content from your account-DOES NOT BLOCK TITLES ON PAY-PER-VIEW)**

**KPU INSTALLATION UNDERSTANDING** –KPU CommVision includes one site visit from an installer. KPU will contact me to schedule an installation appointment. It is possible that installation may take up to 4 hours for copper lines and up to 6 hours for fiber lines. An adult member of my household must be present during the install. I understand that I will be charged \$17.75 for missed install appointments. There is a **\$99 install fee for TV/Internet that is waived provided I retain service for 12 months from the install date.** If service is discontinued prior to the anniversary date, the installation fee will be charged

**MINIMUM SERVICE AGREEMENT** – A three month minimum service agreement is required with all KPU CommVision DTV Services. Customers disconnecting prior to three months of service will be billed for the remaining months (up to 3 months)

**UNRETURNED EQUIPMENT FEES**–If service is canceled you must return KPU Owned Equipment. The first STB, modem & equipment is \$450. Each additional STB is \$320 and if any STB is a PVR/DVR, there is an additional charge of \$120. Any equipment not returned **within 30 days of disconnect** will be billed to the customer. (Customer Must Initial) \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_