



HERITAGE GROVE ACTIVATION REQUEST FORM

Only one person per apartment may sign-up.

FSUID: _____

FSUSN: _____

Last Name: _____

First Name: _____

FSUCard #: 5894-3710 _____

FSU Email: _____

Service Address (Location of Services)

Address: _____

Apartment: _____

Contact Phone: () _____

=====

Billing Address (For Paper Invoice)

Address: _____

City: _____ State: _____

Zip: _____ Phone: () _____

Paper Invoice: ___NO ___YES (\$1.50)

If none selected, you will receive an invoice email notification monthly.

CHECK ONE:

Seminole Cable Vision (SCV) Basic Cable \$39.99/mo. + tax
Activation Fee \$15.00 (Fee waived first 5 days of classes in Fall and all Summer.)
70 channels + 2 HBO channels (Bedrooms and Living Room will be activated.)

Seminole Cable Vision (SCV) Digital Cable \$57.94/mo. + tax
Activation Fee \$15.00 (Fee waived first 5 days of classes in Fall and all Summer.)
Over 100 channels + 12 HBO Channels, includes digital box

Enter Bedroom Letter for Digital Service:

**Notes:*

- 1. If you would like an additional digital box installed in another room, fill out the section below after selecting your 1st room.*
- 2. You do not have to cancel SCV Basic if you already have service.*

Digital Add-Ons: (Digital add-ons are per box. Ex. 3 boxes with Starz is \$30.00/mo.)

10 Showtime Channels \$10.00/mo.

11 Cinemax Channels \$10.00/mo.

8 Starz Channels \$10.00/mo.

4 TMC Channels \$10.00/mo.

7 Sports Channels (Sports Tier Package) \$5.99/mo.

Additional Service Options

Add HDTV Only \$6.95/mo.

Add DVR Only \$11.95/mo.

Add HDTV/DVR \$11.95/mo.

Add Additional Box in Room:

Regular digital box (\$6.95/mo.)

Add HDTV only (\$6.95 + \$6.95/mo.)

Add DVR only (\$6.95 + \$11.95/mo.)

Add HDTV/DVR (\$6.95 + \$11.95/mo.)

Add Additional Box in Room:

Regular digital box (\$6.95/mo.)

Add HDTV only (\$6.95 + \$6.95/mo.)

Add DVR only (\$6.95 + \$11.95/mo.)

Add HDTV/DVR (\$6.95 + \$11.95/mo.)

Start Date: _____ *If no date is selected, billing will begin on the date the form is submitted.*

This is the date your billing will begin. Cable will be activated within 5 business days from this date.

For basic cable, you will receive a tag on your door after activation. For digital cable, you will be contacted to pick-up your equipment.

*Note: Upon disconnection of digital cable, the box(es), remote(s), and power cord(s) must be returned to the Office of Telecommunications 644 West Call Street or you will be charged (\$200—\$500).

Local Phone \$24.37/month Activation Fee \$95.35 per phone line

(Activation fee is reduced to \$65.00 the first 5 days of classes)

*Note: Activation Fee may be paid in as many as three installments

Local Phone Line (all phone jacks will be activated)

Includes: call blocking, call forwarding, call waiting, distinctive ringing, repeat dialing, *69, selective call rejection, 3-way calling, and caller ID (requires box or ID phone)

Specify # of payments for activation fee: 1 2 3 *If none is selected, fee will be spread out over three payments.*

Start Date:

MM	/	DD	/	YY

If no date is selected, billing will begin on the date the form is submitted.

This is the date your billing will begin. Phone will be activated within 3-5 business days from this date.

Voice Mail (Optional)

- 5 messages \$3.00/mo. (Activation fee \$10.00, waived first 5 days of class—Fall Only)
 10 messages \$5.00/mo. (Activation fee \$10.00, waived first 5 days of class—Fall Only)

Second Phone Line

Note: Only complete this section if your roommate has already signed up for a phone line and you would like to sign up to have a different number activated.

Includes: call blocking, call forwarding, call waiting, distinctive ringing, repeat dialing, * 69, selective call rejection, 3-way calling, and caller ID (requires box or ID phone)

Select Room to Activate: A B

Specify # of payments for activation fee: 1 2 3 *If none is selected, fee will be spread out over three payments.*

Start Date:

MM	/	DD	/	YY

If no date is selected, billing will begin on the date the form is submitted.

This is the date your billing will begin. Phone will be activated within 3-5 business days from this date.

Voice Mail (Optional)

- 5 messages \$3.00/mo. (Activation fee \$10.00, waived first 5 days of class—Fall Only)
 10 messages \$5.00/mo. (Activation fee \$10.00, waived first 5 days of class—Fall Only)

Terms and Conditions

ACTIVATION. Customers should complete a service agreement to have services connected. Activation fees are waived through the 5th day of classes in the Fall and all Summer. Customers must sign up by then to remain connected. SCV Activation is waived through the 5th day of classes in the Fall and all Summer. Services will be activated within (5) business days of sign-up. Plans, Rates & the SCV Lineup are subject to change without notice. **Billing for all services begins on the date of sign-up, not activation.**

DEACTIVATION. I understand that if I change apartments, move away from Heritage Grove, or withdraw from FSU, I must contact OTC in writing by completing a service agreement online at www.otc.fsu.edu to disconnect services. Services do not automatically disconnect at anytime. I am responsible for all charges invoiced to my account until I notify OTC by completing a service agreement. *(Telephone calls are not acceptable for disconnection of services.)* All equipment must be returned to the Office of Telecommunications within 5 business days of deactivation of digital services. Equipment charges can range from \$200 up to \$500 and will be added to your account if your equipment is NOT returned. We are located at the Rod K. Shaw Building, 644 West Call Street, Tallahassee, FL 32306-1120. Open Monday – Friday, 8:00 am – 5:00 pm (closed on weekends).

BILLING. I understand that because OTC does not require a deposit or payment at sign-up, services are billed one month behind (i.e., after service is received). *(Note: Pay per View charges may be billed up to two months behind.)* The OTC billing schedule is as follows:

1. Services are received from the 1st day of the month to the last day of the month.
2. Invoices are created on the 6th of the month for services received the prior month.
3. Invoices (paper or email notifications) are sent by the 15th of each month.
4. Payment is due by the last day of the month.
5. Late fees are applied to unpaid balances 30 days after payment due date.

NOTE: Charges are pro-rated based on activation/deactivation dates. Charges are not prorated during school breaks (i.e. Spring Break, Winter Break, etc.). Billing for all services begins on the date of sign-up, not the date of activation. *Example: January services are received from 1/1 through 1/31. Paper invoices (if requested) and online invoice notifications should be received by 2/15. Payment is due on 2/28.*

I understand that I will receive a monthly invoice notification via e-mail to my University e-mail address by the 15th of each month. It is my responsibility to log-on monthly at <https://accounts.otc.fsu.edu> to view my account. When logging in, I will use my FSUID and password. I can request a paper invoice be sent to my U-Box or permanent address for an additional monthly charge of \$1.50. I have 30 days from the statement date to dispute any discrepancies with OTC. After 30 days, no changes will be made to my account. I understand that any payments not received within 30 days from the invoice due date is subject to a \$10.00 collection fee that will be added to the amount due on my account. **My OTC services will be disconnected at that time.** When my account is paid in full, service will be reconnected within (5) business days after I sign-up online at www.otc.fsu.edu. Activation fees will be charged to reinstate service.

Accounts 120 days past the date of the transaction are sent to a collection agency and charges of 33% are added. The agency has the discretion to utilize their attorneys and seek the collection through the court if necessary. Any outstanding account receivable balance will place an automatic hold on the account for registration, official transcripts, diplomas, Leach Center, and on-line access to grades and transcript requests (official or unofficial). Once a balance is paid in full, all holds are immediately released. **Adjustments to billing for OTC services will be handled as a credit to the student's account, rather than a refund, whenever possible. Because of the cost of handling, refunds will not be processed for amounts less than \$2.00.**

REPAIR I understand that it is my responsibility to submit a repair request if my service is not working properly. Repairs must be submitted online at www.otc.fsu.edu or by calling 644-HELP (4357). Only after a repair request has been submitted and completed, I may submit a written request to help@otc.fsu.edu for a credit adjustment. **Note: In order for a credit adjustment to be considered, service must have been out for at least 3 days and on the fault of OTC, not the Customer.**

MAINTENANCE AND OWNERSHIP OF SCV EQUIPMENT. OTC shall own, repair, and maintain any equipment (cable, connectors, mounting hardware, etc.) installed by OTC, in order to ensure compliance with applicable laws and performance standards. Customer agrees that equipment installed by OTC shall not be serviced by anyone other than OTC's employees and that Customer shall not connect or attach directly /indirectly, any additional TV set(s) or any other devices to any such equipment without the prior written approval of OTC. Customer shall be responsible for the repair and maintenance on any equipment purchased by Customer. OTC is not responsible or liable for any loss or impairment for reception of Service due, in whole or in part, to a malfunction/defect in Customer equipment. Should any device purchased by the Customer not comply with the technical specifications, established by the Federal Communications Commission, including but not limited to signal leakage, OTC reserves the right to discontinue service. **Upon deactivation of digital services, all equipment must be returned to the Office of Telecommunications, located at 644 West Call Street. If equipment is not returned within 5 business days, applicable charges will be added to your account (approximately \$200.00 to \$500.00).**

Signature: _____

Date: _____

By signing this document, you agree to all the Terms and Conditions