



### Toll Service Request Form

#### Customer Information

Name \_\_\_\_\_  
Phone Number \_\_\_\_\_  
Billing Address \_\_\_\_\_  
City \_\_\_\_\_ ST \_\_\_\_\_ Zip Code \_\_\_\_\_

#### Office Information

Account # \_\_\_\_\_  
SO # \_\_\_\_\_  
CSR \_\_\_\_\_

#### Carrier Ballot for Long Distance Service

InterLATA \_\_\_\_\_ *(InterLATA: calls placed to areas outside the Northwest LATA of Wisconsin)*  
IntraLATA \_\_\_\_\_ *(IntraLATA: calls placed to areas inside the Northwest LATA of Wisconsin)*

#### Carrier Freeze

This freeze prevents changes to the following carriers without the customer's authorization.

InterLATA Carrier       IntraLATA Carrier       All Long Distance Calls       Local Phone Service

Carriers*	Residential	Business
Norvado Long Distance	1 (800) 250-8927	1 (800) 250-8927
MCI Telecommunications	1 (800) 950-5555	1 (800) 888-0800
Schneider Communications	N/A	1 (800) 236-1231
AT&T Long Distance Service	1 (800) 222-0300	1 (800) 833-0400
Hearing Impaired	1 (800) 833-3232	1 (800) 833-3232
Ameritech (Northwest LATA calls Only)	1 (800) 924-1000	1 (800) 660-3000
WorldCom	1 (800) 844-8350	1 (800) 844-8350
Eclipse Telecommunications	1 (800) 422-1199	1 (800) 422-1199
Sprint Dial "1" Service	1 (866) 866-7509	1 (866) 866-7509
Norlight	1 (800) 599-1000	1 (800) 327-9597
Excel Communications	1 (800) 875-9235	1 (800) 875-9235
Telco Communications/Dial Save	1 (800) 962-4631	1 (800) 871-0999

#### Switching from Norvado Long Distance to other carrier:

IntraLATA: \$10.00 fee  
InterLATA: \$2.75 fee

\*Additional carriers are available upon request. Please contact us if the desired carrier is not listed above. Customer may have to call the desired carrier to establish service, obtain a calling card, or enroll in a calling plan.

**Other Norvado Long Distance Service:** Incoming Toll-Free Number \$5.00/ month \_\_\_\_\_

#### Toll Blocks (One selection only)

\$10.00 Activation Fee    Free Service

Toll Block options are permanent and may only be removed by contacting Norvado.

#### Outgoing Calls

- LTG02    Blocks only 1+900 calls
- LTG04    Blocks only 011+ International calls
- LTG07    Blocks 1+ calls; allows 1+800 and ECC calls
- LTG14    Blocks all calls except local and 1+800
- LTG15    Blocks all toll calls including ECC; allows local and 911 calls only

#### Incoming Calls

- Collect    Blocks all collect calls
- Third Party    Blocks calls made from one location (not the customer's residence or business) to another from being billed to the customer's account.

#### Toll Control (Select all that apply)

\$10.00 Activation Fee    \$3.50 each per month

Toll control options allow the caller to enter a PIN to override the restriction(s) on the line at any time.

#### PIN Requested (Must be 4-digits long): \_\_\_\_\_

- CBI900    Allows 1+900 calls with PIN. All other calls dialed as usual.
- CBTOLL    Allows 1+ calls with PIN. Local, ECC, and toll-free calls dialed as usual.
- CBIDDD    Allows 011+International calls with PIN. Local, ECC, and toll-free calls dialed as usual.
- CBALL    Allows non-local calls with PIN. Local calls are dialed as usual.
- XCBTDAS    Allows directory assistance calls with PIN.

Other Toll Blocks & Controls are available; only the most popular are listed. Inquire with a Customer Service Representative for the full list.

Apply changes to the following telephone number(s): \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Mail completed form to: Norvado P.O. Box 67, Cable, WI 54821 or fax to: 715-798-3044.