



North Arkansas Electric Cooperative’s fiber-to-the-home subsidiary NEXT, Powered by NAEC delivers high-speed internet, television and phone services to NAEC’s service area. It’s the next greatest thing since electricity!

## HIGH-SPEED INTERNET

NEXT is the choice for fast, reliable and affordable internet. It features symmetrical upload and download speeds with no data limits. Prices reflect residential rates. Call 870-895-3221 for business rates.

- |  |         |
|--|---------|
| • <b>Basic</b> (Speeds up to 100 Mbps)     | \$49.95 |
| • <b>Streaming</b> (Speeds up to 300 Mbps) | \$64.95 |
| • <b>Advanced</b> (Speeds up to 1 Gbps)    | \$79.95 |
| Wireless Gateway/Router Service            | \$4.95  |

## TELEVISION

NEXT television is dependable and affordable. We offer the greatest variety of channels, including all of your favorites. Add whole-home DVR for only \$10 more and watch shows on your own schedule.

**BUNDLE & SAVE!**  
 Choose 2 services to save \$6. Choose 3 services to save \$12.

- |                   | HD       | HD-DVR   |
|-------------------|----------|----------|
| • <b>Local</b>    | \$38.95  | \$48.95  |
| • <b>Complete</b> | \$95.95  | \$105.95 |
| • <b>Advanced</b> | \$114.95 | \$124.95 |
| • <b>Ultra</b>    | \$155.95 | \$165.95 |
| HD set-top box    | \$6.95   |          |

## PHONE

We offer unlimited local and long distance calling and standard calling features, such as caller ID, call waiting and voice mail. A battery back-up option is available for \$5 a month.

- |                | Residential | Business |
|----------------|-------------|----------|
| • <b>Basic</b> | \$27.95     | \$34.95  |



870-895-3221 | [mynextfiber.com](http://mynextfiber.com)

## WE'RE HERE TO HELP!

- **TECHNICAL SUPPORT** – Call 870-895-3221 to access technical support 24 hours a day.
- **BILLING/ACCOUNT QUESTIONS** – Call 870-895-3221 from 8 a.m. to 4:30 p.m. Monday through Friday to speak with a NEXT representative. You also can stop by a North Arkansas Electric Cooperative office at 225 South Main St. in Salem, 1520 Hwy. 62/412 East in Mountain Home or 824 Hwy. 56 in Ash Flat.

### Internet

All business services come with priority after-hours support and free static IP address (if requested). Details are available at [mynextfiber.com](http://mynextfiber.com). Gigabit is a maximum capacity. Speed is likely to be slower because transport overhead and other locations on the internet are not yet gigabit-capable. Few wireless routers support gigabit connection speeds. Gigabit speeds are “best-effort” and not guaranteed. Speeds in the 700 to 900 Mbps range are most common on gigabit tier.

### Telephone

Unlimited local and long-distance telephone service includes the entire United States and Canada. International calling plans are available. Calls to cellular phones are not included in international calling plans. Standard features include three-way calling, caller ID, call forwarding, call waiting and voice mail. Additional services are available for additional cost. See [mynextfiber.com](http://mynextfiber.com) for details. Prices do not include applicable taxes, regulatory and/or local government franchise fees. Each additional line is \$18/residential and \$20/business. Business phone lease is \$12.50 per phone per month. VOIP service is provided by a third party.

### Television

Business prices vary for hospitality businesses. Each HD set-top box is \$6.95 a month. HBO, Cinemax, Showtime, Starz and StarzEncore carry an additional charge with all packages except Ultra. Sports and Variety packages carry an additional charge with all packages except Ultra. Add-ons are not available with Local package. Prices do not include applicable taxes, regulatory and/or local government franchise fees.

**Pricing reflects recurring monthly charges. Prices and packages are subject to change. Business pricing available.**

# CHANNEL LISTINGS



- Local** ●
- Complete** ●●
- Advanced** ●●●
- Ultra** ●●●●

### Broadcast Networks

Channels 1-60 are offered in this package and are dependent on the county in which a subscriber lives.

Subscribers living in Baxter and Fulton counties receive Springfield, Missouri, stations.

Subscribers in Izard County receive Little Rock stations.

Subscribers in Sharp County receive Jonesboro stations.

Please see the channel guide for your designated market area.

- HLN
- INSP
- Investigation Discovery
- Lifetime
- Motor Trend
- MSNBC
- MTV
- National Geographic
- NewsNation
- Nickelodeon
- Olympic Channel
- OWN
- Oxygen
- SEC Network
- SEC Network Alternate
- Spike
- Syfy
- TBS
- The Weather Channel
- TLC
- TNT
- Travel
- TruTV
- TV Land
- USA
- VH1

- ACC Network
- American Heroes Channel
- BET Jams
- BET Soul
- Boomerang
- Cooking Channel
- Cowboy Channel
- Crime and Investigation
- Destination America
- Discovery Life
- Disney Jr.
- Disney XD
- ESPN News
- ESPN U
- Fox Business
- FS2
- FXM
- FYI
- GAC Family
- Golf Channel
- Grit
- GSN
- Hallmark Ch.
- Hallmark Movies and Mysteries
- Logo
- Magnolia Network
- Military History Channel
- MTV Classic

- Starz Cinema
- Starz Kids and Family
- StarzEncore
- StarzEncore Action
- StarzEncore Classic
- StarzEncore Black
- StarzEncore Family
- StarzEncore Suspense
- StarzEncore Westerns
- StarzEncore Espanol
- Showtime
- Showtime 2
- Showtime Showcase
- SHOXBET
- Showtime Extreme
- Showtime Next
- Showtime Women
- Showtime Family Zone
- Flix
- The Movie Channel
- The Movie Channel Xtra
- Sports Package \$7.95/month**
- ESPN Classic
- ESPN Goal Line, Buzzer Beater and Bases Loaded
- NFL RedZone
- Outdoor Channel
- PAC12 Network
- Pursuit
- Sportsman Channel
- Sundance
- Turner Classic Movies
- TVG 2
- TVG Racing
- UP
- WE
- World Fishing Network
- HBO
- HBO 2
- HBO Comedy
- HBO Family
- HBO Signature
- HBO Zone
- HBO Latino
- Cinemax
- More Max
- Action Max
- Thriller Max
- 5Star Max
- Movie Max
- OutenMax
- Max Latino
- Starz
- Starz Edge
- Starz in Black
- Starz Comedy
- World Fishing Network
- Variety Package \$7.95/month**
- BBC America
- BBC World News
- IFC
- MGM
- Sundance
- Turner Classic Movies
- UP
- WE

PACKAGE	HD	HD-DVR
<b>Local</b>	\$38.95	\$48.95
<b>Complete</b>	\$95.95	\$105.95
<b>Advanced</b>	\$114.95	\$124.95
<b>Ultra</b>	\$155.95	\$165.95
Each HD Set-top Box		\$6.95

## Movie Packages

Extra monthly charge in all packages except Ultra.

<b>HBO</b>	\$18.95/month
<b>Cinemax</b>	\$16.95/month
<b>Showtime</b>	\$17.95/month
<b>Starz &amp; StarzEncore</b>	\$16.95/month
<b>Starz</b>	\$11.95/month
<b>StarzEncore</b>	\$7.95/month

## Other Extras

<b>Sports Package</b>	\$7.95/month
<b>Variety Package</b>	\$7.95/month

Business prices vary for restaurants, bars, hotels and other hospitality businesses. Each HD set-top box is \$6.95 a month. Sports and Variety packages carry additional charge in all packages except Ultra. Add-ons are not available with Local package. Prices do not include applicable taxes, local television surcharge, regulatory and/or local government franchise fees. Free initial installation covers up to two set-top boxes; each additional set-top box will cost \$50 to install. Prices and packages are subject to change. For details, visit mynextfiber.com.

**To subscribe, call 870-895-3221!**

## CHANNEL GUIDE

1	KETS - Create	169	TVG Racing	509	UP	900	GAC Family
2	KETS - PBS	170	TVG 2	510	Boomerang	901	CMT Music
3	KETS - Kids	190	Event PPV HD	511	Cartoon Network	902	Nick Music
4	KARK - NBC	191	Event PPV SD	512	Discovery Family	903	MTV Classic
5	KARK - Laff	200	USA	600	Discovery	904	MTV2
6	KARK - Grit	201	TBS	601	Animal Planet	905	BET Jams
7	KATV - ABC	202	TNT	602	National Geographic	906	BET Soul
8	KATV - Comet	203	TruTV	606	Travel	920	Stingray Hit List
9	KATV - Charge	204	Bravo	607	Motor Trend	921	Stingray Pop Adult
10	KATV - TBD	205	SyFy	700	Lifetime	922	Stingray Swinging Standards
11	KTHV - CBS	206	AMC	701	Lifetime Movie Network	923	Stingray Jukebox Oldies
12	KTHV - Court TV	207	A&E	702	WE	924	Stingray Flashback 70s
13	KTHV - True Crime Network	208	History Channel	703	OWN	925	Stingray Remember the 80s
14	KTHV - Quest	209	NewsNation	704	Oxygen	926	Stingray Nothin But 90s
16	KLRT - Fox	210	Hallmark Ch.	800	FX Movie Channel	927	Stingray Maximum Party
17	KLRT - Ion Mystery	211	BBC America	801	IFC	928	Stingray Groove (Disco & Funk)
23	QVC	212	GSN	802	Sundance	929	Stingray Dance Clubbin'
30	KKYK - Telemundo	215	Discovery Life	803	Turner Classic Movies	930	Stingray Holiday Hits
31	KKYK - NewsMax2	220	Logo	804	MGM	931	Stingray Classic Rock
32	KKYD - Buzzr	221	Paramount Network	805	Grit	932	Stingray Alternative
33	ShopHQ	222	TV Land	806	INSP	933	Stingray Rock
35	NASA	223	Comedy Central	820	HBO	934	Stingray Heavy Metal
36	KKAP - Daystar	224	FX	821	HBO2	935	Stingray Alt Rock Classics
38	KASN - CW	225	FXX	822	HBO Comedy	936	Stingray The Blues
42	KARZ - MyNet	300	HGTV	823	HBO Family	937	Stingray Adult Alternative
43	KARZ - Bounce	301	Food	824	HBO Signature	938	Stingray Folk Roots
50	HSN	303	E!	825	HBO Zone	939	Stingray Alt Country/Americana
51	CSPAN	305	Magnolia Network	826	HBO Latino	940	Stingray Hot Country
52	CSPAN 2	306	Cooking Channel	827	Cinemax	941	Stingray No Fences
53	CSPAN 3	307	FYI	828	More Max	942	Stingray Country Classics
55	EWTN	308	Hallmark Movies and Mysteries	829	Action Max	943	Stingray Bluegrass
56	TBN	310	MTV	830	Thriller Max	944	Stingray Christian Pop & Rock
57	Smile of a Child	311	VH1	831	5Star Max	945	Stingray Gospel
58	Positiv	312	CMT	832	Movie Max	946	Stingray Soul Storm
59	TBN Inspire	313	BET	833	OuterMax	947	Stingray Hip-Hop/R&B
60	3ABN	314	TLC	834	Max Latino	948	Stingray Classic RnB & Soul
100	ESPN	400	CNBC	835	Starz	949	Stingray Hip Hop
101	ESPN2	401	MSNBC	836	Starz Edge	950	Stingray Jazz Masters
102	Bally Sports Southwest	402	CNN	838	Starz in Black	951	Stingray Jazz Now
103	Bally Sports Southwest Extra	403	HLN	839	Starz Comedy	952	Stingray Smooth Jazz
104	Bally Sports Southwest Extra 2	404	Fox News Channel	840	Starz Cinema	953	Stingray The Chill Lounge
106	FS1	406	The Weather Channel	841	Starz Kids and Family	954	Stingray The Spa
107	SEC Network	411	Fox Business	842	StarzEncore	955	Stingray Easy Listening
108	SEC Network Alternate	412	BBC World News	843	StarzEncore Action	956	Stingray Popular Classical
109	ACC Network	415	Military History Channel	844	StarzEncore Classic	957	Stingray Classic Masters
112	ESPNU	416	Crime and Investigation	845	StarzEncore Black	958	Stingray Chamber Music
113	ESPNews	417	Vice TV	846	StarzEncore Family	959	Stingray Broadway
114	Golf Channel	418	Investigation Discovery	847	StarzEncore Suspense	960	Stingray Eclectic Electronic
115	NFL Network	419	RFD	848	StarzEncore Westerns	961	Stingray Y2K
116	Olympic Channel	420	Destination America	849	StarzEncore Espanol	962	TikTok Radio
120	Cowboy Channel	421	Science Channel	850	Showtime	963	Stingray Exitos Tropicales
121	Tennis Channel	422	American Heroes Channel	851	Showtime 2	964	Stingray Exitos del Momento
150	Outdoor Channel	500	Disney Channel	852	Showtime Showcase	965	Stingray Retro Latino
151	Sportsman Channel	501	Disney Jr.	853	SHOXBET	966	Stingray Ritmos Latinos
152	Pursuit	502	Disney XD	854	Showtime Extreme	967	Stingray Rock en Espanol
153	World Fishing Network	503	Freeform	855	Showtime Next	968	Stingray Romance Latino
160	Stadium College Sports Atlantic	504	Nickelodeon	856	Showtime Women	969	Stingray Kids Stuff
161	Stadium College Sports Central	505	Nick Jr.	857	Showtime Family Zone		
162	Stadium College Sports Pacific	506	Nick Too	858	Flix		
163	PAC12 Network	507	Nicktoons	859	The Movie Channel		
165	NFL RedZone	508	TeenNick	860	The Movie Channel Xtra		



## RESIDENTIAL SIGN-UP SHEET

Subscriber name

Phone

Service address

City, state, ZIP code

### FIBER OPTIC INTERNET

- Basic — \$49.95 (Speeds up to 100 Mbps)
- Streaming — \$64.95 (Speeds up to 300 Mbps)
- Advanced — \$79.95 (Speeds up to 1 Gpbs)
- Residential gateway/router service — \$4.95
- Wifi extender — \$4.95

### PHONE

- Residential phone — \$27.95
- Additional residential line — \$18
- Battery backup — \$5
- Number to port: \_\_\_\_\_
- Wire maintenance fee — \$3.95 (one service)
- Wire maintenance fee — \$4.95 (multiple services)

### HIGH-DEFINITION TELEVISION

- Local Plus HD — \$38.95
- Complete HD — \$95.95
- Advanced HD — \$114.95
- Ultra HD — \$155.95
- Local Plus HD DVR — \$48.95
- Complete HD DVR — \$105.95
- Advanced HD DVR — \$124.95
- Ultra HD DVR — \$165.95
- HBO — \$18.95\*
- Cinemax — \$16.95
- Showtime — \$17.95
- Starz & StarzEncore — \$16.95
- Starz — \$11.95
- StarzEncore — \$7.95
- Sports Package — \$7.95
- Variety Package — \$7.95

\_\_\_\_\_ Number of set-top boxes (\$6.95 each)

\*Add-ons not available with Local Plus package.

- BUNDLE**  Take two services to save \$6 a month!  
**TO SAVE**  Take three services to save \$12 a month!



# Installation process

## A step-by-step guide

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Register by mail, online, or in one of our three offices.

NEXT will install the fiber optic line to your business or residence, and determine the strength of your data signal.

A NEXT customer service representative will call you and determine a good time for you and our team to install your services.

NEXT will install your services to your home or business.

**APPLICATION/CONTRACT FOR FIBER-TO-THE-HOME COMMUNICATION SERVICE  
NEXT, POWERED BY NAEC**

The undersigned (hereinafter called the "Applicant") hereby applies for communication service with NEXT, Powered by NAEC, (hereinafter called "Provider"), upon the following terms and conditions:

1. The Applicant will comply with and be bound by the provisions of the service agreement, and such terms of service as may from time to time be adopted by the Provider. The terms of the service agreement can be viewed online at [www.mynextfiber.com](http://www.mynextfiber.com).
2. The Applicant shall, upon execution of this application/contract, be responsible for payment of the current monthly rates as determined by the Provider. The Applicant agrees to take a level of service with a minimum value of \$39.95 per month for 12 months; the exception is for subscribers who only take basic phone service. Should the Applicant terminate the terms of this application/contract prior to completion of the installation of fiber-optic service, then the Applicant shall be responsible for the minimum sum of \$39.95 per month for a period of 12 months. Once the fiber-optic service has been installed and has been connected to the Applicant's or Provider's device, standard monthly billing for service begins and may be prorated for any partial usage in a given month. If the Applicant disconnects service or defaults in payment, then an early-termination fee will apply. The early-termination fee will not exceed the remainder of the 12 months of service multiplied by the minimum level of service agreed to in this application/contract. Subscribers who only take basic phone service must maintain service for at least 12 months and will not be required to pay a minimum of \$39.95 a month.
3. Any default by the Applicant in the payment of his/her service bill shall give the Provider the right to disconnect and remove the service, in accordance with the Provider's disconnection policy and procedure.
4. It is the responsibility of Applicant to maintain the wiring and all applicable devices inside the Applicant's premise. The ONT device (where the fiber optics media conversion takes place) and all wiring is the property of the Provider and shall not be tampered with, opened, or removed by the Applicant.
5. The Applicant, as a condition of receiving service from the Provider, will grant an easement to NEXT, Powered by NAEC and/or NAEC on and through their property to provide service extensions to self and other adjacent subscribers as well as to perform necessary maintenance, service upgrades and periodic right-of-way re-clearing work. When possible all service extensions will follow the existing NAEC electrical service lines.
6. The Applicant authorizes the Provider to make an investigation of their credit history if needed.
7. The Applicant understands that FTTH service requires electricity at the Applicant's service location, and if an electrical service outage occurs that the FTTH service, which could include telephone, will not function during the outage.
8. The Applicant agrees to not use the FTTH network in any illegal manner as specified in the terms of service agreement found at [www.mynextfiber.com](http://www.mynextfiber.com), and as further defined by local, state, and federal laws and regulations.
9. Provider in no way is responsible or accountable for any loss of revenue or any other issue that might arise from an outage on the service provided to the Applicant.
10. In the event a dispute shall arise between the Provider and the Applicant, the parties hereby agree that the dispute shall be referred to one of a USA&M-approved arbitrator's office for arbitration in accordance with the applicable United States Arbitration and Mediation Rules of Arbitration. The arbitrator's decision shall be final and legally binding and judgment may be entered thereon. Each party shall be responsible for its share of the arbitration fees in accordance with the applicable Rules of Arbitration. In the event a party fails to proceed with arbitration, unsuccessfully challenges the arbitrator's award, or fails to comply with the arbitrator's award, the other party is entitled to costs of suit, including a reasonable attorney's fee for having to compel arbitration or defend or enforce the award.
11. Applicant's signature gives consent for email and text correspondence regarding account information.
12. Directory services and operator-assisted calls are the sole responsibility of the subscriber and not included in the monthly phone charge.

Applicant's name	NAEC member number
Location of FTTH service requested	
Home phone	Business phone
Cell phone	Email
Billing address	City, state and ZIP code
911 address of property	City, state and ZIP code

**Office Use Only**

Rec'd/Expired date: \_\_\_\_\_

Rec'd by: \_\_\_\_\_

NEXT account #: \_\_\_\_\_

Sent to scanning: \_\_\_\_\_

Service map loc: \_\_\_\_\_

Equipment map loc: \_\_\_\_\_

Applicant's signature \_\_\_\_\_ Date \_\_\_\_\_

By signing this application, the Applicant agrees to comply with the terms in this application. By signing this application, the Applicant is confirming he or she is the property owner or has permission from the property owner to have these services installed. Basic installation covers on-premise wiring of one data connection, one voice line and two video set-top boxes in one facility completed during one installation trip. Additional wiring to locations in the same building will be an additional charge.





## CONTRACT ADDENDUM

NEXT, Powered By NAEC protects our assets by billing one month in advance and requiring a minimum contract of one year. In an effort to be transparent with our subscribers, we offer details and an example of our billing process below. **Please initial areas in yellow.**

Your first bill will be higher than a normal month's bill because it will include prorated charges from your connect date to the end of that month's billing cycle plus one month's service in advance.

*We've provided an example below for a residential subscriber with 100 Mbps internet and wireless gateway service. She connected Oct. 15 and has prorated charges for service received Oct. 15-31.*

<i>Internet charge for Oct. 15 to 31</i>	<i>\$24.97</i>
<i>Wireless gateway charge for Oct. 15 to 31</i>	<i>\$2.47</i>
<i>Internet charge for November</i>	<i>\$49.95</i>
<i>Wireless gateway for November</i>	<i>\$4.95</i>
<b><i>Total first bill</i></b>	<b><i>\$82.34</i></b>
<b><i>Future monthly bills</i></b>	<b><i>\$54.90</i></b>

*Please note this is an example. You will be billed after installation. Your prorated charges will vary.*

- I agree that my first billing statement will include a partial month's billing in addition to a month's advanced billing.
- If services are terminated before the 12-month commitment is complete, I understand that I will be billed \$39.95 for each unfulfilled contract month.
- No extensions are allowed on NEXT services. Payments need to be made by the due date to prevent disconnection of service. A 2-percent late fee is added if the bill is not paid by the due date. A \$50 reconnect fee is assessed if an account is disconnected for nonpayment.
- Free initial television installation covers up to two set-top boxes; each additional set-top box will cost \$50 to install.

NEXT strives for same-day resolution of any issues affecting residential or business service. We monitor our network 24/7 and are proactive in identifying and correcting issues that could lessen our high quality of service. We are grateful for your confidence in our service and look forward to serving your communication needs.

Subscriber name

Date

NEXT representative

Date





## PHONE GUIDE

### CALLING FEATURES & DIALING RULES

Code	Description	Instructions
*98	Voicemail	See below for supported features
*43	Call Waiting Enable	Enables Call Waiting for all future calls
*44	Call Waiting Disable	Disables Call Waiting for all future calls
*48	Anonymous Call Reject Enable	Reject all calls from anonymous numbers
*49	Anonymous Call Reject Disable	All calls from anonymous numbers
*59	Specific Caller Allow	Remove a phone number from your blocked-caller list
*60	Specific Caller Block	Block calls from a specific phone number
*63	Specific Caller Forward Enable	Forward all calls from a specific phone number
*65	Enable User Caller ID Next Call	If Caller ID is disabled, use this to turn on Caller ID on the next call made
*67	Block User Caller ID Next Call	If Caller ID is enabled, use this to turn off Caller ID on the next call made
*69	Call Return	Calls the last inbound caller
*70	Disable User Call Waiting Next Call	Turns off Call Waiting during the next call made
*72	Call Forwarding	Will forward all future calls to the desired number
*78	Do Not Disturb Enable	Sends all incoming calls to the unanswered failover (voicemail, forward to another number, busy signal)
*79	Do Not Disturb Disable	Turns off Do Not Disturb
*99	Call Forwarding — No Answer	Will forward calls to desired number when call unanswered

### VOICEMAIL GUIDE

#### Access Your Voicemail

- Dial \*98 from phone that's connected to your account.
- Enter four-digit PIN followed by the pound (#) sign.
  - Default PIN is 1234. You will be prompted to change PIN for security purposes upon first use.
- To listen to messages, press 1.
  - Skip message Press 1
  - Save message Press 2
  - Erase message Press 3
  - Repeat message Press 9
  - Exit the menu Press 0

#### Personalize Your Voicemail

- Dial \*98 from the phone that's connected to your account.
- Enter your four-digit PIN followed by pound (#) sign.
- Press 8 to access your personal options. They include:
  - Change PIN Press 1
  - Personalize your greeting Press 2
  - Add your personal name Press 3
  - Call forwarding Press 5
  - Set call screening forwarding number Press 6
  - Repeat person options Press 9
  - Exit the menu Press 0

#### Remote Access to Voicemail

- Dial your 10-digit phone number.
- When you hear your voicemail greeting, press the pound (#) sign.
- Enter your four-digit PIN followed by pound (#) sign.

Please call 870-895-3221 for technical support.