



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

## HIGH-SPEED INTERNET

NEXT is the smart choice for fast, reliable and affordable internet service. It features symmetrical upload and download speeds with no data limits. NEXT offers up to three times more speed at a lower cost-per-megabit than other providers and has the most advanced internet connection available.

	Residential	Business
• <b>Basic</b> (Speeds up to 100 Mbps)	\$49.95	\$79.95
• <b>Business 250</b> (Speeds up to 250 Mbps)	—	\$149.95
• <b>Business 500</b> (Speeds up to 500 Mbps)	—	\$249.95
• <b>Advanced</b> (Speeds up to 1 Gbps)	\$79.95	\$399.95
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 \$5 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>	\$29.95	\$34.95
• <b>Complete</b>	\$79.95	\$84.95
• <b>Advanced</b>	\$95.95	\$100.95
• <b>Ultra</b>	\$149.95	\$154.95
HD set-top box	\$5.95	

## 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 | [www.mynextfiber.com](http://www.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 [www.mynextfiber.com](http://www.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 [www.mynextfiber.com](http://www.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 \$5.95 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.**

# 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.

- ESPN
- ESPN2
- Fox Sports Southwest
- Fox Sports Southwest Plus
- Fox Sports Southwest Plus 2
- FS-1
- SEC Network
- SEC Network Alternate
- NBC Sports
- USA
- TBS
- TNT
- TruTV
- Bravo
- Syfy
- AMC
- A&E
- History Channel
- Spike
- TV Land
- Comedy Central
- FX
- FXX
- HGTV
- Food
- E!
- MTV

- VH1
- CMT
- BET
- TLC
- CNBC
- MSNBC
- CNN
- HLN
- Fox News Channel
- The Weather Channel
- Investigation Discovery
- Discovery Family
- Discovery
- Animal Planet
- Travel
- Lifetime
- OWN
- Oxygen
- Olympic Channel
- WGNA
- ESPN
- ESPN2
- Fox Sports Southwest
- Fox Sports Southwest Plus
- Fox Sports Southwest Plus 2
- FS-1
- SEC Network
- SEC Network Alternate
- NBC Sports
- USA
- TBS
- TNT
- TruTV
- Bravo
- Syfy
- AMC
- A&E
- History Channel
- Spike
- TV Land
- Comedy Central
- FX
- FXX
- HGTV
- Food
- E!
- MTV
- Lifetime Movie Network
- FXM
- GAC
- CMT Music
- MTV Hits
- MTV Classic
- MTV2
- BET Jams
- BET Soul
- Cowboy Channel
- AOC Network
- Slingray Music (50 audio channels)
- Outdoor Channel
- Sportsman Channel
- Pursuit
- World Fishing Network
- Fox College Sports Atlantic
- Fox College Sports Central
- Fox College Sports Pacific
- PAC-12 Network
- ESPN Classic
- NFL RedZone
- ESPN Goal Line, Buzzer Beater and Bases Loaded
- TVG Racing
- TVG 2
- BBC America
- BBC World News
- UP
- WE
- IFC
- Sundance
- Turner Classic Movies
- MGM
- HBO
- HBO 2
- HBO Comedy
- HBO Family
- HBO Signature
- HBO Zone
- HBO Latino
- Cinemax
- More Max
- Action Max
- Thriller Max
- 5Star Max
- Movie Max
- OuterMax
- Cinemax Latino
- Starz
- Starz Edge
- Starz in Black
- Starz Comedy
- 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
- Showtime Beyond
- Showtime Extreme
- Showtime Next
- Showtime Women
- Showtime Family Zone
- Fix
- The Movie Channel
- The Movie Channel Xtra
- Sports Package \$6.95/month**
- Outdoor Channel
- Sportsman Channel
- Pursuit
- World Fishing Network
- Fox College Sports Atlantic
- Fox College Sports Central
- Fox College Sports Pacific
- PAC-12 Network
- ESPN Classic
- NFL RedZone
- ESPN Buzzer, Beater and Bases Loaded
- TVG Racing
- TVG 2
- Variety Package \$6.95/month**
- BBC America
- BBC World News
- UP
- WE
- IFC
- Sundance
- Turner Classic Movies
- MGM

PACKAGE	HD	HD-DVR
Local	\$29.95	\$34.95
Complete	\$79.95	\$84.95
Advanced	\$95.95	\$100.95
Ultra	\$149.95	\$154.95
Each HD Set-top Box		\$5.95

## Movie Packages

Extra monthly charge in all packages except Ultra.

HBO	\$18.95/month
Cinemax	\$16.95/month
Showtime	\$17.95/month
Starz & StarzEncore	\$16.95/month
Starz	\$11.95/month
StarzEncore	\$7.95/month

## Other Extras

Sports Package	\$6.95/month
Variety Package	\$6.95/month

Business prices vary for restaurants, bars, hotels and other hospitality businesses. Each HD set-top box is \$5.95 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](http://mynextfiber.com).

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



## CHANNEL GUIDE

2	KYTV Weather	169	TVG Racing	507	Nicktoons	859	The Movie Channel
3	KYTV NBC	170	TVG 2	508	TeenNick	860	The Movie Channel Xtra
4	Ozarks CW	190	Event PPV HD	509	UP	900	GAC
5	KRBK Fox	191	Event PPV SD	510	Boomerang	901	CMT Music
6	KRBK MeTV	200	USA	511	Cartoon Network	902	Nick Music
7	KRBK Movies!	201	TBS	512	Discovery Family	903	MTV Classic
8	QVC	202	TNT	600	Discovery	904	MTV2
10	KOLR CBS	203	TruTV	601	Animal Planet	905	BET Jams
11	KOLR LAFF	204	Bravo	602	National Geographic	906	BET Soul
12	KOLR Grit	205	SyFy	606	Travel	920	Stingray Hit List
15	NASA	206	AMC	700	Lifetime	921	Stingray Pop Adult
17	CSPAN 1	207	A&E	701	Lifetime Movie Network	922	Stingray Standards
18	CSPAN 2	208	History Channel	702	WE	923	Stingray Jukebox Oldies
19	CSPAN 3	209	WGNA	703	OWN	924	Stingray Flashback 70s
20	KOZK PBS	210	Hallmark Ch.	704	Oxygen	925	Stingray Everything 80s
21	KOZK DT	211	BBC America	800	FX Movie Channel	926	Stingray Nothin But 90s
22	KOZK Kids	212	GSN	801	IFC	927	Stingray Maximum Party
23	KOZK Create	215	Discovery Life	802	Sundance	928	Stingray Groove Disco & Funk
26	Evine	220	Logo	803	Turner Classic Movies	929	Stingray Dance Clubbin
27	KOZL MyNetwork	221	Spike	804	MGM	930	Stingray Holiday Hits
28	KOZL Escape	222	TV Land	805	Grit	931	Stingray Classic Rock
29	KOZL Bounce	223	Comedy Central	820	HBO	932	Stingray Rock Alternative
32	HSN	224	FX	821	HBO2	933	Stingray Rock
33	KSPR ABC	225	FXX	822	HBO Comedy	934	Stingray Heavy Metal
34	KSPR Antenna	300	HGTV	823	HBO Family	935	Stingray Alt Rock Classics
35	KYTV Cozi	301	Food	824	HBO Signature	936	Stingray The Blues
40	Hometown TV	303	E!	825	HBO Zone	937	Stingray Adult Alternative
55	EWTV	305	DIY	826	HBO Latino	938	Stingray Folk Roots
56	TBN	306	Cooking Channel	827	Cinemax	939	Stingray Alt Country Americana
57	Smile of a Child	307	FYI	828	More Max	940	Stingray Hot Country
58	POSTV	308	Hallmark Movies and Mysteries	829	Action Max	941	Stingray No Fences
59	Church Channel	310	MTV	830	Thriller Max	942	Stingray Country Classics
60	3ABN	311	VH1	831	5Star Max	943	Stingray Bluegrass
100	ESPN	312	CMT	832	Movie Max	944	Stingray The Light
101	ESPN2	313	BET	833	OuterMax	945	Stingray Gospel
102	Fox Sports Southwest	314	TLC	834	Cinemax Latino	946	Stingray Soul Storm
103	Fox Sports Southwest Plus	400	CNBC	835	Starz	947	Stingray Urban Beats
104	Fox Sports Southwest Plus 2	401	MSNBC	836	Starz Edge	948	Stingray Classic RnB & Soul
106	FS1	402	CNN	838	Starz in Black	949	Stingray Hip Hop
107	SEC Network	403	HLN	839	Starz Comedy	950	Stingray Jazz Masters
108	SEC Network Alternate	404	Fox News Channel	840	Starz Cinema	951	Stingray Jazz Now
109	ACC Network	406	The Weather Channel	841	Starz Kids and Family	952	Stingray Smooth Jazz
110	NBC Sports	411	Fox Business	842	StarzEncore	953	Stingray The Chill Lounge
112	ESPNU	412	BBC World News	843	StarzEncore Action	954	Stingray The Spa
113	ESPNNews	415	Military History Channel	844	StarzEncore Classic	955	Stingray Easy Listening
114	Golf Channel	416	Crime and Investigation	845	StarzEncore Black	956	Stingray Pop Classics
115	NFL Network	417	Viceland	846	StarzEncore Family	957	Stingray Classic Masters
116	Olympic Channel	418	Investigation Discovery	847	StarzEncore Suspense	958	Stingray Chamber Music
120	Cowboy Channel	419	RFD	848	StarzEncore Westerns	959	Stingray Broadway
150	Outdoor Channel	420	Destination America	849	StarzEncore Espanol	960	Stingray Eclectic Electronic
151	Sportsman Channel	421	Science Channel	850	Showtime	961	Stingray Y2K
152	Pursuit	422	American Heroes Channel	851	Showtime 2	962	Stingray Jammin
153	World Fishing Network	500	Disney Channel	852	Showtime Showcase	963	Stingray Latino Tropical
160	Fox College Sports Atlantic	501	Disney Jr.	853	Showtime Beyond	964	Stingray Today's Latin Pop
161	Fox College Sports Central	502	Disney XD	854	Showtime Extreme	965	Stingray Retro Latino
162	Fox College Sports Pacific	503	Freeform	855	Showtime Next	966	Stingray Felices Fiestas
163	PAC12 Network	504	Nickelodeon	856	Showtime Women	967	Stingray Rock en Espanol
164	ESPN Classic	505	Nick Jr.	857	Showtime Family Zone	968	Stingray Romance Latino
165	NFL RedZone	506	Nick Too	858	Flix	969	Stingray Kids Stuff



# Installation process

## A step-by-step guide

---



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.



## RESIDENTIAL SIGN-UP SHEET

Subscriber name

Phone

Service address

City, state, ZIP code

### FIBER OPTIC INTERNET

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

### PHONE

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

### HIGH-DEFINITION TELEVISION

- Local Plus HD — \$29.95
- Local Plus HD DVR — \$34.95
- Complete HD — \$79.95
- Complete HD DVR — \$84.95
- Advanced HD — \$95.95
- Advanced HD DVR — \$100.95
- Ultra HD — \$149.95
- Ultra HD DVR — \$154.95
- HBO — \$18.95\*
- Starz — \$11.95
- Cinemax — \$16.95
- StarzEncore — \$7.95
- Showtime — \$17.95
- Sports Package — \$6.95
- Starz & StarzEncore — \$16.95
- Variety Package — \$6.95

\_\_\_\_\_ Number of set-top boxes (\$5.95 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!

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