



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
• Basic (Speeds up to 100 Mbps)	\$49.95	\$79.95
• Business 250 (Speeds up to 250 Mbps)	—	\$149.95
• Business 500 (Speeds up to 500 Mbps)	—	\$249.95
• Advanced (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
• Local	\$29.95	\$34.95
• Complete	\$79.95	\$84.95
• Advanced	\$95.95	\$100.95
• Ultra	\$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
• Basic	\$27.95	\$34.95



870-895-3221 | 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. 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 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

FS1
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

Disney Channel

Cartoon Network

Freeform

Nickelodeon

Discovery Family

Discovery

Animal Planet

Travel

Lifetime

OWN

Oxygen

Olympic Channel

WGNA

ESPNU

ESPNNews

Golf Channel

NFL Network

FS2

Hallmark Ch.

GSN

Grit

Discovery Life

Logo

DIY

Cooking Channel

FYI

Hallmark Movies and Mysteries

Fox Business

Military History Channel

Crime and Investigation

Viceland

Lifetime Movie Network

FXM

GAC

CMT Music

MTV Hits

MTV Classic

MTV2

BET Jams

BET Soul

Cowboy Channel

ACC Network

Stingray 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

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

Flix

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

PACKAGE

Local

Complete

Advanced

Ultra

Each HD Set-top Box

HD-DVR

HD

HD

HD

HD

\$34.95

\$84.95

\$100.95

\$154.95

\$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.

To subscribe, call 870-895-3221!



CHANNEL GUIDE

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



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.
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, 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>
<i>Total first bill</i>	<i>\$82.34</i>
<i>Future monthly bills</i>	<i>\$54.90</i>

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.