

**BILLING INFORMATION**

First month service plus installation charges must be paid before service can be established. Bills are mailed on the first of the month and subject to disconnect on the 25th of the month. There is a \$5.00 late fee applied to each service not paid by the 25th. If the bill is not paid by the 20th of the month, a reminder notice will be mailed to you.

We accept cash, check, debit/credit cards, echeck, digital wallet payments and money orders.

There is a \$10 fee for any returned checks and declined electronic payments for any reason.

**\*\*Electronic payments will only be processed during our normal business hours\*\***

**\*Services that have been suspended due to nonpayment will only be restored during normal business hours**

**There is a drop box in the FRONT of the Stanhope office.**

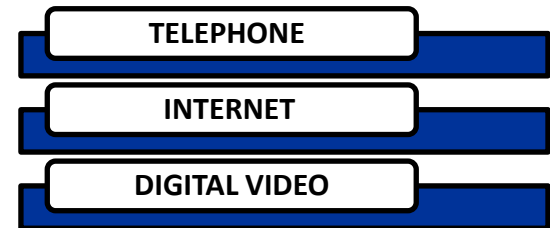
**STAFF**

Roger F. Anderson, General Manager  
Brad Anderson, Outside Plant Manager  
Jody Draeger, Office Manager  
Elizabeth Blomgren, Office  
Dave Read, Outside Technician  
Kyle Johnson, Outside Technician



**Cooperative Telephone Exchange**

*Serving Kamrar and Stanhope Since 1946*



**Fiber Optic Service**

For issues affecting Phone, Internet or Video service after 4:30 pm Monday through Friday or on a weekend or holiday, please call our after-hours number at **515-826-6206** and leave a message. Someone will return your call promptly.

**OFFICE INFORMATION**

COOPERATIVE TELEPHONE EXCHANGE  
425 Parker St., PO Box 95  
Stanhope, IA 50246  
HOURS: Monday - Friday 8:00 - 4:30  
PHONE: 515-826-3206  
AFTER HOURS PHONE: 515-826-6206  
FAX: 515-826-3200  
WEBSITE: [www.coopteleexchange.com](http://www.coopteleexchange.com)



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**8/23/2023**

## TELEPHONE

### REQUIRED SERVICES

Installation.....	\$16.00
Central Office Access line - STANHOPE.....	\$20.00
Central Office Access line - KAMRAR.....	\$21.00
911.....	\$ 1.00
Single Line ARC KAMRAR.....	\$ 1.47
Single Line ARC STANHOPE.....	\$ 2.47
Single Line Access OR.....	\$6.50
Multi Line Access.....	\$9.20
Multi Line Access Recovery Charge.....	\$ 3.00

### OPTIONAL SERVICES

Membership.....	\$25.00
Leased Phones.....	\$2.00 or \$3.00
Wiring Agreement (Telephone Only).....	\$0.50
Wiring Agreement (Phone, DSL, Video)....	\$1.00
800 Number Service Available- Call for details	
Long Distance Calling Plans.....	Various

Membership is required for all Plan 1E Calling Plans

Call CTE for more details on calling plans

Additional taxes and fees may apply.

### FREE OPTIONS AVAILABLE ON YOUR PHONE

- \* 900 Number Blocking
- \* Call Forwarding
- \* Toll Block or Toll Limitation
- \* Call Waiting
- \* Short Speed Calling
- \* Caller ID

Set up information found of pages 7-10 in phone book

STANHOPE CUSTOMERS CAN CALL  
STRATFORD & KAMRAR AT NO CHARGE  
 KAMRAR CUSTOMERS CAN CALL  
 WEBSTER CITY & STANHOPE AT NO CHARGE

## INTERNET

### LOCAL PHONE SERVICE IS REQUIRED TO HAVE INTERNET SERVICE

100M.....	\$45.00/Month
300M.....	\$85.00/Month
800M.....	\$125.00/Month

You are allowed up to 4 additional  
email accounts at no charge.

### SECUREIT PLUS.....\$7.95 Per Month

Provides Anti-Virus & Anti-Spyware  
Computer Protection with FREE  
24/7 technical support.

### ADDITIONAL EQUIPMENT FOR SALE:

7' Ethernet Cable.....	\$2.50
15' Ethernet Cable.....	\$3.50
20' Ethernet Cable.....	\$10.00
6' HDMI Cable.....	\$6.00
10' HDMI Cable.....	\$7.00
16' HDMI Cable.....	\$28.61
23' HDMI Cable.....	\$38.21
STB Power Supply.....	\$12.00

### ADVERTISE ON OUR LOCAL CHANNEL 1001

Daily Rate.....	\$2.00
Weekly Rate.....	\$10.00
Monthly Rate.....	\$30.00

Call CTE for details.

## DIGITAL VIDEO

### BASIC VIDEO SERVICE\*.....\$99.95/Month EXPANDED VIDEO SERVICE\*.....\$107.95/Month

(Both include Stereo Music Channels and  
high definition channels)

\*Residential Rate. Business rates may vary.  
Contact CTE for more details.

### PREMIUM PACKAGES

HBO.....	\$17.95/Mo
SHOWTIME.....	\$17.95/Mo
STARZ.....	\$14.95/Mo
CINEMAX.....	\$12.95/Mo

Cinemax + Any Other premium is \$24.95/Month

(Available with Basic or Expanded Package)

Adult Subscription.....	\$15.95/Mo
Whole Home DVR .....	\$7.00/Mo

Additional Set Top Box .....	\$5.00/Mo
Additional Remote Control.....	\$25.00 each

### INSTALLATION

First Set Top Box.....	\$25.00
Each Additional Set Top Box.....	\$10.00

Other charges may apply.

Installation may not be available at all locations.

All equipment is property of  
Cooperative Telephone Exchange and is  
required to returned upon disconnection of  
video service.

### LIFELINE LOW-INCOME TELEPHONE ASSISTANCE

**PROGRAM** is a plan that assists qualified  
low-income lowans by providing a monthly  
discount on their local telephone bill.

### AUREON NETWORK SERVICES

Provides 24/7/365 technical support for  
netins email issues and smart device support.  
Call toll free 1-800-205-1110

### BUNDLE DISCOUNTS AVAILABLE

Bundle your telephone, internet & video  
services & you may qualify for a bundle  
discount savings of \$4.00 to \$24.00.