

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 assessed for each service to be reconnected. If the bill is not paid by the 20th of the month, a reminder notice will be mailed to you. We accept cash, check and money orders. We are unable to accept debit card or credit card payments.

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

OFFICE INFORMATION

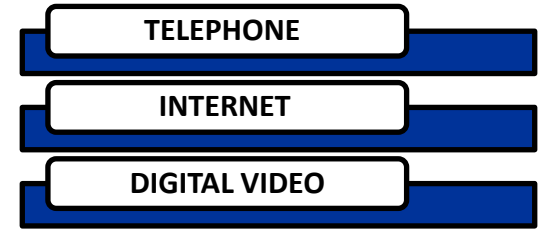
COOPERATIVE TELEPHONE EXCHANGE
425 Parker St., PO Box 95
Stanhope, IA 50246
HOURS: Monday - Friday 8:00 - 4:30
PHONE: 515-826-3206
AFTER HOURS PHONE: 515-826-6206
FAX: 515-826-3200
WEBSITE: www.cooptelexchange.com

STAFF

Roger F. Anderson, General Manager
Bradley 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.



**425 Parker Street
Stanhope, IA 50246**

**515-826-3206
www.cooptelexchange.com**

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..... | \$ 1.50 |
| Single Line ARC STANHOPE..... | \$ 2.50 |
| 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 Waiting |
| * Call Forwarding | * Short Speed Calling |
| * Toll Block or Toll Limitation | * 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.