

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.coopteleexchange.com

STAFF

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



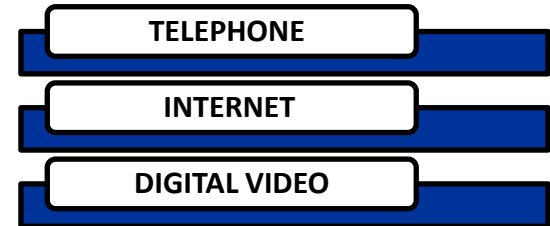
For issues affecting Phone, Internet or Video service after 4:30 pm Monday through Friday or on a weekend or holiday, please call our after-hours number at **515-826-6206** and leave a message. Someone will return your call promptly.

9/20/2022



Cooperative Telephone Exchange

Serving Kamrar and Stanhope Since 1946



Fiber Optic Service



**425 Parker Street
Stanhope, IA 50246**

**515-826-3206
www.coopteleexchange.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

50M.....	\$65.00/Month
(50M WILL RECEIVE \$20 MONTH CREDIT FOR TELEPHONE SERVICE)	
200M.....	\$85.00/Month
500M.....	\$125.00/Month

You are allowed up to 4 additional email accts at no charge

MANAGED WI-FI

Provides Wi-Fi service throughout the customers home/business. Most troubles can be handled remotely.

CommandIQ™ App-Gives an instant snapshot of the devices on your network and offers parental control options

Router.....\$9.95/mo

Mesh Device.....\$4.95/mo

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*.....\$91.95/Month
EXPANDED VIDEO SERVICE*.....\$104.95/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

Cinimax + 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.