

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 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
Brad Anderson, Outside Plant Manager
Jody Draeger, Office Manager
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.



Cooperative Telephone Exchange

Serving Kamrar and Stanhope Since 1946

TELEPHONE

INTERNET

DIGITAL VIDEO

Fiber Optic Service



**425 Parker Street
Stanhope, IA 50246**

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

9/1/2024

TELEPHONE

REQUIRED SERVICES

Installation.....	\$16.00
Central Office Residential line-STANHOPE...	\$22.47
Central Office Residential line-KAMRAR.....	\$22.47
Central Office Business line-STANHOPE.....	\$20.00
Central Office Business line-KAMRAR.....	\$21.00
911.....	\$ 1.00
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.