

COOPERATIVE TELEPHONE EXCHANGE TELEPHONE SERVICE RATES

AS OF SEPTEMBER 1, 2024

Cooperative Telephone Exchange is a telecommunications provider who provides basic and enhanced services within its service territory. Basic telephone services are offered at the following rates and charges:

All services are prorated on a 30-day calendar month

Monthly Service Charges

Kamrar & Stanhope

Residential Voice Service (COAL) \$22.47

Stanhope

Business Voice Service (COAL) \$20.00

Kamrar

Business Voice Service (COAL) \$21.00

Kamrar & Stanhope

FCC Single Line Access Charge* \$6.50

FCC Multi Line Access Charge * \$9.20

E911 Surcharge \$1.00

*The FCC Single Line Access Charge and FCC Multi Line Access Charge are fees charged by the Federal Communications Commission (FCC) that are collected by Cooperative Telephone Exchange. The FCC Multi Line Access Charge is a fee for business customers with more than one line of service.

Access Recovery Charge Rate Varies

Operator Service Rate Varies

Interexchange Service (Long Distance) Rate Varies

Directory Assistance Rate Varies

If you have any questions regarding the company's services, please visit Cooperative Telephone Exchange office located at 425 Parker Street, Stanhope, IA 50246 or call us 515-826-3206. You may also find us on our website at www.coopteleexchange.com

Based on our Telephone Service Catalog, Cooperative Telephone Exchange requires a landline telephone for internet service.

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get a monthly credit on their bill. You can only use Lifeline for either phone or internet, but not both. To find out if you are eligible or for more information, call our office at 515-826-3206 or visit www.lifelinesupport.org.

ADDITIONAL SERVICE OPTIONS

900 Number Blocking	No Charge
Blocked Call Rejection	No Charge
Call Forwarding Basic	No Charge
Call Forwarding Busy Line	No Charge
Call Forwarding Busy Line Programmable	No Charge
Call Forwarding Don't Answer	No Charge
Call Forwarding Don't Answer Programmable	No Charge
Call Forwarding Remote Activation	No Charge
Call Hold	No Charge
Call Rejection	No Charge
Call Trace	No Charge
Call Waiting	No Charge
Call Waiting Deactivation	No Charge
Call Waiting Enhanced	No Charge
Caller ID Blocking Per Call	No Charge
Caller ID Blocking Per Line	No Charge
Caller Identification Name	No Charge
Caller Identification Number	No Charge
Continuous Redial	No Charge
Dial Call Waiting	No Charge
Direct Call Pick Up	No Charge
Direct Call Pick Up With Barge-In	No Charge
Distinctive Alert	No Charge
Distinctive Ringing	No Charge
Group Intercom	No Charge
Hot Line Service	No Charge
Last Call Identification	No Charge
Last Call Return	No Charge
Network Call Transfer	No Charge
Priority Call	No Charge
Selective Call Forwarding	No Charge
Remote Call Forwarding	No Charge

Speed Calling (8 code)	No Charge
Speed Calling (30 code)	No Charge
Telemarketer Call Screening	No Charge
Three Way Calling	No Charge
Toll Block	No Charge
Warm Line Service	No Charge
Service Order Charge	\$8.00/one time charge
COE Connection Charge	\$8.00/one time charge

New installation of service and moving your service is subject to a service order charge and COE Connection charge. There is no charge for disconnection.

To perform new or change existing wiring on your premises	\$22.50 for 1st half hour
	\$10.00 each additional 15 minutes