



Cooperative Telephone Exchange  
Serving Kamrar and Stanhope Since 1946

425 Parker St ♦ Stanhope IA 50246

515-826-3206

[www.cooptelexchange.com](http://www.cooptelexchange.com)

## SERVICE APPLICATION

Residential  Business

### CUSTOMER INFORMATION

#### Applicant

Name \_\_\_\_\_ SSN or Tax ID \_\_\_\_\_  
Cell Ph \_\_\_\_\_ Date of Birth \_\_\_\_\_  
Email \_\_\_\_\_ Employment \_\_\_\_\_

Service Address \_\_\_\_\_ City \_\_\_\_\_  
Billing Address \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Previous Service with us?  Yes  No

How would you like to receive your bill?  Email  Paper via mail  Both

Are you renting?  Yes  No Landlord \_\_\_\_\_ Phone # \_\_\_\_\_

#### Co-Applicant

Name \_\_\_\_\_ Social Security # \_\_\_\_\_  
Cell Ph \_\_\_\_\_ Date of Birth \_\_\_\_\_

### AUTHORIZED CONTACT INFORMATION

Keeping your information private is important to us. In keeping the Customer Proprietary Network Information (CPNI) rules, we are asking that you provide the information below, so that we can confirm with whom we are speaking when you contact us by phone. Additionally, you may add other "authorized" users to your account. They can be anyone you wish, or those that need to have access, to make changes to your account with us.

Authorized User #1 \_\_\_\_\_ Authorized User #2 \_\_\_\_\_

Applicant Signature \_\_\_\_\_ Requested Password \_\_\_\_\_

### BILLING PROCESS

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 paid after the 25th. If the bill is not paid by the 20th of the month, a reminder notice will be mailed to you. For payment options please visit [www.cooptelexchange.com](http://www.cooptelexchange.com). There is a drop box in the front of the Stanhope office for your convenience.

We accept MasterCard, Visa & Discover credit or debit cards and we have an automated bill paying service.

Customers can pay online at [www.cooptelexchange.com](http://www.cooptelexchange.com) as well as in our office at 425 Parker Street or by mail to PO Box 95, Stanhope, IA 50246.

### FOR CTE USE ONLY

Phone Number Assigned \_\_\_\_\_ Additional Information/Special Instructions \_\_\_\_\_  
Service Start Date \_\_\_\_\_ Account # \_\_\_\_\_  
Membership Number \_\_\_\_\_





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### PHONE SERVICE OPTIONS

Based on our Terms and Conditions, Cooperative Telephone Exchange requires local telephone service with internet service.

Residential Single Line Phone Service.....\$29.97/Month

(Business multi-line rates available)

Wiring Agreement - Covers repair costs of CTE installed wiring inside your home.....\$ 1.00/Month

Long Distance Service (Various plans available) Must be a member LD Plan requested\_\_\_\_\_

Caller ID Name \_\_\_\_\_ Will appear on all outgoing calls. Last name, first name. 15 character max.

Directory Listing  Listed  Unlisted If listed, how would you like it to read? \_\_\_\_\_

#### Check any additional FREE service you would like to add

900 Number Blocking

Block Directory Assistance Call Completion

Block Third Party Billing

### MEMBERSHIP

I would like to be a member of Cooperative Telephone Exchange.....One-time charge \$25.00

CTE pays back dividends to our members as our Board of Directors approve. Capital Credit Patronage is paid back 7 years behind.

### BROADBAND INTERNET SERVICES

100Mbps Internet \$45.00 + \$29.97 phone = \$74.97

300Mbps Internet \$85.00 + \$29.97 phone = \$114.97

800Mbps Internet \$125.00 + \$29.97 phone=\$154.97

Managed Wi-Fi Router - \$9.95/Month

Managed Wi-Fi Extender - \$4.95/Month

Local telephone service is required to have internet. They will be listed separately on your monthly bill.

### NETINS EMAIL (Optional)

Email \_\_\_\_\_ @netins.net (15 character maximum)

Mother's Maiden Name(For security) \_\_\_\_\_

Password (Provided by Aureon) \_\_\_\_\_

Additional email addresses available upon request

### VIDEO SERVICES

**Digital Video Service** (Includes 1 set top box)

Basic Video.....\$103.95

Expanded Basic Video.....\$111.95

Whole Home DVR.....\$7.00

Additional Set Top Box.....\$5.00/ea Quantity \_\_\_\_\_

Bundle Discount (Must have phone, internet & video) Bundle # \_\_\_\_\_

**Premium Channels**

HBO.....\$17.95

Showtime.....\$17.95

Starz/Encore.....\$14.95

Cinemax.....\$12.95

Cinemax + other premium... ..\$24.95

Installation charges: \$25.00 for 1st STB and \$10.00 for each additional STB. Installation may not be available in all locations.

### CUSTOMER ACKNOWLEDGEMENT

In completing this application, the undersigned agrees to the rules and regulations of Cooperative Telephone Exchange as set forth in the exchange tariff, and to any changes in rules, or rates for the service furnished under this application. I understand that all charges listed on this application are monthly and do not include taxes, regulatory fees or installation charges. I authorize CTE to install all appropriate equipment for the services I requested. All leased equipment is the property of CTE and is required to be returned upon disconnection of service.

Applicant's Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_





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## Complete all sections which apply

### LIFELINE

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 or visit [www.lifelinesupport.org](http://www.lifelinesupport.org). By signing this application, you are acknowledging that you have been made aware of the Lifeline program.

### CRAMMING

Cramming is the practice of placing unauthorized, misleading or deceptive charges on a customer's telephone bill. CTE offers Third Party Blocking, Toll Blocking or Toll Limitation services. Third Party Blocking will help prevent the placement of unauthorized charges on customer telephone bills, an unlawful and fraudulent practice referred to as "cramming". To detect these unauthorized charges, CTE separates all Miscellaneous Charges and Credits on the toll statement of each bill, which allows customers to define legitimate "telecommunication charges" from "Cramming". CTE cannot guarantee ALL Third Party calls will be blocked.

With our Direct Payment Program, you will not have to write another check to pay your monthly bill. When you enroll, we will automatically deduct the "TOTAL AMOUNT DUE" (found on your bill) directly from your checking account on the 1st of each month. You will continue to receive your monthly bill for review, but it will show "Do Not Pay, bill will paid automatically by your bank"

I wish to enroll in CTE Electronic Banking (ACH)

I (we) hereby authorize Cooperative Telephone Exchange, hereinafter called COMPANY, to initiate the debit entries to my (our) checking account indicated below, at the depository name below, hereinafter called DEPOSITORY, to debit same to such account from my checking account on the first (1st) day of each month.

The authority is to remain in full force and effect until COMPANY and DEPOSITORY have received written notification from me of its termination and/or bank account is discontinued, in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. The notification to the Company should reach them prior to the 20th of the month with termination to affect the next month's billing. I understand that adequate account balances must be maintained by me for the ACH debit on the 1st. If not, a fee will be charged to my account and the resulting non-payment could lead to disconnection of service.

**For verification purposes, a voided check must accompany this agreement.**

Name on Account \_\_\_\_\_ Bank Name \_\_\_\_\_

ABA/Routing Number \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Account Number \_\_\_\_\_ Signature \_\_\_\_\_