

BIG STONE COUNTY

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| <p><u>RESIDENTIAL APPLICATION FOR SERVICE</u></p> <p>Date requested for service connection: (Mon-Fri): ___ / ___ / _____</p> <p>Name of Applicant: _____</p> <p style="text-align: center;"> First Middle Initial Last </p> <p><i>Applicant must be at least 18 years of age. Additional forms requiring a signature must be signed by the applicant or authorized account representative.</i></p> <p>Social Security or Tax ID #: _____ <i>Required</i> Driver License # & State Issued: _____ <i>(Please provide a copy of driver license)</i></p> | <p style="text-align: center;">~ Federated Use Only ~</p> <p style="text-align: center;">_____ - _____ - _____</p> <p>Deposit Collected: _____</p> |
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|--|--|---|
| <p>Service / 911 Address: _____ City _____ Township _____</p> <p>Billing Address (if different): _____ County _____</p> <p>City: _____ State: _____ Zip: _____</p> <p>Do you own this property? Yes / No If no, provide name and telephone number of Property Owner:</p> <p>Name: _____ Telephone Number: _____</p> | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"> <p style="text-align: center;">Type of Building:</p> <p><input type="checkbox"/> Single Dwelling</p> <p><input type="checkbox"/> Multi-Dwelling (Apt, Duplex, etc.)</p> </td> </tr> </table> | <p style="text-align: center;">Type of Building:</p> <p><input type="checkbox"/> Single Dwelling</p> <p><input type="checkbox"/> Multi-Dwelling (Apt, Duplex, etc.)</p> |
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Has the applicant had telephone service with Federated Telephone before? Yes / No If yes, when? _____

Daytime contact number - a number where you can be reached between 8 am and 4:30 pm: _____

Email Address: _____ Please do not send me special offers, newsletters, etc to this email.

Please enclose with this application, a credit reference from your previous utility service provider. (Telephone, Cellular or Electric)
Do not send a copy of a bill. This must be a credit reference showing 12 months of payment history.
If a credit reference is not provided, you will be asked to provide a deposit before service is installed.

Directory Listings

It is the policy of Federated Telephone to produce a directory each year to be delivered to each subscriber during the month of May. Each subscriber is provided with one directory listing free of charge. There is a fee of **\$1.25** per month for an unlisted number and \$2.50 for a non-published number.

Please print your name as you wish it to appear in the directory:

If left blank, your directory listing will be listed as Last Name, First Name.

Additional Listings: \$0.65 per month per listing:

1. _____

2. _____

Authorized Account Representative

Changes to this account may be made by a person or persons that the applicant has authorized. If you, the applicant, wish to authorize another person or persons to make changes to your account, please designate the person or persons below:

| <u>Name</u> | <u>Relationship</u> |
|-------------|---------------------|
| 1. _____ | _____ |
| 2. _____ | _____ |
| 3. _____ | _____ |
| 4. _____ | _____ |

The applicant assumes responsibility for any changes made by an authorized person.

Telephone applicants who wish to subscribe to any additional Federated Telephone services (example: Internet, Cable TV, Long Distance) must apply for the service(s) in the same name that appears on the application for telephone services.
Please contact our office to obtain further information on any additional services.

REQUIRED

CUSTOMER PASSWORD & SECURITY QUESTIONS

** See Welcome Guide for CPNI Rules.

Passwords **cannot** be readily available biographical information. Biographical information is information that is created from the customer's life history, such as:

- Social Security Number (or the last four digits)
- Mother's maiden name
- Date of birth
- Home Address
- Any other 'public' information.

Account Password: _____
(Letters or numbers - Must be 6-10 characters. See Restrictions above.)

This will also be the Password to access your account on the Online Customer Care Site.

Security Questions & Answers: Select **two (2)** security questions and fill in the answer. This will be used to verify you as an authorized account representative if the password cannot be remembered.

1. Where were you born? _____
2. What was your first car? _____
3. What was your first childhood pet's name? _____
4. As a child, what was your dream job or super hero? _____
5. What is your favorite color? _____

*In order for us to help you when calling into our office, you must complete this information as required by FCC laws.

Line Restrictions - Please check all that apply

- Block 900 #s-FREE Block Collect Calls-FREE
 Line Blocking-FREE Block all long distance-FREE
 Terminating Call Management - FREE
 Toll restriction with PIN (\$3.15 monthly fee)

Additional Options

Please place an X by the Option(s) you wish to subscribe.
The monthly fee follows each option.
Please see Welcome Guide for descriptions.

| | |
|--|---|
| <input type="checkbox"/> Call Waiting ~ \$4.20 | <input type="checkbox"/> 30# Speed Dialing ~ \$2.70 |
| <input type="checkbox"/> 3-Way Calling ~ \$3.15 | <input type="checkbox"/> Automatic Callback~\$2.70 |
| <input type="checkbox"/> Call Forwarding ~ \$2.70 | <input type="checkbox"/> Selective Call Acceptance ~ \$3.15 |
| <input type="checkbox"/> 8# Speed Dialing ~ \$1.80 | <input type="checkbox"/> Selective Call Forwarding ~\$3.15 |
| <input type="checkbox"/> Caller ID ~ \$5.35 | <input type="checkbox"/> Selective Call Rejection ~\$4.05 |
| <input type="checkbox"/> Premium Voice Mail ~ \$6.95 Send email notifications to: _____ | <input type="checkbox"/> Distinctive Ringing/Call Waiting ~ \$3.15 |
| <input type="checkbox"/> Standard Voice Mail ~ \$4.00 | <input type="checkbox"/> Anonymous Call Rejection ~ Free with Caller ID |
| <input type="checkbox"/> | <input type="checkbox"/> Teen Line ~ \$4.50 |
| <input type="checkbox"/> | <input type="checkbox"/> Automatic Recall (*69) ~ \$3.15 |
| <input type="checkbox"/> | <input type="checkbox"/> |

• Features included in a Solutions Bundle

Service Options

Federated offers customers the opportunity to combine services in a bundle providing savings over the standard monthly rate.
Monthly pricing subject to change.

- | | |
|--|--|
| <input type="checkbox"/> Simple Solution - Local Phone + Features - Simply Basic CATV - Solutions LD | <input type="checkbox"/> Basic Solution - Local Phone + Features - Basic CATV - Solutions LD |
| <input type="checkbox"/> Connected Solution - Local Phone + Features - Simply Basic CATV - 20M HSD - Solutions LD | <input type="checkbox"/> Surfer Solution - Local Phone + Features - 20M HSD - Solutions LD |
| <input type="checkbox"/> Scholar Solution - Local Phone + Features - Basic CATV - 20M HSD - Solutions LD | <input type="checkbox"/> Family Solution - Local Phone + Features - Basic CATV - 20M HSD - Unlimited Solutions LD |
| <input type="checkbox"/> Phone Only - \$18.00 | <input type="checkbox"/> Tech Solution - 10M HSD - Basic CATV |

Internet Speed Upgrades:

*In addition to the monthly 20M Internet Bundle Fee.

- \$10 - 50M per month \$40 - 100M per month

Solutions Long Distance Options

A list of other providers is available upon request.

- | | |
|--|--|
| <input type="checkbox"/> Option 1: 10¢ a minute | <input type="checkbox"/> Option 3: \$26.95 350 Minutes |
| <input type="checkbox"/> Option 2: \$5.95 60 Minutes | <input type="checkbox"/> Option 4: \$36.95 Unlimited** |

** See Welcome Guide for Unlimited Details

High Speed Data - HSD

Desired Email Name: (1 email address provided at no charge with HSD)

@fedtel.net

MUST BE ALL LOWER CASE—MINIMUM OF 6 CHARACTERS

Password:

MUST INCLUDE ONE NUMBER & ONE UPPERCASE LETTER. MINIMUM OF 8 CHARACTERS - CANNOT BE SAME AS EMAIL SPECIAL CHARACTERS ALLOWED: ! * + - . / = _

Optional Services and Equipment Options

Please initial the Optional Services and/or equipment you wish to select:

FTC Wireless Router Option - *Recommended*
A router gives you the ability to connect multiple computers in a home and/or connect wireless devices to your home Internet connection. The router will be located within the ONT equipment which is typically installed in a basement, utility room or similar location. There is no fee to use the FTC Wireless Router Option.

Wiring for CAT5 (Labor & Materials)
(Our rate is currently \$70.00 per hour with a 1/2 hour minimum. This rate is subject to change at any time.) If you have a device that needs a direct connection such as a desktop computer that does not have a wireless NIC Card, you may need a CAT5 line ran to this device to connect to the Internet.

If you live in a multi-dwelling unit (apartment, duplex, etc.), an alternative wiring modem may be needed at a one-time cost of \$129.95 or pay a \$50 Equipment Fee with a \$5 per month rental fee. Return modem in working condition and receive \$50 back on your account.

Pay \$129.95 Upfront Pay \$50 Equipment Fee & \$5 monthly rental fee

Wireless Dual Band Router - \$250.00
(Installation to install router is \$35.00 per half hour.) There is no cost to use the recommended FTC Wireless Router Option that is built in to our ONT. If you do not want to use this option, we do have a router available for purchase.

Internet Security Protection Option
SecureIT Plus Internet Protection \$4.95/month
\$34.95 Remote Installation Fee per computer

SecureIT Plus provides a fully automated and guaranteed computer protection service designed for your home.

Cable TV Service

Must subscribe to Phone or Internet Service to subscribe to Cable TV.

Simply Basic Only (Channels 2-22)

Basic CATV Service - (Channels 2-64)
~ includes Simply Basic

Additional Options: The following options require the use of Additional Equipment (listed below) and subscription to Basic CATV service.

Digital Choice & DMX Music - \$11.95/mo

HBO/MAX Plus - \$20.05/mo

HBO ONLY - \$14.95/mo

CINEMAX ONLY - \$6.95/mo

ENCORE/STARZ - \$10.95/mo

The Works - \$37.75/mo in addition to Basic CATV (Dig. Choice/HBO/MAX/Encore/Starz/DMX Music)

Additional Equipment:

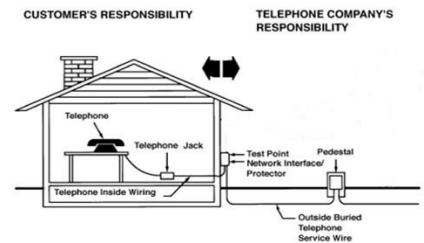
_____ **# of Set Top Boxes - \$5.00 /mo per box**
(Set Top Boxes to do not have HD capability. Please select DVR to receive HD programming with a box.)

_____ **# of DVRs - \$12.00/mo per box**
(DVR = Digital Video Recorder)

Inside Wire Maintenance Bundle

Wire Maintenance: Federated offers a maintenance agreement whereby all maintenance service for inside wiring will be provided to repair any damaged Telephone, High Speed Internet and/or Cable TV wires on the inside of a building. The Inside Wire Maintenance Bundle is billed on your monthly statement. If you would like to enter into this agreement, please select the number of services you subscribe to. If you have more than one service, all services must be covered.

If you do not enter into this agreement, you assume full responsibility for maintenance of your telephone, cable TV and/or Internet wiring. Federated is available for hire to make repairs based on time and materials. Our rate is currently \$70.00 per hour with a 1/2 hour minimum. This rate is subject to change at any time.



Monthly Fee: If you have more than one service, all services **MUST be covered.**

One Service.....\$2.00 Two Services.....\$3.00 Three Services.....\$4.00

Telephone

Cable TV

Internet

The Inside Wire Maintenance Bundle will become effective on the date the signed agreement is received in our office.

- The service agreement will remain in effect for a minimum of six months. At the end of the six months, the agreement will continue until the customer requests the agreement be terminated.
- A similar agreement is available for buried facilities to additional buildings. If this is a service applicable to your location, please contact our office for more information.

DATA COLLECTION INFORMATION

As recipients of federal assistance, Federated Telephone is required to identify and document as accurately as possible the racial/ethnic and gender data on the eligible population in our service area. You are not required to furnish this information, but are encouraged to do so. The law requires that Federated Telephone may neither discriminate on the basis of this information nor on whether you choose to furnish it. However, if you choose not to furnish it, under Federal regulations, Federated is required to note race/ethnicity on the basis of visual observation or surname. The information you provide will **ONLY** be used for Federal Government Reporting Purposes. We would appreciate you checking the appropriate group listed below:

Ethnic Information:

_____ American Indian or Alaska Native _____ Asian _____ White _____ Other
_____ Black or African American _____ Hispanic or Latino _____ Native Hawaiian or Other

Gender Information: _____ Male _____ Female If you do not wish to furnish this information, please check this box: _____

Federated must review the above material to assure that the disclosures satisfy all requirements to which Federated is subject under applicable State and Federal law. Federated is an Equal Opportunity Provider and Employer. Discrimination is prohibited by Federal Law. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Lifeline / Link Up

Subsidized discounts are available to subscribers meeting certain low income criteria.

Information for these services can be found in the Welcome Guide.

Automatic Payment Plan

Federated offers the ability to set up AutoPay either via your bank account or credit card.

Auto Payments will be processed on approximately the 1st of each month.

Automatic Bank Payment

(Please Include a VOIDED Check)

Name of Financial Institution

Address of Financial Institution

_____ _____ _____
City State Zip

_____ _____
Checking Savings

Bank Routing #

Bank Account #

Automatic Credit Card Payment

_____ VISA _____ MasterCard

Credit Card Account #

Expiration Date

Zip Code (Where Credit Card Statements are mailed)



Initial

I authorize Federated Telephone and the bank/credit card named below to initiate variable electronic payments from my bank account to Federated for my monthly bills. This authority will remain in effect until I notify Federated in writing to cancel and/or of any bank account changes. I understand this notification will need to be made 30 days prior to the date of a cancellation or to change the account information to afford all parties involved reasonable opportunity to handle the cancellation or change.

Under the penalties of service disconnection or immediate deposit request, I declare that I have examined and completed this application and the information I have given is true, accurate and complete. I will assume all responsibility for all charges for service(s). I agree to the rules and regulations of Federated Telephone as set forth in the Exchange Tariff and to any general changes in the rules, regulations tariffs or rates for the service furnished under this application.

I appoint Federated Telephone (FTC) as limited agent to order and make changes in service associated with the activation and maintenance of FTC's services as specified above. The undersigned agrees to all terms and conditions of the Internet Service Agreement & Acceptable Usage Policy in the Federated Telephone Welcome Guide that I was given. This also includes without limitation terms and conditions relating to Indemnification by Client and the **DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY**. The wiring in the building is my responsibility. I further understand that Federated bills to repair any wiring based on the technician's time and materials used. If Federated installs wiring, I agree to pay for this service.

I understand and agree to the Terms and Conditions for subscribing to Federated Telephone's Cable TV service.

I understand that after reviewing this application, Federated Telephone may request a cash deposit prior to connection of services.

I also understand that payment is due by the 5th of each and every month, and that I have read and understand the 'Credit, Deposit and Disconnection Guidelines' for Federated Telephone.

Applicant's Signature: _____ **Date:** _____