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"OWNED BY THOSE IT SERVES"

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RESIDENTIAL APPLICATION FOR SERVICE

~ Federated Use Only ~

Date requested for service connection: (Mon-Fri): \_\_\_/\_\_\_/\_\_\_

Deposit Collected: \_\_\_\_\_

Name of Applicant:

First Middle Initial Last

Applicant must be at least 18 years of age. Applicant name and membership name must be the same. Additional forms requiring a signature must be signed by the applicant or authorized account representative.

Social Security or Tax ID #: \_\_\_\_\_ Driver License # & State Issued: \_\_\_\_\_
(Please provide a copy of driver license)
Required

Service / 911 Address: \_\_\_\_\_ City \_\_\_\_\_ Township \_\_\_\_\_

Billing Address (if different): \_\_\_\_\_ County \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Type of Building:
[ ] Single Dwelling
[ ] Multi-Dwelling (Apt, Duplex, etc.)

Do you own this property? Yes / No If no, provide name and telephone number of Property Owner:

Name: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

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 member during the month of May. Each member is provided with one directory listing free of charge. There is a fee of \$1.25 per month 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: \$1.25 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:

Table with 2 columns: Name, Relationship. Rows 1-4.

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.
All Capital Credit dividends are in the name of the applicant only.

• **REQUIRED**

**CUSTOMER PASSWORD & SECURITY QUESTIONS**

\*\* See Member 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  
 Toll restriction with PIN (\$25.00 Install fee/\$0 monthly fee)

**Additional Options**

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

<input type="checkbox"/> <b>Call Waiting ~ FREE</b>	<input type="checkbox"/> 30# Speed Dialing ~ \$1.00
<input type="checkbox"/> <b>3-Way Calling ~ FREE</b>	<input type="checkbox"/> Automatic Callback~\$1.00
<input type="checkbox"/> <b>Call Forwarding ~ FREE</b>	<input type="checkbox"/> Selective Call Acceptance ~ \$1.00
<input type="checkbox"/> <b>8# Speed Dialing ~ FREE</b>	<input type="checkbox"/> Selective Call Forwarding ~\$1.00
<input type="checkbox"/> <b>Caller ID ~ \$5.00</b>	<input type="checkbox"/> Selective Call Rejection ~\$1.00
<input type="checkbox"/> <b>Premium Voice Mail ~ \$5.95</b> Send email notifications to: _____	<input type="checkbox"/> Distinctive Ringing/Call Waiting ~ \$1.00
<input type="checkbox"/> Standard Voice Mail ~ \$3.00	<input type="checkbox"/> Anonymous Call Rejection ~ Free with Caller ID
<input type="checkbox"/>	<input type="checkbox"/> Automatic Recall (*69) ~ \$1.00
<input type="checkbox"/>	<input type="checkbox"/>
<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"/> <b>Simple Solution</b><br>- Local Phone + <b>Features</b><br>- Simply Basic CATV<br>- Federated LD                 | <input type="checkbox"/> <b>Basic Solution</b><br>- Local Phone + <b>Features</b><br>- Basic CATV<br>- Federated LD                         |
| <input type="checkbox"/> <b>Connected Solution</b><br>- Local Phone + <b>Features</b><br>- Simply Basic CATV<br>- 20M HSD<br>- Federated LD | <input type="checkbox"/> <b>Surfer Solution</b><br>- Local Phone + <b>Features</b><br>- 20M HSD<br>- Federated LD                           |
| <input type="checkbox"/> <b>Scholar Solution</b><br>- Local Phone + <b>Features</b><br>- Basic CATV<br>- 20M HSD<br>- Federated LD          | <input type="checkbox"/> <b>Family Solution</b><br>- Local Phone + <b>Features</b><br>- Basic CATV<br>- 20M HSD<br>- Unlimited Federated LD |

**Phone Only - \$18.00**

**Cable TV - No Bundle**

**Internet - No Bundle**

**Internet Speed Upgrades:**

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

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

**Federated Long Distance Options**

A list of other providers is available upon request.

- |  |  |
|--|--|
| <input type="checkbox"/> <b>Option 1:</b><br>14¢ a minute      | <input type="checkbox"/> <b>Option 3: \$26.95</b><br>350 Minutes |
| <input type="checkbox"/> <b>Option 2: \$5.95</b><br>60 Minutes | <input type="checkbox"/> <b>Option 4: \$36.95</b><br>Unlimited** |

\*\* See Member 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:*

**Wiring for CAT 5 Jack (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 a Cat 5 Jack cannot be installed in the residence, 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 account.

Pay \$129.95 Upfront

Pay \$50 Equipment Fee with a \$5 monthly rental

**Wireless Dual Band Smart Router - \$250.00**  
*(Installation to install router is \$35.00 per half hour.)*  
 A router gives you the ability to connect multiple computers in a home and/or connect wireless devices to your home internet connection.

### Internet Security Protection

**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

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 - \$19.05/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:

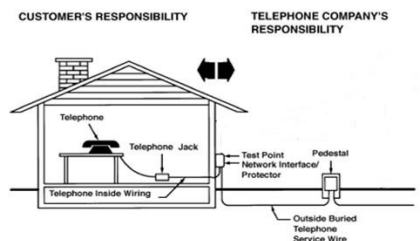
\_\_\_\_\_ # of Set Top Boxes - \$5.00 /mo per box  
 (Set Top Boxes to do not have HD capability. Please select DVR to receive HD programming with a box.)

\_\_\_\_\_ # 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](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](mailto:program.intake@usda.gov).

### Leased Telephones

Telephones can be leased on a monthly basis for **\$1.00 per phone**. *If there is a phone where you are moving, it is most likely a leased phone from Federated Telephone for which you will be billed.*

**Do you wish to lease a phone(s)?**

Yes     No

**If Yes, How Many?**    \_\_\_\_\_ White    \_\_\_\_\_ Black  
-----

**Do you wish to return any existing leased phones?**

**If Yes, How Many?**    \_\_\_\_\_

### Lifeline / Link Up

Subsidized discounts are available to customers meeting certain low income criteria. Information for these services can be found in the Member 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 15th 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)*

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.

*Initial*

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 15th 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:** \_\_\_\_\_