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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): \_\_\_ / \_\_\_ / \_\_\_

Name of Applicant:

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

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: \_\_\_\_\_
Required (Please provide a copy of driver license)

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

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

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

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

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

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

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 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:

Name

Relationship

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.

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.)

**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.**

**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. Prices do not include taxes/surcharges.*

**Happy Home - \$79.95**  
 - 100M/100M Internet  
 - Local Phone + Features  
 - Integrated Wi-Fi  
 Each Additional 100M = \$20 x \_\_\_\_\_  
 (In addition to the Happy Home Bundle Fee)

**Connected Home - \$69.95**  
 - 25M/25M Internet  
 - Local Phone + Calling Features  
 - Integrated Wi-Fi

**Cable TV Service:**

**Simply Basic TV - \$29.95**

**Expanded Basic TV - \$66.95**  
 (Includes Simply Basic)

**Additional Service Options**

**Local Phone - \$18.00**

**10M/10M Internet - \$59.95**

**20M/20M Internet - \$69.95**

**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 (\$3.15 monthly fee)
- \_\_\_\_\_ Terminating Call Management (**Telemarketing Screening**) - FREE
- This feature helps screen out telemarketers, polling services, auto dialers & other nuisance calls. Callers will hear a message asking them to press 1 if they are not a telemarketer and to be added to an allowed list.

**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.

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

**• Features included with Local Phone**

## High Speed Data - HSD

**Managed Wi-Fi:** Our managed Wi-Fi is no additional cost and included with the Happy Home and Connected Home. A dual-band wireless router is built in to the electronics we have installed at your residence. Some locations may need a wireless extender to reach all areas of the home and are available for a monthly fee.

**Wi-Fi Password:** \_\_\_\_\_

*Must be at least 8 characters.*

*This is the password for your 2.4 GHz and 5 GHz Wi-Fi networks.*

\_\_\_\_\_ **Managed Wi-Fi Opt-Out:** I choose to use my customer-owned router and will not be utilizing the router provided by Federated Telephone. I understand the following applies:

- My monthly bill will not be reduced because I am not using the company provided router.
- If my household experiences issues with Wi-Fi coverage in the home or with device connectivity, I understand that I will be billed for a remote visit and a labor/materials fee to repair or troubleshoot wireless issues if the problem is due to my customer-owned equipment.
- I can choose to use the company-owned router at a future date. There is no monthly cost to use the router. However, if I request a technician to come out and assist with any initial set up of my devices, there would be a premise visit and labor charge.

### **Optional HSD Services and Equipment Options**

**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 & ONE SPECIAL CHARACTER. MINIMUM OF 10 CHARACTERS - CANNOT BE SAME AS EMAIL. SPECIAL CHARACTERS**

**ALLOWED:** ! \* + - . / = \_

### **Wiring for CAT 5 Jack (Labor & Materials)**

\_\_\_\_\_ *(Our rate is currently \$85.00 per hour with a 1/2 hour minimum. This rate is subject to change at any time.)*

\_\_\_\_\_ **Multi-Dwelling Units** - An alternative wiring modem with a built-in wireless router may be needed at some multi-dwelling locations where Cat5 has not been installed by the owner of the building. There are two options available:

- Pay a \$50 Equipment Fee with a \$5 monthly rental**  
(\$50 is returned to your account if the equipment is returned in working condition upon disconnection.)
- Pay \$129.95 Upfront**

### **Solutions Long Distance Options**

A list of other providers is available upon request.

- |  |  |
|--|--|
| <input type="checkbox"/> <b>Option 1:</b><br>10¢ 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** |
| <input type="checkbox"/> <b>NO LONG DISTANCE</b>               |  |

\*\* See Member Guide for Unlimited Details

## Cable TV Service

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

- Digital Choice & DMX Music - \$8.95/month
- HBO ONLY - \$15.95/month
- CINEMAX ONLY - \$7.95/month
- ENCORE/STARZ - \$10.95/month

### **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 set top box.)

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

- Must subscribe to a Premium subscription to rent a DVR.

### **Automatic Payment Plan**

Federated Telephone offers the ability to set up AutoPay either via your bank account or credit card. Auto Payments will be processed on approximately the 5th of each month.

*Please remember to call Federated Telephone with any changes to your Bank or Credit Card account.*

*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 collation or change.

### **Automatic Bank Payment**

*(Please Include VOIDED Check)*

\_\_\_\_\_ *Name of Financial Institution*

\_\_\_\_\_ *Checking*      \_\_\_\_\_ *Savings*

Bank Routing #: \_\_\_\_\_

Bank Account #: \_\_\_\_\_

### **Automatic Credit Card Payment**

\_\_\_\_\_ VISA      \_\_\_\_\_ MasterCard

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

### **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.

**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).

**Optional Service: 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 \$85.00 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.***

<b>One Service.....\$2.00</b>	<b>Two Services.....\$3.00</b>	<b>Three Services.....\$4.00</b>
<input type="checkbox"/> <b>Telephone</b>	<input type="checkbox"/> <b>Cable TV</b>	<input type="checkbox"/> <b>Internet</b>

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.

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:** \_\_\_\_\_