

# Service Agreement



PO Box 123  
Joes, Colorado 80822  
970-358-4211  
Fax: 970-358-4505  
[www.plainstel.com](http://www.plainstel.com)

TELEPHONE NUMBER:

Name of Applicant \_\_\_\_\_ Birth Date \_\_\_\_\_

Spouse's Name \_\_\_\_\_ Birth Date \_\_\_\_\_

(Membership in the Cooperative can be issued to a sole applicant or a joint applicant, if husband and wife. Married couples are encouraged to apply for joint membership.)

Individual \_\_\_\_\_ Joint Membership \_\_\_\_\_ Corporation \_\_\_\_\_ Partnership \_\_\_\_\_ Sole Proprietor \_\_\_\_\_

Driver's License # \_\_\_\_\_ State \_\_\_\_\_

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

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Previous Phone # \_\_\_\_\_ Previous Phone Company \_\_\_\_\_

Previous Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Employed by \_\_\_\_\_ Employer's Phone \_\_\_\_\_

Cell Phone # \_\_\_\_\_

Alternate # where applicant can be reached \_\_\_\_\_

Everything that I have stated in this application is correct to the best of my knowledge. I authorize Plains Cooperative Telephone Association to check my credit and employment history and to answer future questions about its credit experience with me. (The amount of the deposit which may be required of an applicant for the purpose of establishing credit shall be the amount of an expected ninety days toll and sixty days local service - \$235.00) All personal information Plains Cooperative Telephone Association accumulates pertaining to your account is available to you, the applicant, at any time. To dispute credit findings call Experian at 1-888-397-3742.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Signer (if applicable will sign below)

I do hereby assume full financial responsibility of this applicant's telephone bill as issued by Plains Cooperative Telephone Association. (Co-Signer must be a current subscriber of Plains Telephone in good standing.)

Co-Signer Signature \_\_\_\_\_ Phone # \_\_\_\_\_ Date \_\_\_\_\_

## Information for Data Account

Broadband \_\_\_\_\_ We recommend that any wireless networks within your home or business are secured at the time of setup to prevent any unauthorized access on the network. The account holder is responsible for any illegal activity that is traced back to your IP address.

700 MHz \_\_\_\_\_

Secured router \_\_\_\_\_ Unsecured router \_\_\_\_\_ Signature \_\_\_\_\_

Username \_\_\_\_\_ Password \_\_\_\_\_

(Password must be at least 8 characters long and must include both letters and numbers.)

*If your account should be referred to a credit agency, you will be responsible for an additional fee of \$20.00*



Please select features you would like installed with your new service.

	Monthly Charge	Yes	No
Inside Wire Maintenance	\$1.00	_____	_____

Features added at a later date will be charged a \$10.00 installation charge

	Monthly charge	Yes	No
Voice Mail	\$4.50	_____	_____
Call Waiting	\$1.50	_____	_____
Cancel Call Waiting	\$0.50	_____	_____
Caller I.D. (Name & Number)	\$4.25	_____	_____
Speed Dialing (8 digit)	\$1.00	_____	_____
Speed Dialing (30 digit)	\$1.50	_____	_____
Three-Way Calling	\$3.50	_____	_____
Automatic Recall	\$1.50	_____	_____
Automatic Callback	\$2.00	_____	_____
Help Line	\$2.00	_____	_____
Call Forwarding	\$1.50	_____	_____
Call Forward Busy	\$1.00	_____	_____
Remote Call Forwarding	\$0.50	_____	_____
Distinctive Ringing	\$3.00	_____	_____

Is the premise wired with phone jacks? \_\_\_\_\_

Does applicant want Plains to install wiring/jacks? \_\_\_\_\_

First jack installed \$15.00  
 Each additional jack \$10.00

**IF YOU ARE ON PUBLIC ASSISTANCE PLEASE INQUIRE ABOUT LIFE LINE**

- \_\_\_\_\_ Published in Directory as: \_\_\_\_\_ no charge
- \_\_\_\_\_ Additional Directory Listing: \_\_\_\_\_ \$2.50/month
- \_\_\_\_\_ Unlisted (not in directory, but available through directory assistance) \$1.50/month
- \_\_\_\_\_ Unpublished (not in directory, not available through directory assistance) \$2.00/month

Membership # \_\_\_\_\_

Map # \_\_\_\_\_



## Residential Price List

	Monthly Charge
* Service Order Charge	\$20.00
* Central Office Connection	\$20.00
* First Month Local Service	<u>\$25.00</u>
* Must be paid at time of application	*\$65.00
Premise Visit (if applicable)	\$25.00
FTEU Internet Activation Fee (if applicable)	\$95.00 waived with a 2-year commitment
Deposit (if applicable)	\$235.00
<b>Basic Local Phone Service</b>	\$20.62
2nd Residential Line	\$15.46
	plus state/federal taxes/fees
<b>*FTEU Internet Service</b>	
*Must have local phone service	
Installation Fee	\$185.00 waived with a 6-month commitment
<b><i>4 speed packages, all include unlimited usage</i></b>	
10 Mbps download, 1 Mbps upload	\$39.95
20 Mbps download, 5 Mbps upload	\$59.95
30 Mbps download, 15 Mbps upload	\$79.95
40 Mbps download, 25 Mbps upload	\$99.95
	plus state/federal taxes/fees on all packages
<b>*Plains Fiber Vision</b>	
*Must have minimum 20 Mbps download	\$65.00
*Fiber Vision installation with Whole-Home DVR box	
*This is a one time fee	\$165.00
First set-top box	Free
Each additional set-top box	\$6.00
Network Maintenance	\$14.95
<b>Bundle</b>	
Combine all 3 of our services, plus 3 calling features of your choice and save!	\$119.99 plus tax for the first six months \$139.99 plus tax after the first six months

For Long Distance, DSL and TV Service you must provide one of the following to establish credit with Plains Telephone:

1. Good credit check We will run a credit check in our office with your permission
2. Co-Signer This person must be a current customer of Plains Telephone in good standing.
3. Letter of Good Credit A letter from a past or current utility provider showing good credit
4. Deposit A \$235.00 deposit will be returned to you after 1 year of consistent monthly payments



## Customer Proprietary Network Information Notice of Changes

The FCC will be implementing new rules shortly that will further strengthen the protection of your Customer Proprietary Network Information (CPNI). This effort by the Commission is in response to the practice of “pretexting” and provides additional privacy safeguards that will limit pretexters’ ability to obtain unauthorized access to your CPNI.

“Pretexting” is the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer’s call detail or other private communication records. Several changes will be implemented that will affect the way **Plains Cooperative Telephone Association, Inc. (Plains Telephone)** will conduct business with you in the future. Specifically, we are required to implement passwords for any customer initiated calls requesting call detail, be able to authenticate who you are as well as any additional authorized contacts you add to your account, and we are to notify you, as well as law enforcement should there be any unauthorized changes to your password, address, or account information.

The new rules require that you provide a password before **Plains Telephone** can release certain information about your account. To establish a password, please fill out the information below, or contact a customer service representative at 358-4211 or toll free at (866)358-4211. **Plains Telephone**, in compliance with the FCC rules, will utilize new authentication methods to ensure that we are dealing with the authorized contact.

Capital credits checks and allocations are written or sent to the person/persons whose name/s is on the membership. Please be aware that simply by adding a person/s name to your account does not entitle that person to any membership privileges or allow them any portion of capital credit funds. To add a name/s to your current membership you will need to contact our office personally and indicate the person/s name you wish to add.

In order for **Plains Telephone** to discuss any details about your account with another party, such as your spouse, sibling, or other, they must be authorized by you and added to your account. If you would like to add another authorized contact to your account, such as a spouse or child, please fill out the information below or contact a customer service representative at the telephone numbers listed above.

These rule changes are meant to protect you and your valuable customer proprietary information and to safeguard your privacy. Please contact us with any questions or concerns.

Please fill out the following information:

Question for authentication: City you were born in? \_\_\_\_\_

Question for authentication: Name of your favorite pet ? \_\_\_\_\_

\_\_\_\_\_ No, I do not want to add any additional authorized contacts to my account.

\_\_\_\_\_ Yes, I would like to add the following as authorized contacts for my account:

Account Telephone Number(s):  
\_\_\_\_\_

Service Address:  
\_\_\_\_\_

Restricted Information Password:  
\_\_\_\_\_

Authorized By: \_\_\_\_\_ Date: \_\_\_\_\_

**(Signature of person currently listed on account)**



## DSL/Fiber To The End User (FTEU) Internet

Telephone companies offering FTEU Internet Service under the provisions specified in Tariff F.C.C. No. 5 participate in this nonrecurring charge waiver program.

Plains Cooperative Telephone Association, Inc. will waive the Activation Fee for installation of new FTEU Internet Service on orders accepted, when the customer agrees to maintain the FTEU line in service for a minimum period of 24 months following installation (i.e., the commitment period).

If the service is disconnected before the commitment period is complete, service charges will apply.

The Nonrecurring Installation is waived with a 6-month commitment.

The charges associated and incurred with Plainstel.com FTEU Internet Service:

### Monthly FTEU Internet Charges

<b>*Waived Nonrecurring Installation</b>	<b>\$185.00</b>
<b>Waived Activation Fee</b>	<b>\$95.00</b>

\* Interstate Tariff rate effective July 1, 2014

Si el servicio es desconectado por alguna razón antes del final del período de compromiso de 6 mes, el cliente será facturado 25 dólares.

Acknowledged this \_\_\_\_\_ day of \_\_\_\_\_,

20\_\_\_\_\_ by \_\_\_\_\_.

Print name

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Signature



## Plains Fiber Vision Television Bundle Agreement

Service to be provided: Bundle includes local phone service with 3 calling features of your choice, all current channels in the television lineup, and 15 Mbps download/5 Mbps upload broadband connection.

Monthly cost: Advertised cost includes the cost of service to your home. All state and local taxes and fees collected by Plains and passed on to regulatory and governmental agencies are additional.

Term of the agreement: The term of this agreement will be 2 (two) years from the date of Fiber Vision service installation when installation cost is paid, or 3 (three) years from date of free Fiber Vision service installation.

Charge for early termination: In the case of early termination of the Fiber Vision Television service, the customer will be billed \$200.00.

Equipment Replacement: If replacement is necessary, customer will be billed for cost of new equipment at current price. The other option is to purchase the network maintenance plan at \$14.95 a month to cover any repairs and replacements to your Plains Telephone services.

How many televisions would you like to connect? \_\_\_\_\_

Are you interested in the Whole-Home DVR? \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Customer Name (Printed) \_\_\_\_\_

Phone Number \_\_\_\_\_

900 Blocking (within 60 days)	N/C	_____	_____
Per Line Blocking	N/C	_____	_____
Toll Restriction	N/C	_____	_____

If you choose toll restriction there is no need to choose a carrier below.

Inter LATA	Intra LATA	EQUAL ACCESS LONG DISTANCE CARRIERS	
( )	8610	MIDCOM COMMUNICATIONS	
( )	0248	STANDARD COMMUNICATIONS, INC (SCI)	
( )	0502	COMMUNICATION TELESYSTEMS (CTS)/WORLD EXCHANGE	1-800-569-8700
( )	5772	FTI COMMUNICATIONS	
( )	0725	CONSOLIDATED COMMUNICATIONS, INC.	
( )	0288	AT&T	RESIDENTIAL 1-800-222-0300 BUSINESS 1-800-222-0400
( )	0755	ADVANTIS	BUSINESS ONLY
( )	0780	MATRIX TELECOM	RESIDENTIAL 1-800-282-0422 BUSINESS 1-800-822-4326
( ) ( )	0222	MCI TELECOMMUNICATIONS	RESIDENTIAL 1-800-950-5555 BUSINESS 1-800-888-0800
( ) ( )	0457	EMERITUS COMMUNICATIONS, INC.	RESIDENTIAL 1-800-962-4631 BUSINESS 1-800-871-0999
( ) ( )	6134	<b>PLAINS LONG DISTANCE (6134)</b>	<b>970-358-4211</b>
( )	0244	CENTURYLINK	RESIDENTIAL 1-800-860-2255
( )	0358		BUSINESS 1-800-860-1020
( )	0462		
( )	0537		
( )	0665		
( )	0690		
( )	0432		
( )	0555	WORLDCOM	1-800-821-2001
( ) ( )	5957	UNIDIAL	1-800-393-7300
( ) ( )	0071	BROADWING TELECOMMUNICATIONS	RESIDENTIAL/BUSINESS 1-800-422-1199
( )	0897	NEXTLINK AFFINITY	1-800-999-6083
( )	0478		
( )	0468		1-800-284-0140
( )	0752	EXCEL	RESIDENTIAL 1-800-999-6083
( )			BUSINESS 1-800-284-0140
( )	0211	RCI LONG DISTANCE	

Signature: \_\_\_\_\_

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

Revised 8/5/2015

**You must choose one carrier for your InterLATA calls (719 and state-to-state) and one carrier for your IntraLATA calls (970, 303, 720 in-state)**

**It is your responsibility to inform the InerLATA and IntraLATA carriers of your choice and that you are becoming a new customer for their service.**

\_\_\_\_\_ PIC FREEZE

**8XX NUMBERS ARE AVAILABLE THROUGH PLAINS LONG DISTANCE@ \$2.50/MONTH**