**LaValle Telephone Cooperative**
S1421 State Hwy 33 | P.O. Box 28
LaValle, WI 53941
PH: 608-985-7201 | FX: 608-985-8080
info@ltc.coop

# APPLICATION FOR SERVICES

| | INTERNET PACKAGES | Price | Total |
|---|---|---|---|
| ☐ | Unlimited Data at 100 Mb/50 Mb | $63/month | |
| ☐ | Unlimited Data at 200 Mb/100 Mb | $73/month | |
| ☐ | Unlimited Data at 350 Mb/175 Mb | $83/month | |
| ☐ | Unlimited Data at 500 Mb/250 Mb | $93/month | |
| ☐ | Unlimited Data at 750 Mb/375 Mb | $103/month | |
| ☐ | Unlimited Data at 1 Gb/500 Mb | $130/month | |
| | **INTERNET AND PHONE PACKAGES** | **Price** | |
| ☐ | Unlimited Data at 100 Mb/50 Mb with Unlimited Phone Services | $75.45/month | |
| ☐ | Unlimited Data at 200 Mb/100 Mb with Unlimited Phone Services | $85.45/month | |
| ☐ | Unlimited Data at 350 Mb/175 Mb with Unlimited Phone Services | $95.45/month | |
| ☐ | Unlimited Data at 500 Mb/250 Mb with Unlimited Phone Services | $105.45/month | |
| ☐ | Unlimited Data at 750 Mb/375 Mb with Unlimited Phone Services | $115.45/month | |
| ☐ | Unlimited Data at 1 Gb/500 Mb with Unlimited Phone Services | $142.45/month | |
| | **TV AND PHONE PACKAGES**** *(Cannot have Stand Alone TV)* | **Price** | |
| ☐ | Basic Package with Unlimited Phone Service | $107.45/month | |
| ☐ | Expanded Package with Unlimited Phone Service | $174.45/month | |
| ☐ | Premium Package with Unlimited Phone Service | $184.45/month | |
| | **ADD TV PACKAGES** TO INTERNET OR INTERNET AND PHONE** *(Cannot have Stand Alone TV)* | **Price** | |
| ☐ | Basic Package | $60/month | |
| ☐ | Expanded Package | $127/month | |
| ☐ | Premium Package | $137/month | |
| | *NOTE: TV Packages can be added to any Phone and/or Internet package but cannot be purchased as a stand-alone service.* | | |
| | **PHONE PACKAGE** | **Price** | |
| ☐ | Unlimited Phone Service<br>$26/month plus Interstate Access, Federal & State Service Charges, State and County 911.<br>LaValle Long Distance includes all Local and Long Distance calling in the *Reasonable Use Policy, and your choice of any Calling Features (voicemail, caller ID, etc.). If you choose to use a different long distance carrier, please contact the office. | $37.68/month | |
| | **Additional TV Services**** *(Optional)* | **Price** | |
| ☐ | Additional Set-Top Box (1 STB is included FREE with the package) | $5/each/month | |
| ☐ | Digital TV Recorder - 500GB Storage (Whole Home) | $8.95/month | |
| ☐ | Digital TV Recorder - 1TB Storage (Whole Home) | $12.95/month | |
| | **Additional TV Programming**** *(Optional)* | **Price** | |
| ☐ | HBO | $19.99/month | |
| ☐ | Cinemax | $13.99/month | |
| ☐ | Showtime | $10.99/month | |
| ☐ | STARZ | $13.99/month | |
| ☐ | Pick 2 Premium Channels and receive a $2.00 discount each month | - $2/month | |
| ☐ | Pick 3 Premium Channels and receive a $3.00 discount each month | - $3/month | |
| ☐ | Pick 4 Premium Channels and receive a $4.00 discount each month | - $4/month | |
| ☐ | Playboy - No Volume Discount | $15/month | |
| | | **Total:** | |

*Reasonable Use Policy: Unlimited long Distance is intended primarily for the social or domestic use of our residential customers within the 48 contiguous states & ECC. Directory calls (411) are $0.95. It is not intended to be used for business activity such as commercial facsimile, resale, three way calling, telemarketing, prolonged dial up connections or auto dialing. Usage that greatly exceeds the typical use of our customer base will be considered excessive. The Cooperative reserves the right to suspend, restrict or cancel the Customer's use, subject to applicable notice requirements.
**TV Packages are subject to yearly increases due to programming changes with content providers.

## Applicant Information

| First Name: | M.I.: | Last Name: | Cell Phone #: | |
|---|---|---|---|---|
| | | | Email Address: | |
| Physical 911/ Address for Service: | | | County service will be in: | Date requesting service: |
| City: | State: | Zip: | **Social Security #:** ___-___-___ | |
| Billing Address: *(if different than the physical address)* | | | **Date of Birth:** | |
| City: | State: | Zip: | Would you like Automatic Bill Payment ☐ Yes ☐ No (See Automated Payments form) | |

**Information for Other Adult(s) Living in the Household** (required)**:** ☐ Joint accountholder ☐ Authorized user ☐ Neither

| First Name: | M.I.: | Last Name: | Contact #: |
|---|---|---|---|
| | | | |

**CIVIL RIGHTS COMPLIANCE / DATA COLLECTION POLICY**

As a recipient of Federal assistance, LaValle Telephone Cooperative is required to identify and document, as accurately as possible, the racial/ethnic data of the eligible population in our service area. The information you provide will be used only for Federal government reporting purposes. Please note, your response is optional. You may contact the General Manager at (608)985-7201 with any questions. *Thank you for your assistance.*

RACIAL/ETHNIC GROUP: ☐ White ☐ Black ☐ Hispanic ☐ American Indian or Alaskan Native ☐ Asian or Pacific Islander

In making this application for telephone service with LaValle Telephone Cooperative,

I/we agree to pay the established rates for all services and/or equipment.
I/we agree to the rules and regulations of the Cooperative as set forth in the exchange tariff.
I/we authorize LaValle Telephone Cooperative to order a consumer credit report and verify other information.
I certify that I am at least 18 years of age.

As a customer, you are a member of this Cooperative. No membership fee is required and no certificate is issued. Membership is automatic upon installation of service and so reflected on Cooperative books.

Signature_____Date_____

Do you qualify for the LIFELINE Assistance Program? If yes, please ask for appropriate paperwork to complete.

**Telephone Set-Up Fee: $50.00**
**(Premise visits, jacks installed, etc. - additional charges)**

**Video and/or Internet Set-Up Fee $35.00 (3 STB's)**
**$15.00 each additional TV hook-up.**

**$** _____

➤**ADVANCE PAYMENT will be determined by credit check.** Payment is applied to the bill.➤

➤ Form MUST be filled out completely. If service is disconnected before 6 months of service is satisfied, customer responsible for **all** installation charges. ➤

**Do you need a new email service?** Visit https://ltc.coop/free-email-services/ for a few free options.

PO Box 28 – S1421 Hwy 33 LaValle, WI 53941
Phone: 608-985-7201 www.ltc.coop

## *If You are Applying for Voice (Phone) Services Please Complete This Page*

**Existing Landline Number That You Want Ported:** _____

**Who Is Current Carrier of Landline Number:** _____

**Account Number with Current Carrier:** _____

**PIN/Password:** _____

**Directory Listing Information**:

☐ Published (Free)

☐ Non-published ($1.25/mo. Number is *not* available in the directory or from Directory Assistance)

☐ Unlisted ($1.25/mo. Number is available from Directory Assistance)

| Name(s) as it should appear in the directory: | Extra listings: ($1.25/mo) |
|---|---|
| | |

Do you qualify for the **LIFELINE** Assistance Program? ☐ Yes ☐ No If yes, please ask for appropriate paperwork to complete.

**Optional Services are Included with Unlimited Voice Service:** ***Please ✓ the ones you would like to use.***

**Most Popular Calling Features:**

☐ Caller ID (Name & Number)

☐ Caller ID (Name, Number, & Call Waiting)

☐ Voice Mail (VM answers after_____# rings)

☐ Voice Mail to Email Notification

Email Address: _____

*Note: We will only activate the services that are requested.*

*Other Calling Features are available upon request. Visit https://ltc.coop/phone to see all Calling Features we offer.*

Customer Proprietary Network Information (must complete in order to inquire about your telephone service)

REQUIRED: Full Name of other authorized users_____

Password (4 to 12 letters/numbers)_____Verification: Favorite Color_____Favorite Season_____

In accordance with the Federal Communications Commission (FCC) Customer Proprietary Network Information (CPNI) rules, only persons listed on your telephone bill as authorized users can access or change information regarding your CPNI. LaValle Telephone Cooperative is serious about keeping your information safe. Authorized users will only be able to make changes or inquire about this account by presenting a photo ID at the business office or knowing the password chosen above.

Signature_____Date _____

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry by telephone or by Internet at no cost. To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You can register on-line for the national Do-Not-Call Registry via the internet at **www.donotcall.gov**.

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry for five years; however, there is pending legislation which may make the registration permanent. You are allowed to remove your number from the registry at any time.

If you are engaged in making telephone solicitations, you should be aware of the requirements of the national Do-Not-Call rules and regulations. **The relevant federal do-not-call rules are set forth in 47 C.F.R. § 64.1200 and 16 C.F.R. Part 310, respectively.**

This notification is being provided as a reminder of your obligations under the above federal do-not-call rules. For additional information, you may contact the Federal Communications Commission at 1-888-225-5322, on the Internet at www.fcc.gov or by e-mail to fccinfo@fcc.gov.

LIFELINE PROGRAMS INFORMATION RELEASE AUTHORIZATION

LaValle Telephone Cooperative provides a savings under the Lifeline Programs to customers whose eligibility has been verified to receive benefits from any of the following.

| | | | | |
|---|---|---|---|---|
| | Supplemental Nutrition Assistance Program (SNAP) (Food Stamps) | | | Veterans Pension or Survivors Benefit Programs |
| | Supplemental Security Income (SSI) | | | Survivors of Domestic Violence through the Safe Connections Act (SCA) |
| | Medicaid | | | |
| | Federal Public Housing Assistance | | | Tribal Specific Programs |
| | Income at or below 135% of Federal Poverty Level* | | | **If this is your **only** qualifying category, proof of income must be provided. Contact the office for details about required documents.* |

A signed authorization is required by the Department of Health Services to release information concerning eligibility to LaValle Telephone Cooperative, or its authorized agent. This authorization is only for the purpose of verifying your participation in these programs and will not be used for any other purpose. If you would like more information on Lifeline, please contact our office at 608-985-7201.

# INSTALLATION AGREEMENT
# For
# Digital Video and/or High-Speed Internet Service

**AGREEMENT,** made this _____ day of _____, 2026 (year), by and between LaValle Telephone Cooperative, Inc. ("LTC"), and _____ ("Customer"), at the address of _____.

**LaValle Telephone Cooperative, Inc. is installing the needed equipment to provide digital video and/or high speed internet service ("Service") for you with the understanding that you will continue to subscribe to the Service as outlined below. Customer agrees to be bound by the terms of this Agreement. Therefore, Customer should take time to read and understand the entire Agreement.**

## 1. SERVICE PROVIDED

LTC agrees to provide a direct Unlimited High-Speed Internet Service connection for the exclusive use of the Customer at the premises indicated above. It should be noted that LTC does not guarantee the ability to access every single location or function on the Internet.

## 2. GENERAL CUSTOMER DUTIES AND RESPONSIBILITIES

***2.1 Receipt and Care of Equipment:*** Customer acknowledges the receipt of the equipment and agrees to protect LTC's equipment from damage or destruction. Customer assumes responsibility for damage, destruction, or loss of said equipment caused by the Customer's lack of care or neglect, as determined by LTC.

***2.2 Returning Equipment:*** At the termination of the service, Customer agrees to return all cooperative owned equipment to LTC or Customer will be billed at current replacement cost of the equipment.

***2.3 Liability for Damaged Equipment:*** Customer understands that damage, destruction, or loss of said equipment may result in actual repair or replacement costs being charged to the Customer.

## 3. CUSTOMER PAYMENT OBLIGATIONS

***3.1 Billing Information***: Customer agrees to provide LTC with accurate and complete billing information including company name, if applicable, legal name, address and telephone numbers. Any changes to this information must be reported to LTC within 30 days of the change.

***3.2 Service Commitment*:** Customer agrees to subscribe to the Service for a minimum of six (6) months.

***3.3 Early Termination Charges*:** If the service is canceled within the first six (6) months, the Customer will be billed an additional $100.00.

***3.4 Reconnection of Customer-Owned Equipment*:** Cooperative personnel will make a reasonable effort to reconnect Customer-owned equipment in the event of disconnection of cooperative equipment. However, because of the sophistication of some audio and video systems, it may be advisable for the Customer to contact the initial vendor(s) for assistance.

***3.5 Collections Expenses for Unpaid Balances and Early Termination Charges:*** Customer will also be liable to pay LTC for all attorneys' fees, collection fees or other expenses arising from efforts to collect any unpaid balances or early termination charge on Customer's Account.

## 4. INSTALLATION

***4.1*** ***Installation***. Installation of the Service may involve modifications to the business or residence. Standard installation includes the drilling of holes in order to run cable/wire. The installer will explain this process and any issues must be addressed with the installer before the installation begins. If the building is a rental, these modifications may be forbidden pursuant to the terms of your lease/rental agreement or may require pre-approval by the landlord.

***4.2*** ***Installation of Additional Equipment or Relocation of Equipment.*** If at a later date the Customer requires the installation of more equipment or moving of equipment already in place, Customer will be responsible for labor and material costs associated with such services.

***4.3*** ***Right of Entry and Damage to Customer's Home or Business Computer During Installation*****:** Customer agrees to permit LTC to enter Customer's home and property at reasonable times to install, connect, disconnect, repair or inspect the equipment used to provide the Service. LTC will not enter Customer's home to install or repair Customer's Service unless an adult is present in Customer's home at the time of the service call. LTC shall not be liable for any loss of any computer software or files during installation. It is the customer's responsibility to maintain proper backups for this.

Customer hereby agrees to the provision of this agreement and does hereby authorize LTC to install the Service at the address listed above.

_____ _____

**Customer Signature** **Date**

S1421 State Hwy 33, PO Box 28
LaValle, WI 53941
608-985-7201 608-985-8080 (fax)
www.ltc.coop

## Convenient Options for Paying Your Bill

**Automatic withdrawal**: To sign up for Automated Payments use one of the options listed below in the Automated Payments (ACH) box for automatic withdrawal on the 20th of each month from your checking, savings, debit card or credit card.

**Online payment**: The LaValle Telephone website home page (www.ltc.coop) allows access to "My Account." From there, just register your information. You can view and pay your bill online using SmartHub. If you elect the option to go "paperless," meaning we no longer mail you a paper bill, you will receive an email notification when the bill is available to be viewed. You can also make a one-time online payment without logging into your account using "Pay Now" from LTC's website. Choose "Pay Online" or "Pay My Bill Online" to access Pay Now.

**Online bank payment service:** Many banks offer bill payment services through their banking websites. You decide who, when, and how much you pay. Check with your bank for details.

**Payment by telephone:** Call 1-855-938-3504 for credit or debit card payments. Have your account number ready!

**Payment drop-off:** The LaValle Telephone business office in LaValle. We also have a Night Depository for after-hours convenience.

## Automated Payments (ACH)

**Terms and Conditions:** I hereby authorize automatic withdrawal from my financial institution, as indicated below, for charges incurred as a result of my relationship with LaValle Telephone Cooperative.

I understand that the transfer will occur on or about the 20th of each month or the next business day if the 20th falls on a weekend or holiday.

I may revoke this automated payment authorization at any time with 10 days notice to LaValle Telephone Cooperative at the address above.

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**Options to sign up for Automated Payments (ACH):**

Log into your **SmartHub** account. (Call the office if you need assistance accessing your account.)
- Choose **Auto Pay Program** from the **Billing & Payments** drop-down menu.
- Click **Sign Up For Auto Pay** and choose your new payment method (Card or Bank Account), accept the Auto Pay Terms and Conditions, and enter your payment information.

Call **1-855-938-3504** to sign up using our Pay by Phone option. Have your account number ready!
- **Press 3** to manage your recurring Credit Card payments.
- Follow the prompts to enter your account number and your credit/debit card information.

***Automated Payments (ACH) can only be set up once your service has been activated.***

If you need assistance signing up for Automated Payments (ACH), please call the office at 608-985-7201.

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LaValle, WI 53941
608-985-7201 608-985-8080 (fax)
www.ltc.coop

# ACH Automated Payment Authorization

I hereby authorize automatic withdrawal from my financial institution, as indicated below, for charges incurred as a result of my relationship with LaValle Telephone Cooperative.

I understand that the transfer will occur on or about the 20th of each month or the next business day if the 20th falls on a weekend or holiday.

I may revoke this automated payment authorization at any time with 10 days notice to LaValle Telephone Cooperative at the address above.

Select ***ONE*** option: ☐ **Checking account**. Attach a copy of your *voided,* ***unsigned*** check.

☐ **Savings account.** Include a letter from your financial institution verifying your savings account number and the routing number of the financial institution.

Financial Institution: _____

Routing #: _____ Account #: _____

*(Nine digit number that appears at the bottom of your check)*

_____

**Printed** Name of Account Holder

_____ _____

Mailing Address City, State, Zip Code

_____ _____

Billing Agreement # or Customer Account # Contact Telephone Number

_____ _____

Signature Date

**Options to sign up for Automated Payments using a Debit or Credit card:**

Log into your **SmartHub** account. (Call the office if you need assistance accessing your account.)

- Choose **Auto Pay Program** from the **Billing & Payments** drop-down menu.
- Click **Sign Up For Auto Pay** and choose your new payment method (Card or Bank Account), accept the Auto Pay Terms and Conditions, and enter your payment information.

Call **1-855-938-3504** to sign up using our Pay by Phone option. Have your account number ready!

- **Press 3** to manage your recurring Credit Card payments.
- Follow the prompts to enter your account number and your credit/debit card information.

***Automated Payments can only be set up once your service has been activated.***

If you need assistance signing up for Automated Payments, please call the office at 608-985-7201.