

# MUD LAKE TELEPHONE COOPERATIVE APPLICATION FOR MEMBERSHIP and SERVICES

Cooperatives are member-owned, member-governed businesses that operate for the benefit of their members according to common principles agreed upon by the international cooperative community and directed by a Member-elected Board of Directors. As a Member of Mud Lake Telephone Cooperative you have rights, responsibilities and benefits. (See "By-laws".) If you would like to become a Member, and if your place of residence is in one of these zip codes – 83423, 83425, 83435, 83446, 83450 – you are eligible for Membership (one membership per each 911 address). Please complete and submit this form to Mud Lake Telephone Cooperative: By mail: PO Box 235, Dubois, ID 83423; In-person: 59 W. Main (directly across the street from the U.S. Post Office), Dubois; or by email, [MLTCooperative@mudlake.us](mailto:MLTCooperative@mudlake.us).

If your residence is not in one of the referenced zip codes, membership is not allowed per Mud Lake Telephone Cooperative By-Laws. However, we would be pleased to provide you with services if you reside in our service area. Please complete an Application for Customer Account and Service(s).

## MEMBERSHIP/CUSTOMER INFORMATION

### **Membership Information:**

Benefits, rights and responsibilities of Membership: See "By-laws".

Fees: One-time Membership fee of \$50.00

**Please check one:  Yes, I would like to become a member  No, I do not want membership at this time**

### **For Sole Membership OR customer account, please complete the following:**

Individual and/or Business name: \_\_\_\_\_

Business license number if applicable: \_\_\_\_\_ Tax ID number if applicable: \_\_\_\_\_

Physical Address of Residence or Business (911 Address):

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_  
Do you own or rent your residence?  Own  Rent (Name & Phone No. of owner) \_\_\_\_\_

Mailing Address if different than Physical Address (for billing & communication purposes):

PO Box \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Date of Birth \_\_\_\_\_ Social Security Number \_\_\_\_\_

State issued personal ID number (attach photocopy) \_\_\_\_\_

E-mail Address(es) \_\_\_\_\_

Mobile and/or Business Phone Number(s) \_\_\_\_\_

### **For Joint Membership (must be legally married) at the same physical address, please provide the following information for spouse:**

Spouse's Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Social Security Number \_\_\_\_\_

State issued personal ID number (attach photocopy) \_\_\_\_\_

Mobile Phone Number \_\_\_\_\_ Email Address \_\_\_\_\_

**Capital Credits Beneficiary Designation for Members:**

You may name a beneficiary to receive your capital credits upon your death. If you complete the following, we will keep the information on file. Upon your death (if sole membership), the beneficiary you have named on the form may claim the capital credits in your account. Having this information on file with Mud Lake Telephone Cooperative will simplify the process of claiming capital credits for your loved ones during a sad and stressful time. By naming your beneficiary, capital credit funds will not be tied up with your estate; they will be paid directly to your beneficiary.

Please provide the requested information and make a copy of the information and include it with your important papers. For more information and to decide whether or not to designate a beneficiary, please consult legal counsel.

**Primary Beneficiary:**

- \*Beneficiaries must be a person over the age of 18 as of today's date.
- \*Beneficiaries may not be a business, trust, foundation, or other organization.

Name (first, middle initial, last) \_\_\_\_\_  
 Phone Number \_\_\_\_\_ Date of Birth \_\_\_\_\_ Social Security # \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

**Secondary Beneficiary:**

- \*We recommend that you designate a primary and a secondary beneficiary(ies).
- \*If both/all beneficiaries are deceased at the time of your death, we will distribute capital credit funds per Idaho estate law.

Secondary Beneficiary (the secondary beneficiary will only receive funds if the primary beneficiary named is deceased.)  
 Name (first, middle initial, last) \_\_\_\_\_  
 Phone Number \_\_\_\_\_ Date of Birth \_\_\_\_\_ Social Security # \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 E-mail Address \_\_\_\_\_

**Agreement and Signatures:**

I have read the "By-laws" and agree to abide by the By-laws and all Member and Customer Policies. By my signature, I certify the information I have provided for membership is accurate:

\_\_\_\_\_  
 Applicant's Signature Date  
 \_\_\_\_\_  
 Spouse's Signature (if joint membership account) Date

<b>OFFICE USE ONLY – MEMBERSHIP:</b>				
Membership Fee (\$50) billed on _____(date); paid on _____(date)				
Membership Approved by Board of Directors on (date) _____				
Member Number _____	Certificate Number _____	Account Number _____	Date Completed _____	CSR initials _____

## **CUSTOMER ACCOUNT**

**Account Information:**

My Account Information is the same as my Membership/Customer Information unless written differently in the Services sections below.

I understand I will be billed for services provided to me at the fees listed (or as updated from time-to-time with Board of Directors approval.) I will pay for services per the terms indicated on each bill/statement. We accept most credit cards, checks or cash as method of payment. We do not accept American Express. You may submit credit card payment on-line or by calling our office.

Other individuals (Authorized Users) I would like to have access to my Customer Account information:

Name of Individual	Phone Number of Individual	Relationship to me

My preferred payment Method (circle one):

Method	Banking Institution or Credit Card Issuer
Credit Card	
Check	
Cash	N/A

**OFFICE USE ONLY – CUSTOMER ACCOUNT:**

Customer Number \_\_\_\_\_ Date Completed \_\_\_\_\_ CSR initials \_\_\_\_\_

### **SERVICES**

**I request the following services be installed/provided at the address listed on the prior page.**

**INTERNET SERVICE (ISP) through Idaho Internet (must reside in ISP service area):**

Services: Provision of internet connection.

Fees: One-time Initial Installation Fee of \$50.00

Monthly Recurring Fee is based on service level selected (not all speeds are available in all areas).

Service Level	Download	Upload	Monthly Price
Basic	Up to 10.0 M	Up to 1.0 M	\$34.90
Level 1	Up to 15.0 M	Up to 3.0 M	\$44.90
Level 2	Up to 25.0 M	Up to 3.0 M	\$64.90
Level 3	Up to 25.0 M	Up to 25.0 M	\$84.90
Level 4	Up to 50.0 M	Up to 25.0 M	\$94.90
Level 5	Up to 100.0 M	Up to 50.0 M	\$104.90

I select (write in level): \_\_\_\_\_

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY – INTERNET SERVICE:**

Account Number \_\_\_\_\_ Date Completed \_\_\_\_\_ CSR \_\_\_\_\_

**TELEPHONE SERVICE (land line & phone number) through Mud Lake Telephone (must reside in Telephone Service area):**

Services: Provision of land line connection and phone number. (Does not include long distance services.)

Fees: One-time Initial Installation Fee = \$50.00

Monthly Recurring fee = \$30.25

I select telephone service and understand my phone number will be listed in the Cooperative's telephone directory.

Please check one: Yes \_\_\_\_\_ No \_\_\_\_\_

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY – TELEPHONE SERVICE:**

Account Number \_\_\_\_\_ Phone Number Assigned \_\_\_\_\_ Date Completed \_\_\_\_\_ CSR: \_\_\_\_\_

**PROPANE SERVICE (delivery and tanks) through High Plains Propane (must reside in Propane service area):**

Auto-Fill Service & Fees: We may utilize monitors to track fuel level in each tank. We re-fill customer's storage tank(s) on our regular routes to ensure you have propane available for use. You will be billed monthly for the quantity dispensed at the current price per gallon (price may change quarterly).

Will-Call Service & Fees: If you would like fuel delivered only when you call for fuel, a delivery fee applies (emergency delivery fee or general delivery fee). You will be billed monthly for the quantity dispensed at the current price per gallon (price may change quarterly) and you will be billed any associated delivery fees.

I select (write in service type): \_\_\_\_\_

Storage Tank Rental: We provide a storage tank(s) and we set/connect the tank(s). The tank(s) is/are the property of Mud Lake Telephone Cooperative. If you terminate Auto-Fill Service or Will-Call Service with us, we will disconnect and remove the tank from the premises, and you will be billed for the disconnect and removal. Storage tank rental fees are billed annually and are based on the size of the storage tank. Tank rental fees are non-refundable. You are not authorized to have another propane delivery service company fill Cooperative-owned tanks.

The following tanks (Cooperative-owned and/or Customer-owned) are located on my property at address(es) written below. I authorize Mud Lake Telephone Cooperative/High Plains Propane staff members to be on my property to maintain and/or fill tanks. I will ensure access to the tank(s) is unobstructed and safe for drivers and technicians

Tank Size	Serial Number	Tank Address	Annual Price (N/A if customer-owned)

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY – PROPANE SERVICE:**

Account Number \_\_\_\_\_ Date Completed \_\_\_\_\_ CSR \_\_\_\_\_

**HVAC SERVICES through Heart HVAC (must reside in HVAC service area):**

Services: Mud Lake Telephone Cooperative employs Journeyman or Master Journeyman only. We provide high-quality services at Cooperative-based prices.

Fees:

Bid for Installation of Equipment or Repair of Equipment: Free to Members. (Non-members pay a nominal fee based on travel distance).

HVAC Equipment: Fees based on equipment selected and purchase date.

Repairs: Fees based on services provided.

Routine Maintenance: Fees based on services provided.

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

**OFFICE USE ONLY – HVAC SERVICES**

Account Number \_\_\_\_\_ Date Completed \_\_\_\_\_ CSR \_\_\_\_\_

**OTHER SERVICES WE PROVIDE:**

Excavation Services

Information Technology Support Services

Phone Systems Support Services

Call us (208-374-5401), e-mail us ([MLTCooperative@mudlake.us](mailto:MLTCooperative@mudlake.us)), stop by (59 West Main Street, Dubois, ID) or visit our website [www.mudlake.us](http://www.mudlake.us) for more information.

## MUD LAKE TELEPHONE COOPERATIVE ACCOUNT AND PAYMENT POLICY

(Please review and sign)

- A Reminder notice is sent out to delinquent accounts within a few days after billing, which is the 20<sup>th</sup> of every month.
- A Final notice is sent out to delinquent accounts within a few days after billing, which is the 20<sup>th</sup> of every month. Final notices are sent out when there is still a past due balance on an account after 120 days. Final notices include a date and time when the service will be disconnected.
- If a service is disconnected, it cannot be reconnected until the past due balance is paid in full. After a disconnect, past due balances must be paid with cash or credit card. No checks will be accepted as payment for past due balances after a disconnect. No new services can be connected on a customer account with a past due balance until the past due balance is paid in full. No new services w/in the same family can be connected on a customer account until the past due balance is paid in full.
- A \$25 reconnect fee will be charged for every disconnected account.
- Late fees of up to \$5 per \$100 of the outstanding balance that is 60 days or more past due may be assessed every month until the balance due is paid in full.
- If a customer's phone service is disconnected, they will still be able to call 911 or our business office only.
- Any individual or business entity associated with an account that has a past due balance shall not be able to open a new account until payment is made in full on the past due balance and the existing account is disconnected.
- Level (budget) pay services are available to qualifying customers of propane services. Customer Service will work with these customers to establish a realistic amount based on past usage. (*see Mud Lake Telephone Cooperative Budget Pay Policies and Procedures For Propane*).
- State or government assistance may also be available to those customers who qualify.
- We will accept payment arrangements in many circumstances. A PTP (Promise To Pay) agreement will be established, which will include current monthly services plus an additional amount which should be sufficient enough to pay off the customer's past due balance within 3-6 months. For example, if a customer has a past due balance of \$500, the PTP agreement will include payment for monthly services, plus an additional \$83/month. ( $\$83.33 \times 6 = \$500$ ). If a customer defaults on their PTP agreement, services will be disconnected after 120 days past due as outlined above. If customer defaults on a PTP agreement, they are not eligible to establish another PTP agreement for six months.
- Propane services will not be shut off to any customer during the months of Dec.-March. If propane service has been disconnected BEFORE December, it will not be reconnected until the past due balance on that account has been paid in full.

I HAVE READ THE AFOREMENTIONED ACCOUNT AND PAYMENT POLICY AND AGREE TO ITS TERMS AND CONDITIONS.

CUSTOMER NAME \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

*Revision 7-18-24*

*The terms, policies & procedures outlined in this document have been approved by Mud Lake Telephone Cooperative Board of Directors.*