

MUD LAKE TELEPHONE COOPERATIVE

APPLICATION FOR MEMBERSHIP and SERVICES - BUSINESS

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 business 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.

If your business 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 services if you reside in our service area.

BUSINESS MEMBERSHIP/CUSTOMER INFORMATION

Business membership information:

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

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

Business name: _____

Business license number: _____ Tax ID number: _____

Street Address	City	State	Zip code
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Mailing address (if different than physical address)

PO Box	City	State	Zip code
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E-mail Address(es) _____

Mobile and/or Business Phone Number(s) _____

Notes: _____

CAPITAL CREDITS DESIGNATION

Principal owner:

Name (first, middle initial, last) _____
Phone number _____ Date of birth _____ Social Security number _____
Mailing address _____
E-mail address _____

Co-owner(s):

Name (first, middle initial, last) _____
Phone number _____ Date of birth _____ Social Security number _____
Mailing address _____
E-mail address _____

Name (first, middle initial, last) _____
Phone number _____ Date of birth _____ Social Security number _____
Mailing address _____
E-mail address _____

The business will be billed for the services provided at the fees listed (or as updated from time-to-time with Board of Directors approval). The business will pay for services per the terms indicated on each bill/statement. We accept most credit cards, checks or cash as method of payment. You may submit credit card payment on-line or by calling our office.

Other individuals authorized to access this account's information:

Name: _____ phone #: _____

Name: _____ phone #: _____

Name: _____ phone #: _____

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

SERVICES (check all that apply)

INTERNET SERVICE (must reside in ISP service area)

Check service level preferred (not all speeds are available in all areas)

There is a one-time \$50 installation fee

Service Level	Download	Upload	Monthly Price
<input type="checkbox"/> Level 1	Up to 50.0 M	Up to 50.0 M	\$64.90
<input type="checkbox"/> Level 2	Up to 100.0 M	Up to 100.0 M	\$79.90
<input type="checkbox"/> Level 3	Up to 250.0 M	Up to 250.0 M	\$94.90
<input type="checkbox"/> Level 4	Up to 500.0 M	Up to 500.0 M	\$129.90
<input type="checkbox"/> Level 5	Up to 1 Gig	Up to 1 Gig	\$189.90

Notes: _____

TELEPHONE SERVICE (land line & phone number) through Mud Lake Telephone (must reside in telephone service area)

Monthly recurring fee: \$33.25 (does not include long-distance services).

Customer responsible for setting up long-distance services with the carrier of their choice.

There is a one-time \$50 installation fee

Your phone number will be listed in the Cooperative's telephone directory.

☐ Check here if you do not want your phone number listed in the Cooperative's telephone directory.

Notes: _____

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

Tank size requested:

- ☐ 120 gallon (annual tank rental \$45)
- ☐ 250 gallon (annual tank rental \$60)
- ☐ 500 gallon (annual tank rental \$75)
- ☐ 1,000 gallon (annual tank rental \$100)
- ☐ Trap wagon 250 gallon (monthly tank rental \$60)

There is no charge to set a propane rental tank. Additional charges for parts and labor may apply to connect tank.
Propane tanks are the property of High Plains Propane.
At termination of service, tank disconnect and removal fees may apply.

Tank fill options:

- ☐ I choose auto-fill
 - Auto-fill service and fees: We may utilize monitors to track fuel level in your tank. We refill tanks on our regular routes to ensure you always have propane available.
 - You will be billed monthly for the quantity of fuel dispensed at the current price per gallon at time of delivery.
- ☐ I choose will call
 - Will call service and fees: If you would like fuel delivered only when you call to request a fill, we will deliver the next time we are servicing the regular route you are on. When you call to request fuel, please specify the number of gallons and/or the dollar amount you want.
 - If you need propane fuel delivered immediately when you call, a \$100 emergency fee will be applied.
 - You will be billed monthly for the quantity of fuel dispensed at the current price per gallon at time of delivery.
- ☐ **I ACKNOWLEDGE AND AGREE THAT I AM NOT AUTHORIZED TO HAVE ANOTHER PROPANE DELIVERY SERVICE COMPANY FILL TANKS OWNED BY HIGH PLAINS PROPANE.**
- ☐ **I ACKNOWLEDGE AND AGREE THAT I AUTHORIZE HIGH PLAINS PROPANE PERSONNEL TO BE ON MY PROPERTY TO MAINTAIN AND/OR FILL MY RENTAL OR CUSTOMER-OWNED TANKS. I WILL ENSURE ACCESS TO THE TANK(S) IS UNOBSTRUCTED AND SAFE FOR DRIVERS AND TECHNICIANS.**

(for office use only)

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

Notes: _____

PAYMENT AND BILLING OPTIONS

AUTO-PAY

Setting your account up on auto-pay requires we keep your credit card # on file.

Your credit card will be automatically charged monthly for the balance(s) due on the service(s) you designate

You select which day of the month you would like your credit card to be charged

☐ I want my phone and internet service to be set up on auto-pay

☐ I choose the 10th of every month

☐ I choose the 20th of every month

☐ I want my propane service to be set up on auto-pay

☐ I choose the 10th of every month

☐ I choose the 20th of every month

EBILL

You may receive your monthly billing statement in your email, in addition to, or instead of, receiving a paper copy in the mail. There is no charge to have your statement emailed to you.

☐ I choose to have my monthly billing statement emailed to me AND a paper copy sent to me by mail.

☐ I choose to have a paper copy of my monthly billing statement sent to me by mail only

☐ I choose to have my monthly billing statement emailed to me only.

CUSTOMER

SIGNATURE _____ **DATE** _____

Notes: _____

MUD LAKE TELEPHONE COOPERATIVE ACCOUNT AND PAYMENT POLICY

(Please review and sign)

We accept cash, check, Visa, Mastercard and Discover. We do not accept American Express

- A Reminder notice is sent out to delinquent accounts within a few days after billing, which is the 20th of every month.
- A Final notice is sent out to delinquent accounts within a few days after billing, which is the 20th 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.

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

CUSTOMER NAME _____

CUSTOMER SIGNATURE _____

DATE _____

Revision 12-26-25

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