

Five Area Telephone Cooperative, Inc.
P. O. Box 448
Muleshoe, Texas 79347
Telephone 806-272-5533 or 800-741-6925
Fax 806-272-3999

West Plains Telecommunications, Inc.
P. O. Box 1012
Muleshoe, Texas 79347
Telephone 806-272-5533 or 800-741-6925
Fax 806-272-3999

MEMBER # _____

E-MAIL: applications@fivearea.com

SERVICE ORDER TYPE _____ DATE REQUESTED _____ DATE NEEDED _____

LISTED # _____ NON-PUB # _____ PER LINE BLOCK _____ PHONE # _____

E/C _____ COUNTY _____ SCHOOL _____ PIC: INTRALATA _____
INTERLATA _____

CUSTOMER NAME _____ SS# _____

DL# _____ DOB: ____/____/____ TAX ID (If Corporation) _____

MAILING _____ DIRECTORY LISTING _____

ADDRESS _____ DIRECTORY ADDRESS _____

PHYSICAL _____ ADDITIONAL LISTING _____

ADDRESS _____

(Please provide directions if not in town or name of last resident. Use back of sheet if needed.)

E-MAIL ADDRESS _____

PREVIOUS PHONE SERVICE WITH FATC OR WPT? _____ PHONE # _____ DISC DATE _____

EMPLOYER _____ PHONE # _____

SPOUSE NAME _____ SPOUSE SS# _____ SPOUSE DL# _____

SPOUSE DOB: ____/____/____ SPOUSE EMPLOYER _____ PHONE # _____

CONTACT NAME _____ PHONE # _____

SERVICE CLASS: RESIDENTIAL _____ BUSINESS _____ KEY _____ INSIDE WIRE MAINTENANCE Y N

900 BLOCK Y N COLLECT BLOCK Y N 3RD # BLOCK Y N TOLL BLOCK Y N

TAX EXEMPT Y N INTERSTATE ACCESS: SGL _____ MULTI _____ BANK DRAFT Y N

PAPERLESS BILL Y N HOW DID YOU HEAR ABOUT US? WALK IN _____ INTERNET _____ OTHER _____

CUSTOMER SIGNATURE (authorizes service request and credit check)

The above person (hereinafter called the "Applicant") hereby applies for telephone service from Five Area Telephone Cooperative, Inc. or West Plains Telecommunications, Inc. under the following terms and conditions: The Applicant will take telephone service from Five Area Telephone Cooperative, Inc. or West Plains Telecommunications, Inc. to be used at the location described above and will pay thereafter at the approved rates and on the dates as required. The Applicant will comply with and be bound by the provisions of the Articles, by-laws and policies adopted by Five Area Telephone Cooperative, Inc. or West Plains Telecommunications, Inc. The Applicant has been informed of the lowest-priced alternative plans available and has been provided with printed information on customer rights. The Applicant hereby authorizes Five Area Telephone Cooperative, Inc. or West Plains Telecommunications, Inc. to investigate the credit record of Applicant and authorizes any person knowing anything about Applicant's credit record to deliver such records to the officers or agents of Five Area Telephone Cooperative, Inc. or West Plains Telecommunications, Inc. pertaining to past payment of accounts. If Applicant's credit rating is found to be not satisfactory, a cash deposit or letter of guarantee will be required.

OFFICE USE ONLY

CREDIT HISTORY:

PHONE # _____ DELINQUENT AMOUNT \$ _____ PAID ____/____/____

PHONE # _____ WRITTEN OFF AMOUNT \$ _____ PAID ____/____/____

DEPOSIT REQUIRED Y N DEPOSIT AMOUNT \$ _____ PAID ____/____/____

PREPAYMENT REQUIRED Y N PREPAYMENT AMOUNT \$ _____ PAID ____/____/____

CASH ____ CK ____ CC ____

COMMENTS: Please return a copy of your driver license with the application.

CALL OUR OFFICE FOR RECURRING MONTHLY CHARGES

OPTIONAL FEATURES OFFERED

NON-PUBLISHED NUMBER	_____	CALL WAITING	_____
ADDITIONAL DIRECTORY LISTING	_____	CANCEL CALL WAITING	_____
INSIDE WIRE MAINTENANCE	_____	CALL FORWARDING	_____
SCREEN COLLECT & 3RD	_____	CONFERENCE CALLING	_____
SCREEN 3RD # CALLS	_____	CALL FORWARD NO ANSWER	_____
SCREEN COLLECT CALLS	_____	CALL FORWARD BUSY	_____
TOLL BLOCK/800 OPEN	_____	CALL BLOCK	_____
TOLL CONTROL W/PIN	_____	CALL RETURN	_____
900/976 BLOCK	_____	PRIORITY CALLING	_____
DETACHED EXTENSION	_____	REPEAT DIALING	_____
LINE RENTAL PER 1/4 MILE	_____	SELECT CALL FORWARDING	_____
REMOTE ACCESS TO CALL FRWD	_____	CALL NUMBER DELIVERY	_____
TEEN SERVICE	_____	ANONYMOUS CALL REJECTION	_____
VOICE MAIL	_____	CALL WAITING/CALLER ID	_____

InterLata Pic List

Below is a list of the Interexchange Carriers that have elected to offer 1+ InterLata dialing for long distance service with Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. Notification to the carrier of your choice to make billing arrangements is your responsibility. We have listed their toll free numbers for your convenience. You MUST select a carrier before you will be able to make 1+ calls. Please place an "X" next to the one you have selected and contact the long distance carrier to initiate service.

<u>Long Distance Carrier</u>	<u>Residential</u>	<u>Business</u>
___ (0070) Qwest / Information View	1-800-860-1020	1-800-860-1020
___ (0071) Broadmargin, Inc.	1-800-422-1199	1-800-422-1199
___ (0222) MCI Telecommunications Corp	1-800-444-3333	1-800-444-2222
___ (0223) Cable & Wireless, Inc. Business Only	n/a	1-800-486-8686
___ (0288) AT&T	1-800-222-0300	1-800-222-0400
___ (0432) Qwest / Information View	1-800-860-1020	1-800-860-1020
___ (0444) Global Crossing	1-800-783-2020	1-800-783-2020
___ (0555) MCI WorldCom, Inc.	1-800-864-4060	1-800-864-4060
___ (5052) Five Area Long Distance "Your Local Long Distance Company"	1-800-965-3253	1-800-965-3253
___ (5102) Wiltel Communications	1-888-465-9516	1-888-465-9516
___ (5483) Verizon Select Services, Inc.	1-800-343-2092	1-800-343-2092
___ (5957) Lightyear Communications, Inc.	1-800-393-7300	1-800-393-7300

IntraLata Pic List

Below is a list of the Interexchange Carriers that have elected to offer 1+ IntraLata dialing for long distance service with Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. Notification to the carrier of your choice to make billing arrangements is your responsibility. We have listed their toll free numbers for your convenience. You MUST select a carrier before you will be able to make 1+ calls. Please place an "X" next to the one you have selected and contact the long distance carrier to initiate service.

<u>Long Distance Carrier</u>	<u>Residential</u>	<u>Business</u>
___ (0000) West Plains Telecommunications, Inc.	1-800-741-6925	1-800-741-6925
___ (0071) Broadmargin, Inc.	1-800-422-1199	1-800-422-1199
___ (0222) MCI Telecommunications Corp	1-800-444-3333	1-800-444-2222
___ (0223) Cable & Wireless, Inc. Business Only	n/a	1-800-486-8686
___ (0288) AT&T	1-800-222-0300	1-800-222-0400
___ (0432) Qwest / Information View	1-800-860-1020	1-800-860-1020
___ (5052) Five Area Long Distance "Your Local Long Distance Company"	1-800-965-3253	1-800-965-3253
___ (5102) Wiltel Communications	1-888-465-9516	1-888-465-9516
___ (5253) Alltel Communications *Alltel has to submit a LOA before we can add a customer. *The Customer must call Alltel to set up service.	1-800-925-5835	1-800-925-5835
___ (5957) Lightyear Communications, Inc.	1-800-393-7300	1-800-393-7300
___ (0000) Five Area Telephone Cooperative, Inc.	1-800-741-6925	1-800-741-6925

*LOA's Accepted

Customer Signature

Customer Phone Number

PROTECTION AGAINST SLAMMING

Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. have, as a courtesy, verified order to change long distance service providers with the customer. A quick staff check has been our ways of helping customers avoid problems with unwanted "slamming". Very often, verification has determined that the customer did not authorize nor want any change in carrier.

Revision of Federal Communications Commission (FCC) rules means that we can no longer perform this provider change verification. FCC rules now say an executing carrier (local telephone company) shall not verify the submission of a change in a subscriber's selection of a provider of telecommunications service received from a submitting carrier. **Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. have no choice but to promptly execute changes from a submitting carrier.**

While we may no longer verify changes before making them, we can offer some protection by providing a **preferred carrier freeze**. A freeze prevents a change in a subscriber's preferred carrier selection unless the subscriber gives the carrier from whom the freeze was requested their express consent. There is no charge for placing or lifting a preferred carrier freeze. There is only a charge if you change long distance carriers.

If you wish to freeze your long distance service to the carrier of your choice, please complete the following information and return this form to our office at 302 Uvalde, Muleshoe, Texas or mail to:

Five Area Telephone Cooperative, Inc.
P. O. Box 448
Muleshoe, TX 79347-0448

West Plains Telecommunications, Inc.
P. O. Box 1012
Muleshoe, TX 79347-1012

Please feel free to contact our office at 806-272-5533 or 800-741-6925 with any questions.

PREFERRED CARRIER FREEZE AUTHORIZATION

(Must be signed by the person responsible for customer's telephone account)

I hereby request and authorize that a Preferred Carrier Freeze be put on my account for the following services as of this date. I understand my carrier selection cannot be changed unless I lift the freeze either in writing or with verifiable oral authorization. Oral authorization can be a three-way call with the submitting carrier and the customer on the line with the telephone company.

IntraLATA* Toll Service _____
(Lubbock LATA calling Preferred Carrier
area) (long distance company)

Customer Signature

InterLATA Toll Service _____
(Outside Lubbock LATA Preferred Carrier
calling area) (long distance company)

Customer Signature

*see pages 8-9 of phone directory for calling scope.

Account Name (please print)

Birth Month/Year or

Date

Mother's Maiden Name or

Last 6 digits of SS # or Tax ID (if corporation)

Telephone Number(s): _____

**FIVE AREA TELEPHONE COOPERATIVE, INC.
WEST PLAINS TELECOMMUNICATIONS, INC.**

Unlawful Robocall Notice

If it is determined that a customer is originating prohibited unlawful robocalls on our network, the company will first warn the customer and then suspend or terminate their service as allowed per our voice service policies.

Customer Signature

Date

Customer Proprietary Network Information Form

Per FCC rules regarding Customer Proprietary Network (CPNI), this form must be completed and returned to our office.

We are only able to discuss account information with the person(s) listed on the account or proven power of attorney. As mandated by the FCC, these rules are for the protection of your privacy as they ensure that no one other than the authorized person is receiving information and making account changes.

Account Information

Name on Account _____

Phone Number _____

Contact Number _____

Personal Identification Number (PIN)

Due to the CPNI FCC rules, if you request call detail information you must supply your PIN before the information can be disclosed. If you do not remember the PIN, we will require one of the following:

1. An FATC/WPT representative will call you back at the telephone number of record.
2. An FATC/WPT representative will mail you the requested call detail information of the address of record.
3. You, the authorized account customer, must come to our business office and show your valid photo ID.
4. Please fill in the 4 digit PIN below:
____ _

Security Questions and Answers

A security question will be asked by an FATC/WPT representative for account verification when contacting us for account information. Choose three of the following questions and fill in the answers.

What is your favorite sport?

What was your high school mascot?

What is your favorite pet's name?

What city were you born in?

Authorized Account Contacts

I would like the following people to have authorization to inquire or make changes on the account. If you do not want to add additional contacts, please leave this section empty.

PLEASE PRINT NAME AND CONTACT NUMBER

Name _____ Number _____

Name _____ Number _____

Name _____ Number _____

The FCC allows call detail CPNI to be sent to an email address. Please provide an email if you would like FATC/WPT to have it in our files. This email address must be in the company files for at least 30 days before CPNI can be sent to it.

Authorized Email : _____

Signature: _____ Date: _____

BACKUP POWER for Home Telephone Service during Power Outages

Your home telephone service is provided with our state-of-the-art fiber optic network and it requires electric power to operate. To avoid a disruption of home voice service during a power outage – and to maintain the ability to connect to **911** emergency services – Five Area Telephone Cooperative, Inc. / West Plains Telecommunications, Inc. offers you battery backup power options.

PURCHASE AND REPLACEMENT OPTIONS:

If you are concerned about being able to contact **911** emergency services during a power outage, a backup battery may be a good option for you. The battery offered by Five Area Telephone Cooperative, Inc. / West Plains Telecommunications, Inc. is approximately five pounds and is 6 inches long x 2.5 inches wide and 4 inches high. You can purchase a backup battery directly through us. If you have any questions or simply want to purchase a backup battery, please call toll free 800-741-6925, or stop by our business office. Our 8 hour backup batteries cost approximately \$40 and can be picked up at our office in Muleshoe. If you do not feel comfortable installing your own battery, please call us to make an appointment and we would be happy to assist you. However, please note that there is a possible one-time service charge.

EXPECTED BACKUP POWER DURATION:

Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 2 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing an additional 8 hour battery. We also offer an additional 24 hour battery.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY:

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F, but the best temperature is at about 68°F. While these batteries are rechargeable, they will not last forever and should be replaced every 3 years or when an indicator light changes color. That light means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

WHAT YOUR BATTERY CAN - AND CAN'T - DO FOR YOU:

Our backup batteries for telephone service allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to **911**. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice, and the backup on voice is only available on corded phones. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

By signing below, I recognize that Five Area Telephone Cooperative, Inc. / West Plains Telecommunications, Inc. does offer a battery backup supply for purchase, I am opting out of this optional battery purchase. If there is a power outage, I acknowledge the voice service will not work. Subscriber expressly acknowledges that in such cases it will not be possible to place or receive calls, including calls to access emergency 911 services.

SIGNED: _____

DATE: _____

TELEPHONE #: (806)-_____

INSIDE WIRE MAINTENANCE

As a subscriber to Five Area Systems, LLC Inside Wire Maintenance, if you experience a problem with your telephone service, we will diagnose the trouble and if the problem is with your inside telephone wire, or jacks, we will repair the trouble at no cost to you as provided in the following inside wire contract.

Inside Wire Maintenance is an optional service that is not required for you to continue basic telephone service. This maintenance plan is a service offered to help you avoid unexpected costs and have your service repaired in a timely and professional manner, should you experience trouble. You can cancel Inside Wire Maintenance at any time without incurring a disconnect charge.

You were apprised of the price of Inside Wire Maintenance at the time you initially enrolled. The price is subject to change. You will be notified in advance of any rate change.

IMPORTANT LIMITATIONS AND EXCLUSIONS EXIST TO THIS SERVICE. YOU SHOULD READ THE FOLLOWING CONTRACT TO UNDERSTAND ALL TERMS AND CONDITIONS.

Contract Terms and Conditions

The Inside Wire Maintenance is offered by Five Area Systems, LLC to its residential and business local exchange customers. By paying for this service, you agree to be bound by all of the provisions of the terms and conditions including any modifications to the terms and conditions adopted by Five Area Systems, LLC in the future.

For a flat monthly fee, the Inside Wire Maintenance provides trouble isolation service and repair service on inside telephone wire and jacks. ***Inside Wire is the wire on the customer's side of the network interface device, which is usually a box located on the outside of your home. Unless specified otherwise, the term "Inside Wire" or "Inside Wiring," when used in this Contract, shall include inside telephone wire and jacks.***

Inside Wire Maintenance is an optional service that is not required for you to subscribe to or continue Local Services.

Inside Wire Maintenance becomes effective thirty (30) days after you enroll.

Inside Wire Maintenance is not offered for repair of complex Inside Wire associated with multiple lines that use common equipment such as telephone stations that are part of a Key or PBX telephone system.

If you have more than one single-line telephone service at one location, e.g., two telephone numbers, and you wish to order this optional service, you must subscribe to Inside Wire Maintenance for each telephone number or service at the same location in order for each telephone number to receive the plan benefits.

If you live in rented/leased facilities, military housing, condominiums, or cooperative dwellings, you should first determine whether you are responsible for repairs to your telephone inside wire prior to subscribing to the service. When you report trouble that interferes with the proper functioning of telephone service, we will test the line to determine if the trouble is on the network side of the telephone network interface (demarcation point between our responsibility and the customer's responsibility) or on the customer side. If the trouble is on our side of the telephone network interface, the trouble will be repaired at our expense in accordance with our tariff as part of our local telephone service. If the trouble is on the customer side of the network interface, we will test the line to determine if the trouble is caused by the inside telephone wire or a specific telephone set or equipment. If the trouble is caused by inside telephone wire, we will repair or replace the defective inside telephone wire subject to the limitations and exclusions contained in this Plan. ***If the trouble is not caused by the inside wiring or jacks, but instead by the customer's telephone, telephone equipment, such as a separate ringer, transformer, lights, speaker telephone or answering device, fax machine, satellite TV equipment, we will locate the problem, however, there will be a charge for this service.***

At our discretion, we will determine the manner by which repairs will be made. Surface mounting is the standard for replaced wiring and jacks. Requests for replacement with concealed wiring requiring extra work will be subject to time and material charges. Inside Wire Maintenance services provide repair and replacement of Inside Wire rendered defective by reason of ordinary wear and tear and simple negligence.

What is NOT included in the Inside Wire Maintenance Service

Excluded from coverage is Inside Wire rendered defective by reasons of flood, earthquake, acts of war, fire, wind, or other casualty requiring a substantial reconstruction of the premises (excluding lightning). Also excluded from coverage of Inside Wire Maintenance service is Inside Wire rendered defective by gross negligence, willful damage, or vandalism. Inside Wiring that did not work when the service was ordered, that does not meet our installation practices or technical standard, and wiring not connected to the telephone network is not covered by Inside Wire Maintenance services. Outside wiring to a detached structure on the same premises is not covered; however, wiring inside the detached structure is covered. Inside Wiring is not covered when we are prevented from accessing it, for example, by actions taken by the owner of the property, by government or military authorities (i.e., the Customer lives on a military base), or by your landlord.

Customer's Responsibility

If the repair covered by the Inside Wire Maintenance requires conduit, cutting, or patching of finished walls, floors, or ceilings, or structure modifications, the Customer is responsible for arranging to have such work performed by other persons at the Customer's expense.

After each repair or installation visit, the customer has the responsibility to reestablish connection or verify proper functioning of any telephone transmitting, dialing, or answering equipment connected to Inside Wire, such as automatic dialers, fire and burglar alarms, meters, sensors, and answering devices.

Access to the premise and attendance of an authorized adult is necessary during a premise visit. A "Failure to Cancel Premise Visit" charge may apply if an appointment is not cancelled prior to the scheduled appointment window.

It is also the customer's responsibility to reprogram any telephone numbers or codes that have been extinguished as a result of the line or any equipment being disconnected during our test of the functioning of the Inside Wire or the central office network access line.

Charges and Taxes

By requesting Inside Wire Maintenance, you agree to pay our current charges for such services which may change from time to time, as well as any taxes and fees assessed.

Cancellation of Service

You may cancel the service at any time by calling our service center. Charges are prorated to the date service is canceled, except that, for the first billing month, there is a minimum of one month billing. There is no charge for canceling the service. We may deny Inside Wire Maintenance services during a period when the Customer's account is in suspension/disconnection for late or nonpayment or in instances where there has been abuse of service. Abuse of service is deemed when a customer repeatedly causes or permits damage to occur to the Inside Wire. If the Inside Wire Maintenance is reordered after cancellation, there is a 30-day waiting period before the service becomes effective.

Amendment of Terms and Conditions, Increases in Prices, and Termination of Offering

We reserve the right to discontinue offering Inside Wire Maintenance, or to amend the terms and conditions, including increasing the prices, by giving Inside Wire Maintenance Customers notice of the contract amendment, change in the charge, or discontinuance of the offering. Notice of change may be provided by a variety of methods, including the Five Area website, by a toll free number, or by any other reasonable method at Five Area Systems, LLC's discretion. Changes to the Terms and Conditions can be viewed at www.fivearea.com.

By paying the monthly charge after the effective date of the notice, you agree to be bound by any amendment to the terms and conditions, as well as any change in charges of Inside Wire Maintenance.

Limitations and Exclusion of Liability

Five Area Systems, LLC shall not be liable for delays or failure to perform Inside Wire repair or installation service due to circumstances beyond our control. This includes natural catastrophes, civil disturbances, weather, material shortages and unusual workloads. Five Area Systems, LLC shall not be responsible or liable for defacement or damage to customer premises occasioned by drilling of holes, or in the attachment and removal of wiring and equipment with standard screws, staples, hooks, fasteners, and adhesives when performed in a workman like manner. Five Area Systems, LLC shall not be liable under any circumstances for attorney's fees or indirect, incidental or consequential damages, including but not limited to, lost profits or any other expense, loss, or damage, directly or indirectly arising from the performance or nonperformance of Inside Wire Maintenance services or from the malfunctioning or nonfunctioning of apparatus connected to Customer's Inside Wire, such as automatic dialers, fire and burglar alarms, meters, sensors, answering devices, and telephones. Five Area Systems, LLC's total liability will be limited to amounts paid by the customer for Inside Wire Maintenance coverage (except for bodily injury and damages to real and tangible property proximately caused by Five Area Systems, LLC's negligent or willful act). (Effective 02/18)

Statement of Nondiscrimination

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. is prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

To file a discrimination complaint, write to:

U.S. Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

By fax: (202) 690-7442 or call (866) 632-9992

Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. are an equal opportunity provider and employer.

Declaración de No Discriminación

De acuerdo con la ley federal de derechos civiles y las reglamentaciones y políticas de derechos civiles del Departamento de Agricultura de Estados Unidos (U.S. Department' of Agricultura, USDA), se prohíbe a Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc., discriminar por motivos de raza, color, origen nacional, religión, género, identidad de género (incluidas las expresiones de género), orientación sexual, discapacidad, edad, estado civil, estado familiar/parental, ingresos derivados de un programa de asistencia pública, creencias políticas, o reprimendas o represalias por actividades previas sobre derechos civiles, en cualquier programa o actividad llevados a cabo o financiados por el USDA (no todas las bases se aplican a todos los programas).

Para presentar una queja de discriminación, escriba a:

U.S Department of Agriculture
Director, Office of Adjudication
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Por fax: (202) 690-7442 o llame al (866) 632-9992

Five Area Telephone Cooperative, Inc. and West Plains Telecommunications, Inc. es un proveedor y empleador que ofrece igualdad de oportunidades.