



Welcome to Sytek!

A service provided by Upsala Cooperative Telephone Association

Please fill out the attached application for telephone and/or internet service.

There is a required deposit of \$100 due when the application is returned to our office. It will be credited back to your account after 12 months of timely payments. Sytek has an installation fee which will be determined depending on the existing equipment at your home. This can be paid up front or with your first billing statement. **This is a separate and additional charge from the deposit.**

If you are requesting service for a newly constructed house, please allow 4 weeks for the installation, provided the ground allows for plowing of the Fiber To The Home (FTTH). If the ground is frozen, plowing/boring will be based on environment. If fiber needs to be plowed/bored, the installation fee is \$1,200 **plus** the plowing/boring fee. The \$1,200 installation fee may be waived with a 24 month contract.

If you are requesting service for an existing home, please allow two weeks for installation provided that FTTH was plowed at an earlier date. If fiber has already been plowed to the home, the installation fee is \$100. The \$100 installation fee may be waived with a 12 month contract.

If the application requires plowing of the Fiber-To-The-Home, our technicians will need to go to the site and measure. The first 250' on private right away (driveway to home) is free. The first 750' on public right of way (coming from our nearest ped to your driveway) is free. It is \$5.50 per foot after the 250' on private and \$5.50 per foot after the 750' on public. When our office has finished measuring, you will receive an estimate by email or by mail with the deposit amount required to start the installation of service.

Boring Fiber-To-The-Home will be 100% customer responsibility at \$12.00 per foot. Our technicians will need to go to the site and measure. When our office has finished measuring, you will receive an estimate by email or by mail with the deposit amount required to start the installation of service.

573 Telephone Service is \$22.57 plus surcharges and taxes. The following are local calls for Sytek customers:

845	Albany	547	Swanville
836	Freeport	584	Royalton
746	Holdingsford	616, 631, 632	Little Falls

Here are just a few cell phone exchanges that are also local to the Sytek telephone customers: 228, 232, 302, 360, 374, 412, 414, 431, 630, 635, 639, 733, 735 & 803

VoIP (Voice over internet protocol) telephone service is available outside of the 573 exchange starting at \$29.99 plus surcharges and taxes. Business pricing is higher.



SYTEK SERVICE APPLICATION (complete BOTH sides!)

This is a fillable pdf form, click to download, open this document into Acrobat Reader, fill out **both** pages, sign and email to: billing@sytek.com, or print and mail to: Sytek • PO Box 277 • 117 South Main Street • Upsala MN 56384
Please call (320) 573-1390 with any questions about this form.

DATE OF APPLICATION

APPLICANT NAME

CONTACT NUMBER

MAILING ADDRESS

CITY-STATE-ZIP

911 ADDRESS (service address if different)

COUNTY OF SERVICE

NEW HOME CONSTRUCTION?

Yes No

HAS FIBER ALREADY BEEN PLOWED?

Yes No

ARE YOU AN UPSALA COOPERATIVE MEMBER

Yes No

WOULD YOU LIKE TO BECOME A MEMBER?

Yes No

(There is a \$50 nonrefundable fee to become a member)

I AM INTERESTED IN (SELECT ONE)

- Internet only
- Telephone and internet
- Telephone only

TELEPHONE CUSTOMERS ONLY

Do you want your name in the local phone directory and released to directory assistance? (\$1 monthly fee for an unpublished number)

Yes No

PUBLISHED NAME

PUBLISHED ADDRESS

INTERNET SPEED

Customers speed experiences will vary, especially when accessing the internet wirelessly from various devices. Download speeds are via a wired connection and are up to 1 gig per second via a wired connection. Due to overhead capacity reserved to deliver the data, speeds may be less than 1 gig. Internet speeds through a wired or wireless connection are not guaranteed due to conditions outside of network control, including customer location, size of customer home, differences in home construction or age of customers devices and equipment.

A \$100 DEPOSIT IS REQUIRED WITH RETURN OF APPLICATION:

Your deposit is credited back to your account after 12 months of timely payments.

INSTALLATION FEE:

- \$100* if fiber has already been plowed to your home.
- \$1200** if fiber has not been plowed to your home.
- If fiber has not been plowed to your home a separate plowing fee may be required.
- The installation fee may be waived with a *12 or **24 month contract.
- The installation fee is a separate and additional charge from the deposit.
- You may pay the installation fee up front, or with your first billing statement.
- A late payment charge of 1.5% per month (18% per year) will be applied to any amount past due.
- The minimum late payment charge is \$.50.

TELEPHONE CUSTOMERS ONLY

REQUIRED PIN/PASSWORD

For Telephone Customers In 2007, the Federal Communications Commission (FCC) adopted new rules for telephone companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes the call detail information such as called number, time of call, length of call etc. as well as the types of service offerings to which you subscribe and the extent to which the services are used.

As you may be aware, we will only be able to discuss account information with the person(s) listed on the account or legal power of attorney. If call detail or password information is required over the phone, you will need to provide a previously set password in order for our customer service representative (CSR) to supply the requested information over the phone.

ALL CUSTOMERS

Please answer at least two questions, OR give us a password or PIN # so we can validate you if you call in regarding your password or account information.

In an effort to serve you better, we are asking you to answer two or more of the following questions. In the event that you call our office requesting information about your account, we will ask you one of these questions before giving any information about your account.

MOTHER'S MAIDEN NAME FAVORITE TEACHER FAVORITE PET'S NAME CITY YOU WERE BORN IN

SCHOOL YOU GRADUATED FROM

PIN/PASSWORD

SIGNATURE (Sytek accepts a digital signature or a hand signature)

OPTIONAL RECURRING ACH/EBILL FORM

Fill out the information below to save time and money! A \$2.00 surcharge will apply if you choose to receive a paper bill

EMAIL (save \$2.00 and **send pdf ebill only** to this email address.)

I will call in my bank or credit card information

ACH/EFT PAYMENTS (please enclose a voided check) **This is a free service.**

BANK NAME

BANK ACCOUNT NUMBER

ROUTING NUMBER

CREDIT CARD PAYMENTS **A \$2.00 surcharge will apply for payments made via credit card.**

VISA/MASTERCARD/DISCOVER

EXPIRATION DATE

THREE DIGIT CODE

AUTHORIZED USER SIGNATURE (Sytek accepts a digital signature or a hand signature)

DATE



WHY MEMBERSHIP?

Why Join Us?

Serving Central Minnesota since 1907, our company has grown into providing many different services. We are owned by our members and run for the benefit of our customers. We're a people-first organization and our values are centered in making a positive and lasting impact.

Membership

What does membership mean to me?

When you have a membership with Sytek (UCTA), you get exclusive voting rights, annual meeting review and a return on your investment. Sytek is currently paying members through 1980.

Earnings

- In 2019 we allocated **more** than 100% back to our members!*
- One time \$50 non-refundable membership fee

EXAMPLE: John Smith services cost him \$1,140.00 for the year, we allocated \$1,226.25 back to his account

**The amount of refund varies from year to year based on how much profit the cooperative makes in any given year and if there are any upcoming projects. Future refunds are not guaranteed and the decision on how much to return in cash to the cooperative members at any given time is made by the cooperative's board of directors and will vary from year to year.*

**WHEN SYTEK MAKES MONEY,
100% OF THE THE MONEY IS
ALLOCATED BACK TO ITS MEMBERS**

SYTEKCOM.COM

320.573.1390 • 888.573.1390
117 South Main St • PO Box 277
Upsala, MN 56384

SYTEK

LONG DISTANCE CARRIERS

Signature

573 Telephone Number

Date

Pic Freeze YES____ NO____

A **PIC freeze** prevents unauthorized account changes without customer approval for landline **phone** numbers. If a port out request is submitted, the **PIC freeze** feature tells the new provider no change can be made until the customer removes the **freeze**.

I want a Long Distance Carrier YES____ NO____

If Yes: You must select a long distance carrier from each column to provide your 1+ dialed long distance service for calls both **within** your calling area (IntraLATA) and **outside** your calling area (InterLATA).

InterLATA

IntraLATA

***AT&T**

Residential 1.800.222.0300
Business 1.800.222.0400

***AT&T**

Residential 1.800.222.0300
Business 1.800.222.0400

***MCI**

Residential 1.800.444.2222
Business 1.800.888.0800

***MCI**

Residential 1.800.444.2222
Business 1.800.888.0800

SYTEK

Residential 1.320.573.1390
Business 1.320.573.1390

SYTEK

Residential 1.320.573.1390
Business 1.320.573.1390

I understand there is a monthly charge of \$3.95 and 14 cents per minute for Sytek Long Distance. There are no call plans or international calling available.

Signature

***If you choose AT&T or MCI for your long distance, it is your responsibility to call them and discuss their fees and choose a plan.**



Design Your Own Telephone Service

Sytek "special package" offers big savings on popular features that make your life easier.

A \$29.75*/30.20** Monthly Value For Only.....

\$7.95/Month

An Annual savings of More Than \$262

For just \$7.95 per month you get Any or all of the following:

- | | | | |
|---|------|---|---|
| <input type="checkbox"/> Voice Mail | 4.00 | <input type="checkbox"/> Automatic Recall | 1.50 |
| <input type="checkbox"/> Voice Mail with Internet pkg | 2.50 | <input type="checkbox"/> 900 Number Blocking | NC |
| <input type="checkbox"/> Simultaneous Ring
(Voice Mail Required) | 2.00 | <input type="checkbox"/> Automatic Callback | 1.50 |
| <input type="checkbox"/> Call Waiting | 1.00 | <input type="checkbox"/> Selective Call Forwarding | 1.50 |
| <input type="checkbox"/> Call Forwarding | 1.00 | <input type="checkbox"/> Calling Number Delivery* | 3.50
(Caller ID Box may be required) |
| <input type="checkbox"/> Three-Way Calling | 1.00 | <input type="checkbox"/> Calling Number and Name Delivery** | 3.95
(Caller ID Box may be required) |
| <input type="checkbox"/> Speed Calling (8) | 1.00 | <input type="checkbox"/> Calling Number Delivery Blocking –
Per Call - No Monthly Charge | |
| <input type="checkbox"/> Speed Calling (30) | 1.75 | <input type="checkbox"/> Calling Number Delivery Blocking –
Per Line - No Monthly Charge | |
| <input type="checkbox"/> Personal Ringing | 2.00 | <input type="checkbox"/> Termination Call Management | NC |
| <input type="checkbox"/> Call Forwarding Busy Line | 2.00 | | |
| <input type="checkbox"/> Call Forwarding Don't Answer | 2.00 | | |
| <input type="checkbox"/> Remote Activation of
Call Forwarding | 2.00 | | |

Contact us for details! 573.1390 – Option #1

To sign up.... Simply check the features that you would like above, sign below and return this form to us. We will mail a confirmation letter to you once the features have been installed and will also include instructions on how to use the features.

There will be a \$15.00 set-up fee charged to your account.

Signature: _____ Date: _____

Telephone Number: _____