



100 Runestone Drive
PO Box 336
Hoffman, MN 56339-0336
Phone: (320)986-2013 Fax: (320) 986-2050

Phone Service Membership Application

Customer/Business Name: Telephone Number Assigned:
911 Address:

Spouse Name:
(If joint membership is wanted, both husband & wife must sign application)

Billing Address:

If Business, check appropriate box: Individual/Sole Proprietor Corporation Partnership Other

How would you like your name listed in the telephone directory....

Listed (print how you want your name in directory)
Unpublished (\$1.00/mth)
(Number not in directory or Directory Assistance)
(If Unpublished, Per Line Blocking, Billing Name & Address, 3rd # billing, and collect call block restrictions will be put on automatically)

Do you wish to lease a phone from us? Yes No

Do you wish to have any of the following services? (monthly charges apply)

- Automatic Callback (\$1.00) Inside Wire Maintenance (\$2.00)
Call Forwarding (\$1.00) Inside Wire Maintenance Plus (\$4.00)
Call Waiting (\$1.00) Selective Call Accept (\$1.00)
Call Waiting/Priority Ringing (\$1.00) Selective Call Forward (\$1.00)
Caller ID Number only (\$4.00) Selective Call Reject (\$1.00)
Caller ID Name & Number (\$6.00) Toll Control with Pin (\$3.00)
Caller ID/Call Waiting (\$7.00) Voice Mail Basic (\$3.95)
Voice Mail Plus (\$4.95)
Voice Mail Deluxe (\$8.95)
3 Way Calling (\$1.00)
8# Speed Calling (\$1.00)
30# Speed Calling (\$1.00)

Optional Extended Area Service (toll free calling to one town or all towns we serve)
Residential customers: 1 town (\$3.50) All towns (\$9.00) Business customers: 1 town (\$4.50) All towns (\$12.00)
Barrett Cyrus Donnelly Elbow Lake Hoffman Kensington Lowry Norcross Tintah Wendell
(Circle the town you want optional extended area service to)

Would you like any of the following restrictions?

Billing Name & Address Restriction 900 & 976 Block Per Line Blocking
Collect Call Block 3rd # Billed Call Block

Have you had service with us before? Yes (when) No
Additional cell or work # where you can be reached:
Name of relative, not living with you, who knows where you can be reached:
Phone # of relative:

Please connect my service on the following date:
(service will be connected as close as possible to the requested date)

By signing this application, I certify that I am 18 years of age & have read the Service Agreement on the back of this form.
(If joint membership is wanted, both husband & wife must sign application.)

Applicant's Signature: Date:

Spouse's Signature: Date:

\$10 connect fee is required with new service

## SERVICE AGREEMENT

The undersigned (hereinafter called the "Applicant") hereby applies to the Runestone Telecom Association, a cooperative organized under the Laws of the State of Minnesota (hereinafter called the "Association") for membership and for telephone or communication services upon the following terms and conditions:

1. The Applicant will, when service becomes available, take from the Association service to be used on the premises described below and will pay therefore monthly rates to be determined from time to time in accordance with the by-laws of the Association. It is expressly understood that all amounts paid by Applicant in excess of operating costs and expenses of the Association are furnished as capital and the Applicant shall be credited with the capital so furnished as provided in the by-laws.
2. The Applicant hereby grants to the Association the right and easement to construct, operate, repair and maintain in, on and under the premises herein below described, and in or upon all streets, roads or highways abutting said premises, its distribution and service lines and appliances, and also the right to cut or trim trees necessary to keep them clear of all parts of the system.
3. The Applicant will comply with and be bound by the provisions of the Articles of Incorporation and by-laws of the Association and such policies, rules and regulations as may from time to time be adopted by the Association.
4. The Applicant, by becoming a member, assumes no personal liability or responsibility for any debts or liabilities of the Association, and it is expressly understood that the Applicant's private property is exempt from execution for any such debts or liabilities.

Restated Articles of Incorporation and by-laws of Runestone Telecom Association may be found in the Association's telephone directory.



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[www.runestone.net](http://www.runestone.net)

Dear Customer:

The Federal Communications Commission (FCC) has adopted new rules for telephone companies to protect your customer information. Customer Proprietary Network Information (CPNI) includes the call detail information such as the 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.

With these new FCC rules, we will be able to make changes to your account including disconnects and discuss account information with the person or persons listed on the account, additional authorized contacts listed below or legal power of attorney. If call detail is required over the phone, you will need to provide a previously set password in order for our customer service representatives to supply the requested information over the phone. You will need password verification to get call detail on your account.

Please provide a password: \_\_\_\_\_

(must be 1 – 15 characters in length)

Additional authorized contacts: \_\_\_\_\_  
\_\_\_\_\_

Please sign here and return this form to our office:

\_\_\_\_\_  
Customer(s) Signature

If you want to change your password in the future, please contact the office for a new form. Changing your password cannot be done over the phone. Keep in mind that we recommend using something other than your birth date, maiden name, social security number, account or telephone number or any common knowledge biographical information about you.

Your privacy has always been important to us. We are serious about keeping your information safe. Please call the office if you have any questions about these items.

Thank you,  
Runestone Telecom Association

## **IMPORTANT NOTICE ABOUT YOUR ACCOUNT**

Under Federal law, you have a right, and Runestone Telecom Association (“Runestone”) has a duty, to protect the confidentiality of “Customer Proprietary Network Information.” This Notice is to advise you of these rights and obligations, and to request that you permit Runestone to use your Customer Proprietary Network Information for the purposes described in this Notice.

### **WHAT IS THIS INFORMATION?**

“Customer Proprietary Network Information” or “CPNI” consists of the call, service and billing data regarding the telecommunications services you buy from Runestone.

### **HOW WOULD RUNESTONE USE THIS INFORMATION?**

Runestone intends to use your CPNI to identify and offer to you other Runestone communications services that we think will be of interest to you. Runestone DOES NOT sell or in any way provide this information to any other company, other than when required by law or at your written consent.

### **WHO WILL BE ABLE TO USE THIS INFORMATION?**

Only Runestone Telecom Association

### **WILL RUNESTONE PROTECT THIS INFORMATION?**

Yes, under federal law, we have the duty to protect the confidentiality of this information. Regardless of whether you consent or not, your account will be treated confidentially.

### **WHAT ACTION IS NECESSARY ON MY PART TO ALLOW PERMISSION?**

No action is necessary if you wish to permit Runestone to use your CPNI in order to tell you about Runestone services, new technologies, specials or possible savings to your account.

### **WHAT IF I DO NOT CONSENT?**

You have a right to disapprove Runestone’s use of your CPNI for the purposes described in this notice, or to withdraw your consent at any time. In order to notify Runestone that you do not consent to its use of your CPNI as described in this Notice, you must notify Runestone or Runestone will assume you consent. Your disapproval for the use of your CPNI will not affect Runestone’s provision of the services you now purchase from Runestone.

### **CAN I CHANGE MY MIND ABOUT GIVING PERMISSION?**

Yes, you have the right at any time to withdraw your approval, or to give your approval if you previously denied approval. Until you notify Runestone of your change, your permission or denial of permission remains valid.