



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	Holdingford	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

This is a fillable pdf form, click to download, open this document into Acrobat Reader, fill out both pages, sign and email to: info@sytekcommunications.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. **PLEASE PRINT**

DATE OF APPLICATION

APPLICANT NAME

PHONE 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 OR BEFORE INSTALLATION:

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.

OFFICE USE ONLY

Deposit paid by:

☐ Check # _____

☐ CC ending in
— — — —

Date: _____

Please complete both sides - over

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.

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, and do not remember your password, we will ask you one of these questions before giving any information about your account.

PLEASE ANSWER TWO QUESTIONS

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.

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	ROUTING NUMBER	BANK ACCOUNT 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 PLAN SUMMARY AND CUSTOMER SIGNATURE SHEET

	Flat \$0.14 cent	Interstate Plus	"Call 60"	"Call 200"	"Call 350"	"Call 600"	"Call 1000"
Domesitc 1+ minutes included			60 minutes at 12.0/minute	200 minutes at .09/minute	350 minutes at .08/minute	600 minutes at .07/minute	1000 minutes at .07/minute
Monthly Recurring Charge			5.95 (includes 60 minutes)	17.95 (includes 200 minutes)	26.95 (includes 350 minutes)	43.95 (includes 600 minutes)	73.95 (includes 1000minutes)
Overage Billing Rate			\$0.15	\$0.15	\$0.15	\$0.15	\$0.09
Billing Increments	6 second rounding with 30 second minimum	Intrastate = \$0.1400 Interstate = \$0.0650	Full Minute Rounding	Full Minute Rounding	Full Minute Rounding	Full Minute Rounding	Full Minute Rounding
International Rates	Standard International Rates	Standard International Rates	Standard International Rates	Standard International Rates	Standard International Rates	Standard International Rates	Standard International Rates
Installation Charges	None	None	None	None	None	None	None
Billing Details	volume discount: \$0.14 per minute \$0.0137 at \$25+/month \$0.133 at \$50+/month \$0.126 at \$100+/month \$0.112 at \$250+/month		\$5.95 is a montly recurring charge, which is billed in advance and prorated (when applicable). Overage charges and international charges will be billed in arrears.	\$17.95 is a montly recurring charge, which is billed in advance and prorated (when applicable). Overage charges and international charges will be billed in arrears.	\$26.95 is a montly recurring charge, which is billed in advance and prorated (when applicable). Overage charges and international charges will be billed in arrears.	\$43.95 is a montly recurring charge, which is billed in advance and prorated (when applicable). Overage charges and international charges will be billed in arrears.	\$73.95 is a montly recurring charge, which is billed in advance and prorated (when applicable). Overage charges and international charges will be billed in arrears.
Volume Discounts	see above-discounts	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

PLEASE SET MY ACCOUNT UP FOR THE_____ CALL PLAN@ \$

PER MONTH PLUS THE ADDITIONAL \$3.95 MONTHLY LONG DISTANCE SERVICE FEE

PRINTED NAME

SIGNATURE

PHONE NUMBER

DATE

LONG DISTANCE PRODUCT SUMMARY SHEET

Information	14 Cent plan	EASY 800	EASYSTART 800	Travel Cards
Type of calling	Outgoing 1 + from home or office lines	Incoming 800# to home or office lines	Incoming 800# to home or office lines	Outgoing calls when away from home/office
Target Usage Level	Everyone	Over \$15/month in 800# charges	Up to \$15/month in 800# charges	Everyone
Pricing Base Rate 1st vol. discount 2nd vol. discount 3rd vol. discount 4th vol. discount	\$0.14 per minute \$0.0137 at \$25+/month \$0.133 at \$50+/month \$0.126 at \$100+/month \$0.112 at \$250+/month	\$0.14 U.S. - \$0.40 Can \$0.137 at \$25+/month \$0.133 at \$50+/month \$0.126 at \$100+/month \$0.112 at \$250+/month	\$0.24 per minute n/a	\$0.25 per minute n/a
Rounding Per Call Minimum duration Add'l usage per call NOTE: all calls on all products rounded up to nearest whole cent amount for billing purposes	30 seconds 6 seconds	30 seconds 6 seconds	30 seconds 6 seconds	60 seconds 6 seconds
Install Charges	None and PIC change rebated	\$50.00 non-recurring waived for 1+customers	\$10 non-recurring waived for 1+customers	None
Monthly charges	\$3.95	\$10.00 minimum Not waived	\$5 per month waived for 1+customers	None
Per call Surcharges from ONVOY	None	None	None	None
FCC surcharges	nonpassed through	\$0.30 FCC surcharge per call from payphones	\$0.30 FCC surcharge per call from payphones	\$0.30 FCC surcharge per call from payphones
Billing and Service	From Local Telco	from ONVOY/MEANS Telcom or Local Telco		From local Telco

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

☐

***MCI**

Residential 1.800.444.2222
Business 1.800.888.0800

☐

SYTEK

Residential 1.320.573.1390
Business 1.320.573.1390

IntraLATA

☐

***MCI**

Residential 1.800.444.2222
Business 1.800.888.0800

☐

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



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:

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