



## 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 \$5.05 per foot after the 250' on private and \$5.05 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 9.85 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: [billing@sytekcom.com](mailto:billing@sytekcom.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.

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.

## TELEPHONE AND INTERNET 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.**

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**

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