



## TELEPHONE & BROADBAND SERVICE APPLICATION

| APPLICANT INFORMATION                 |  |                             |                                  |
|---------------------------------------|--|-----------------------------|----------------------------------|
| Applicant's Full Name                 |  | Date of Application         |                                  |
| Social Security Number                |  | CPNI*                       | Opt Out <input type="checkbox"/> |
| Driver's License Number               |  | DOB                         |                                  |
| Other Authorized Persons              |  | Alternative Contact #s      |                                  |
| Service Street Address                |  | City                        | RICO                             |
| Other Info about Location             |  | Email Address               |                                  |
| Billing Address                       |  | City, State, Zip + 4 digits |                                  |
| Employer                              |  | Employer Phone              |                                  |
| Employer Complete Address             |  | City, State, Zip            |                                  |
| Friend/Relative                       |  | Phone                       |                                  |
| Contact # prior to install            |  | Date Needing Service        |                                  |
| Payment preference                    | <input type="checkbox"/> Check <input type="checkbox"/> ACH <input type="checkbox"/> Credit/Debit Card    Other              |                             |                                  |
| Billing Preference                    | <input type="checkbox"/> eBill <input type="checkbox"/> Email <input type="checkbox"/> Paper                                 |                             |                                  |
| Installation Verification(select one) | <input type="checkbox"/> \$100 Deposit OR <input type="checkbox"/> Letter of Credit OR <input type="checkbox"/> Credit Check |                             |                                  |

| SERVICES  |  |   |   |
|---|--|---|---|
| Type of Landline Service  | <input type="checkbox"/> Residential <input type="checkbox"/> Business Single-Line <input type="checkbox"/> Business Multi-Line <input type="checkbox"/> Gov   |   |   |
| Telephone Features  | <input type="checkbox"/> I would like to know more about call features such as call waiting, call forward, caller ID, speed dial, anonymous call reject, voice mail, etc.  |   |   |
| Long Distance Provider  | <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> <input type="checkbox"/> Rico Telephone Company<br/> <input type="checkbox"/> MCI Long Distance<br/> <input type="checkbox"/> Verizon               </td> <td style="width: 50%; border: none;"> <input type="checkbox"/> AT&amp;T Long Distance<br/> <input type="checkbox"/> CenturyLink Long Distance<br/> <input type="checkbox"/> Global Crossing               </td> </tr> </table> | <input type="checkbox"/> Rico Telephone Company<br><input type="checkbox"/> MCI Long Distance<br><input type="checkbox"/> Verizon | <input type="checkbox"/> AT&T Long Distance<br><input type="checkbox"/> CenturyLink Long Distance<br><input type="checkbox"/> Global Crossing |
| <input type="checkbox"/> Rico Telephone Company<br><input type="checkbox"/> MCI Long Distance<br><input type="checkbox"/> Verizon | <input type="checkbox"/> AT&T Long Distance<br><input type="checkbox"/> CenturyLink Long Distance<br><input type="checkbox"/> Global Crossing  |   |   |
| PIC Freeze  | <input type="checkbox"/> Yes <input type="checkbox"/> No    (a PIC freeze prevents your long distance carrier(s) from being changed without your authorization.)   |   |   |
| DSL Broadband Service   | <input type="checkbox"/> 4Mb – Basic browsing and email. Not recommended for streaming.<br><input type="checkbox"/> 6Mb – Basic browsing, email and ability to stream 1 device.<br><input type="checkbox"/> 10Mb – Basic browsing, email and ability to stream 2 devices.<br><input type="checkbox"/> Need more? Receive a custom quote for your home or business  |   |   |

| Account Protection (CPNI)  |   |        |  |
|--|---|--------|--|
| When you call us, we will ask for this password to authenticate you prior to providing information or making changes to your account. We recommend that you also select a backup question in case you forget the password. |   |        |  |
| Password   | <b>can be any combination of numbers and letters of your choosing</b> |        |  |
| Backup Questions   | <input type="checkbox"/> What is your favorite color?                 | Answer |  |
|  | <input type="checkbox"/> What is your favorite sports team?           | Answer |  |
| Please select one:   | <input type="checkbox"/> What is/was your high school mascot?         | Answer |  |
|  | <input type="checkbox"/> Who is your best friend?                     | Answer |  |

SIGNATURE (electronic signatures not accepted) \_\_\_\_\_ DATE \_\_\_\_\_  
 Acknowledges that you have completed the application and reviewed the company and legal notices on pages 2-4 and agree to abide by the terms of service listed on [www.ricotelephone.com](http://www.ricotelephone.com).



## IMPORTANT INFORMATION

Please email this signed application (pages 1 & 4) to [support@ricotelephone.com](mailto:support@ricotelephone.com).

Or you may mail this signed application to:

Rico Telephone Company  
PO Box 324  
Rockland, ID 83271

1. Our office hours are 8 AM – 5 PM, Monday – Friday, excluding most national holidays.
2. You can call our office toll free at 844.256.8333.
3. You may provide a letter of credit from your former telephone service provider in lieu of a deposit or credit check.
4. Billing statements are sent at the beginning of the month with payment due by the 15<sup>th</sup> and considered past due on the 16<sup>th</sup>. A 1.5% late fee will be added to your following statement if payment is not received. A disconnect notice will be sent after the 15<sup>th</sup> of the second month. Services will be disconnected if no payment is received within 15 days of that notice. A \$25 reconnect fee will apply to restore services. A \$20 charge will be assessed for all returned checks. If we receive more than one returned check, you may be required to pay in advance, by debit or credit card, cashier's check or money order. You can set up automatic withdrawal (ACH) payments through your online account or by calling our office.
5. If you have any problems with your service once it is installed, please contact us toll free at 844.256.8333.
6. Rico Telephone Company is not responsible for the wifi, wiring, jacks, telephone, router, personal devices, computers or other equipment inside your home or business. If there is a problem with your service, we recommend that you assure that the trouble is not related to any of this wiring or equipment before calling us to repair our service. Otherwise, you will be charged applicable rates for all service calls for problems related to these items.
7. Please call 811 or 1.800.922.1987 for cable locates at least 2 working days before digging on your property or in other areas where there may be telephone lines. We will locate all buried telephone lines where you are digging at no charge to you. However, if you don't call and damage our lines and/or facilities, you will be charge for the repair.
8. An online directory of the Rico area is available on our website at [www.ricotelephone.com](http://www.ricotelephone.com).
9. Rico Telephone Company does not share or sell your information to 3<sup>rd</sup> parties for marketing purposes. We may from time to time send you information about additional services we add to our offerings. However, you may choose to opt out of this type of marketing by checking the opt out box on the application.
10. Eligible low-income households may receive financial help with the cost telephone and broadband services. The lifeline program provides a monthly discount off these services. Customers are eligible if they meet Federal eligibility requirements. Their website is: <http://www.usac.org/li/>. Please call us toll free at 844.256.8333 to receive an application form by mail or visit our website to download the application, which must be completed prior to receipt of the service discounts.
11. In the event Rico Telephone is unable to complete your service request within 30 days of the application being received by our office, you may be eligible for certain bill credits, alternative services or other subsidy.
12. Please notify Rico Telephone immediately of any billing errors. You have the right to withhold any disputed amount from payment until the matter is resolved without interruption of service as long as other services & fees are paid.
13. If you have any questions or need help using your new services, please call the business office toll free at 844.256.8333.
14. By signing above, you agree to abide by all terms of use associated with telephone and broadband services which can be found on our website at [www.ricotelephone.com](http://www.ricotelephone.com).

#### NONDISCRIMINATION STATEMENT

Rico Telephone Company is the recipient of Federal financial assistance from the Rural Electrification Administration, an agency of the U.S. Department of Agriculture (USDA).

In accordance with Federal law and the USDA's policy, Rico Telephone Company is prohibited from discriminating on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by the USDA (not all prohibited bases apply to all programs). Remedies and complaint filing deadlines vary by program and incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the Rico Telephone Company or USDA's TARGET Center at (202)720-2600 (voice or TTY) or contact USDA through the Federal Relay Service at (800)877-8339. Additionally, program information may be made available in languages other than English.

To file a discrimination complaint, complete the USDA Program Discrimination complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail USDA, Office of Assistant Secretary for Civil Rights, 1400 Independence Ave. SW, Washington, DC 20250-9410; (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). USDA is an equal opportunity provider, employer, and lender.

#### PERSONAL INFORMATION DISCLOSURE

The Colorado Public Utilities Commission has adopted rules concerning the collection and disclosure of personal information obtained by a public utility. Under the rules, you are entitled to a true copy of any "Personal Information" we maintain concerning you.

Personal information means any personally identifiable information obtained through an exchange of information between a person and a public utility from which judgments can be made about that person's character, habits, avocations, finances, occupation, general reputation, credit, health, or other personal characteristics. Personal information does not mean a person's name and address or telephone number if the number is published in a current telephone directory or is scheduled for publication in the next directory.

To obtain such information, the rules require you to make a request to us, in writing, asking us for a copy of the information. Upon receiving such a request, we will provide you a true copy of any personal information we may have.

#### LIFELINE ASSISTANCE PROGRAM

The Lifeline Program is a federal program that provides a monthly benefit on home or wireless phone and broadband service to eligible households.

The Lifeline benefit can lower the cost of your monthly phone or internet bill. Lifeline offers a monthly benefit of \$9.25 to eligible subscribers. Only one benefit is available per household; either phone service or internet, but not both.

If you are eligible, apply for a benefit through your service provider, Direct Communications. For more information, visit <http://www.lifelinesupport.org/>.

#### TERMS OF SERVICE

Please find our terms of service at [www.ricotelephone.com](http://www.ricotelephone.com).



## **DATA COLLECTION INFORMATION** **NEW PATRONS**

As recipients of federal assistance, the Rico Telephone Company is required to identify and document as accurately as possible the racial/ethnic data on the eligible population in our service area. We would appreciate your checking the appropriate group listed below and returning this form to us.

**Please note, your response is optional.** The information you provide will be **used only for Federal Government Reporting Purposes.**

Should you have any questions, you may contact our office toll free at 844.256.8333

Thank you for your cooperation in this matter.

CUSTOMER NAME:

CUSTOMER ADDRESS:

### **RACIAL/ETHNIC GROUP:**

- a. White (not of Hispanic Origin)
- b. Black (not of Hispanic Origin)
- c. Hispanic
- d. American Indian or Alaskan Native
- e. Asian or Pacific Islander

Please return this form to:

RICO TELEPHONE COMPANY, INC.  
PO Box 324  
Rockland, ID 83271

You may email this form back instead:

support@ricotelephone.com