



# Application for Local Business Telephone Service

<b>570-685-7111</b>	<b>Lackawaxen Telecommunications Services, Inc.</b> <b>104 Hotel Road P.O. Box 8 Rowland, PA 18457</b>	<b>www.ltis.net</b>
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*(Please read the entire application, print clearly and complete all sections. Call if you need assistance.)*

Service <b>Local Business Telephone Service</b>	Date of Application
Have you ever had telephone service with us before? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
Have you ever had telephone service in your name before? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
If the answer to both questions is no, a \$200.00 deposit is required. Alternatively, you may submit a copy of your most recent telephone bill, indicating that it has been paid in full. The deposit may also be required in other situations.	

### Customer Information

Name of Business	Federal ID#	Owner's Name	
Billing Address (where you would like your bill sent)	City	State	Zip Code
Telephone Numbers (where you can be reached)	Date of Birth	Soc Sec No	
Driver's License Number	State of Issue	<i>A copy of your driver's license is required to obtain service.</i>	
Other name you would like to have on the account	Soc Sec No		

### Service Location Information

Service Address (where the service will be connected)	Lot# (required for new location)	Section#	
	City	State	Zip Code
Is this a new or existing service location? If new, Lot number is required above.	<input type="checkbox"/> New <input type="checkbox"/> Existing		
Do you know the name or telephone number of the previous occupant?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Name	Telephone Number		

### Other Service Information

Would you like your telephone number published in the directory? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
If no, would you like your number blocked from appearing on caller ID boxes? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>
Requested installation date: <i>(you must enter an actual date)</i>

### Basic Telephone Service Charges

	(1 line)	(per 2 or more lines)
Business Monthly Telephone Charge	\$ 14.40	\$ 14.40
FCC Prescribed Monthly Charge	\$ 6.50	\$ 9.20
Emergency 911 Monthly Charge	\$ 1.50	\$ 1.50
Federal Universal Service Charge	\$ 0.92	\$ 1.30
A one time installation charge of \$ 56.00 will appear on your first bill.		

## Bundled Services

Service bundles provide multiple communications services for one fixed price per month. Our service bundles can contain local telephone service, long distance service, special call management features, and high-speed Internet access. Lackawaxen's service bundles can save you money by grouping several communications services into one package with one monthly price. If you are an existing customer, there is no initial setup charge to switch to a service bundle. If you are a new customer, standard installation rates apply for each service in the bundle. A 12-month service agreement is required. Service bundles containing different combinations of services are available. Choose the bundle that best meets your communications needs.

<b>Business Connection Service Bundle</b>		\$62.95	<input type="checkbox"/>
Local Service	Basic local business service with touchtone, and unlimited local calling	Included	
Call Management Features	5 call management features including: Deluxe Caller ID ~ Call Waiting ~ Call Answering ~ 3-Way Calling ~ Speed Dial	Included	
Long Distance	200 Anytime, Anywhere minutes of long distance use within the Continental U.S. Minutes in excess of 200 are billed at 6 cents per minute.	Included	
High-Speed Internet	Always on, dedicated, Broadband Internet connection at speeds up to 1.544 Mbs/512 Kbs. Service includes unlimited Internet usage, 3 E-mail addresses, and 24-hour help desk. Free modem and free installation are also included.	Included	

<b>Service Bundle Optional Add-Ons</b>			Business Connection	
Broadband Speed Upgrade	Increases the bundle's broadband service speed to the next highest speed.		\$8.00	<input type="checkbox"/>

Service Bundles require a one-year, signed service commitment. A termination fee equal to 25% of the MRC times the remaining months in the agreement applies to early cancellation. Service bundles include specific, pre-determined services and features. Additional features can be added at standard rates. However, substitution of features or services is not permitted, nor does deactivation of individual features or services reduce the overall price of the bundle. Other restrictions apply. Refer to Lackawaxen's web site for additional information. [www.ltis.net](http://www.ltis.net)

If you are selecting a Service Bundle that includes High-Speed Internet Access, you must also complete a "DSL Service Application", a "PIC Freeze Application", and a "Service Bundle Customer Agreement".

## Call Management Features

Please choose from the following list of optional call management features:			
Feature Name	Description	Monthly Cost	
<b>Push Button Dial Service</b>	<b>Required for touch-tone phone use</b>	\$1.00	<input type="checkbox"/>
Intercom		\$0.50	<input type="checkbox"/>
Toll Bill Exception with PIN		\$1.00	<input type="checkbox"/>
Call Answering	Voice mail system using a stutter dial tone message indicator	\$1.95	<input type="checkbox"/>
Caller ID / Number	Displays the number of callers ( <i>requires customer provided equipment</i> )	\$4.00	<input type="checkbox"/>
Deluxe Caller ID / Name	Displays the name of callers ( <i>requires customer provided equipment</i> )	\$6.00	<input type="checkbox"/>
Call Forwarding Busy		\$1.95	<input type="checkbox"/>
Call Forwarding		\$2.00	<input type="checkbox"/>
Call Waiting / Cancel Call Waiting		\$2.00	<input type="checkbox"/>
Speed Dial	One touch dialing of stored telephone numbers	\$2.00	<input type="checkbox"/>
Three Way Calling		\$2.00	<input type="checkbox"/>
Teen Service	Allows two different numbers with different rings on the same line	\$2.00	<input type="checkbox"/>
Stop Calling Me	Automatically intercepts telemarketing calls	\$2.00	<input type="checkbox"/>
Find Me	Direct your calls to find you at home, office, cell phone, etc.	\$2.00	<input type="checkbox"/>
Remind Me	Use your telephone as a one-time, or recurring, reminder alarm	\$2.00	<input type="checkbox"/>
Do Not Disturb	Turn off your phone when you don't want to be disturbed	\$2.00	<input type="checkbox"/>
Return Call per Use (*69)	Automatically calls the last person that called you	\$0.50	<input type="checkbox"/>
Return Call Monthly	Unlimited monthly use of return call	\$2.00	<input type="checkbox"/>
Repeat Dial per Use (*66)		\$0.50	<input type="checkbox"/>
Repeat Dial Monthly	Unlimited monthly use of repeat dial	\$2.00	<input type="checkbox"/>
Selective Call Forwarding		\$2.00	<input type="checkbox"/>
Selective Call Acceptance	Designate individual numbers that are allowed to call you	\$2.00	<input type="checkbox"/>
Call Answering Anywhere	Sends an e-mail message to accompany voice messages	\$5.95	<input type="checkbox"/>
Remote Call Forwarding		\$7.00	<input type="checkbox"/>
Per Line Block		Free	<input type="checkbox"/>
Per Call Block		Free	<input type="checkbox"/>
Anonymous Call Rejection	Blocks calls that do not contain a valid caller ID	Free	<input type="checkbox"/>
<b>Call Management Feature Bundle Package</b>			
Package includes Deluxe Caller ID with Name and Number, Call Waiting/Call Waiting Caller ID, Call Forwarding, and Speed Dial.		\$6.95	<input type="checkbox"/>
The following features are free, but you must indicate whether or not you want them placed on your line.			
Do you want 900# block?	Will block your line from making calls to 900 numbers	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you want Caller ID block?	Will block your number from appearing on caller ID boxes	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you want Collect Call block?	Will block your line from accepting collect calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you want 3 <sup>rd</sup> Party Call block?	Will block your line from accepting 3 <sup>rd</sup> party billed calls	<input type="checkbox"/> Yes	<input type="checkbox"/> No

## Premise Wiring

Wiring within the customer premise is not included in the service charges and must be provided by the customer. If the location is new, the wiring needs to be brought to the outside. LTS only connects to the outside of the building.			
Feature Name	Description	Monthly Cost	
Inside Wire Maintenance		Number of jacks:	\$0.20 per jack <input type="checkbox"/>
Whole House Wire Maintenance	Includes all jacks within the dwelling		\$0.75 <input type="checkbox"/>
If you do not subscribe to wire maintenance, the following charges will apply to service calls if the trouble is determined to be in the customer premise wiring. There is no charge if the trouble is in Lackawaxen's network.			
Repair Costs:		\$55.00 per hour plus \$9.00 per jack	
Maintenance Visit / Trouble Charge:		\$27.00 per visit	
<i>If your landlord is responsible for the inside wiring, you may be billed and held responsible for charges. It will be your responsibility to collect from the landlord.</i>			

## Long Distance Carrier Selection

You must select long distance carriers for your InterLATA and IntraLATA calls. The following carriers are available in our area: ATT, ATX, Capital, Excel, Frontier/Global Crossing, Lackawaxen Long Distance, LTS, MCI, Qwest, Sprint, Verizon, and several others. (You may opt not to select a carrier, but there will be areas you are unable to call.)	
Who would you like as your InterLATA (state to state) carrier?	
Who would you like as your IntraLATA (in state) carrier?	
<i>It is your responsibility to contact the long distance carrier and set up your account. They will bill you directly for your long distance service, and only they can inform you of their rates and service plans. If you are unsure of how to contact your carrier, an LTS Customer Service Representative may be able to provide you with a telephone number to contact them.</i>	

## Important Notice

<b><i>There is a three month minimum period of service. Your telephone service must remain connected for a minimum of three months or you will be charged for three months of basic service. Please initial here to confirm your understanding and acknowledgement of this policy: _____</i></b>
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## Account Password

The Federal Communications Commission has issued an order stating that all telephone accounts must be password protected. This ruling requires that customers initiating calls to our office provide a password prior to us releasing certain information on the customer's account, that has been designated as proprietary by the FCC.		
Requested Password:	<i>(passwords must consist of letters and numbers and be a minimum of 4 and a maximum of 20 characters in length)</i>	
Additional security questions. Please answer at least 1 question.	From which high school did you graduate?	
	In which city was I born?	
	On what street did I grow up?	
	What is my mother's maiden name?	
	What was the last name of my favorite teacher?	
	What was the name of my first pet?	

## Applicant's Signature

I understand that the charges for the selected services and features will appear on my monthly telephone bill and I agree to keep my telephone bill current. I also understand that basic monthly service charges are billed in advance, so my first bill will be higher because it will contain a portion of the current month and the basic monthly charges for the subsequent month as well. The first bill may also contain non-recurring installation and setup charges.	
_____ Signature of Person Responsible for Telephone Bill	_____ Date

***After your service has been connected, you will receive a welcome letter. Please review this letter and verify that the information is correct. If there are any errors, please contact our business office at 570-685-7111. Our business hours are Monday thru Friday from 8:30 AM until 5:00 PM.***



# Preferred Long Distance Carrier Form

This form designates your preferred long distance carrier(s) for InterLATA, IntraLATA, and International calling. You will not be connected to these carriers until this form is returned to Lackawaxen Telecommunications Services, Inc.

*(please print)*

<b>Account Information</b>			Date	
Last Name		First Name		Middle Name
Billing Address		City	State	Zip Code
Telephone Number				

## Long Distance Carrier Selection

You must select long distance carriers for your InterLATA and IntraLATA calls. The following carriers are available in our area: ATT, ATX, Capital, Excel, Frontier/Global Crossing, Lackawaxen Long Distance, LTS, MCI, Qwest, Sprint, Verizon, and several others. *(You may opt not to select a carrier, by entering "none" but there will be areas you are unable to call.)*

InterLATA (state to state) Toll Service:	
IntraLATA (in state) Toll Service:	
International Toll Service:	

*It is your responsibility to contact the long distance carrier and set up your account. They will bill you directly for your long distance service, and only they can inform you of their rates and service plans.*

If you currently have long distance service, you will remain connected with your existing carrier(s) until this form is returned.

For new long distance service, you will not have access to 1+ dialing until this form is returned. You will need to use a dial around (1010) code to place long distance calls.

There is a one time charge of \$5.50 (InterLATA) and/or \$2.75 (IntraLATA) to change to a different long distance carrier.

## Applicant's Signature

***I understand that by signing this form, Lackawaxen Telecommunications Services will connect me to my preferred carrier(s) in their switching equipment. This form does not signify that an account is established with the carrier(s). I must contact my carrier(s) of choice to set up an account. If I do not establish an account, the carrier(s) may charge me casual dial rates.***

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

## Submitting Your Carrier Form

Please return the completed form to our Business Office within 5 days. You may mail, fax, e-mail, or drop off this form at our office. If you have any questions, please contact us at 570-685-7111.

Lackawaxen Telecommunications Services, Inc. 104 Hotel Road P.O. Box 8 Rowland, PA 18457	Telephone:	570-685-7111
	Fax:	570-685-0039
	E-mail:	<a href="mailto:customerservice@ltis.net">customerservice@ltis.net</a>



# Letter of Agency

This is a letter of agency that designates and authorizes Lackawaxen Long Distance as your preferred long distance carrier. Please complete and return within five (5) days so that your request for Lackawaxen Long Distance may be completed. If the Letter Of Agency is not returned, your account will not be switched to Lackawaxen Long Distance. If you have any questions, please call us at 570-685-7115.

*(please print)*

## Account Information

Last Name	First Name	Middle Name
Billing Address	City	State Zip Code
Telephone Number		

## Applicant's Signature

_____ Signature	_____ Date
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## Long Distance Calling Plan Selection

Please indicate which calling plan you would like to have applied to your account.	
<input type="checkbox"/>	Lackawaxen Plus or Deluxe Service Bundle (200 or 600 minute plan)
<input type="checkbox"/>	<b>Economy Rate</b> 9 cents per minute 24 hours per day, 7 days per week. Monthly fee of \$3.95
<input type="checkbox"/>	<b>Easy Rate</b> 15 cents per minute anytime, plus pick the number you call most and pay only 13 cents per minute to that one number anytime. Most called number: _____
<input type="checkbox"/>	<b>Talk Sunday</b> 5 cents per minute all day Sunday and only 12 cents per minute the rest of the week. Monthly fee of \$1.95
<input type="checkbox"/>	<b>Favorable Advantage</b> Spend between \$0.01 and \$34.99 and receive a 20% discount off toll, spend between \$35.00 and \$49.99 and receive a 25% discount off toll, or spend over \$50.00 and receive a 30% discount off toll.
<input type="checkbox"/>	<b>International Savings</b> Receive 20% discount on all international calls. No monthly fee. Please call our office for rates to a specific country.
<input type="checkbox"/>	<b>Canada Savings</b> Receive 20% discount on all calls to Canada. No monthly fee.

## Submitting Your LOA

Please return the completed form to our Business Office within 5 days. You may mail, fax, or drop off this form at our office. If you have any questions, please contact us at 570-685-7111.		
Lackawaxen Long Distance 104 Hotel Road P.O. Box 8 Rowland, PA 18457	Telephone:	570-685-7111
	Fax:	570-685-0039

Your Instate calls are within this area.  
Your Local Access Transport Area or LATA is LATA 232.



Intra LATA long distance or toll, sometimes referred to as regional toll, includes all calls customers make within their LATA, which is simply a predetermined geographic region. Lackawaxen has a variety of calling plans for customers who make calls within the LATA. If you have any questions, please call our office.

Cities within your LATA include Beach Lake, Berwick, Bloomsburg, Carbondale, Clarks Summit, Danville, East Stroudsburg, Hawley, Hazelton, Honesdale, Jersey Shore, Jim Thorpe, Kingston, Lawrenceville, Lehighton, Lewisburg, Lock Haven, Lords Valley, Mahanoy City, Milton, Mount Carmel, Nanticoke, Pittston, Pottsville, Preston Park, Schuylkill Haven, Scranton, Selinsgrove, Shenandoah, Stroudsburg, Sunbury, Tamaqua, Wallenpaupack, Wilkes-Barre, and Williamsport, among others.

### Lackawaxen Residential and Business IntraLATA Calling Plans

res	bus	plan	description
<input type="checkbox"/>		Regional Economy	10 cents per minute for all IntraLATA calling
<input type="checkbox"/>		Regional Economy Plus	8 cents per minute for all calls in the 0-16 mile rate band. All other IntraLATA calls are 15 cents per minute. <i>(0-16 mile band includes Hawley, Honesdale, Lords Valley, Wallenpaupack, &amp; Beach Lake)</i>
<input type="checkbox"/>		New IntraLATA 5	600 minutes of IntraLATA calling for \$29.99. Calls in excess of 600 minutes are billed at 8.5 cents per minute.
<input type="checkbox"/>		Hawley Plan	30 minutes of calls to the Hawley area for \$1.70 Calls in excess of 30 minutes are billed at 6 cents per minute.
<input type="checkbox"/>		Honesdale Plan	30 minutes of calls to the Honesdale area for \$2.45 Calls in excess of 30 minutes are billed at 9 cents per minute.
	<input type="checkbox"/>	Hawley Plan	30 minutes of calls to the Hawley area for \$2.45 Calls in excess of 30 minutes are billed at 6 cents per minute.
	<input type="checkbox"/>	Honesdale Plan	30 minutes of calls to the Honesdale area for \$3.75 Calls in excess of 30 minutes are billed at 9 cents per minute.

Customer Name:	
Customer Telephone Number:	
Customer Signature:	



# Automatic Payment Authorization Form

You can pay your monthly Lackawaxen Telecommunications Services, Inc. (LTS) bill without writing a check, buying a stamp, or missing a due date. Simply complete the authorization form below. Upon approval, we will charge your payments directly to your checking or major credit card account. You will continue to receive a monthly statement from LTS, and your total charges will appear on your monthly bank or credit card statement. There is no charge for this service.

Auto deduct will be on the 17<sup>th</sup> of every month. If the 17<sup>th</sup> falls on a weekend or a holiday, payments will be deducted on the next business day.

*(Please print and complete all sections of the form. Call for assistance.)*

## Authorization Agreement for Prearranged Payments

I hereby authorize my financial institution to charge the account I have specified on the form below for the amount of my monthly Lackawaxen Telecommunications Services, Inc. (LTS) bill and send that amount to LTS. I agree that each charge to my account shall be the same as if I had signed a check to pay my bill. This authority will remain in effect until I notify LTS otherwise. If I change the account number or financial institution specified, I will provide written authorization for the change to LTS. In addition, I have the right to stop payment of the charge by notifying my financial institution before the account is charged. I understand that both the financial institution and LTS reserve the right to terminate the payment plan and/or my participation therein.

Payment Pre-Authorization

LTS Account#:

I authorize LTS, Inc. to keep my signature on file AND to charge my (Please Check One)

<input type="checkbox"/>	Bank Checking Account#	ABA#	
Bank Name:			
<input type="checkbox"/>	Credit Card (check appropriate card)	<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard
Card Number:		Expiration Date:	

Customer Name (as it appears on your bill)	Telephone Number
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Address	City	State	Zip Code
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Cardholder Name (if different from LTS account holder)
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Cardholder Address	City	State	Zip Code
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\_\_\_\_\_  
Signature – I agree to the terms as stated above

\_\_\_\_\_  
Date

Complete, detach, and return this form to:  
Lackawaxen Telecommunications Services, Inc. 104 Hotel Road P.O. Box 8 Rowland, PA 18457-0008

## Submitting Your Application

The completed application may be submitted in person at our business office or using U.S. mail, fax, or e-mail.

Completed applications should be e-mailed to: [customerservice@ltis.net](mailto:customerservice@ltis.net)

or faxed to: 570-685-0039

or sent via mail to:

Lackawaxen Telecommunications Services, Inc.  
104 Hotel Road P.O. Box 8  
Rowland, PA 18457

Other information regarding Lackawaxen Telecommunications Services, Inc. may be found at: [www.ltis.net](http://www.ltis.net)