



**RANDOLPH TELEPHONE MEMBERSHIP CORPORATION APPLICATION**  
**3733 Old Cox Road, Asheboro NC, 27205**  
**336-879-5684 ~ Fax: 336-879-2100**

Date: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Name: \_\_\_\_\_

List in telephone directory as: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Driver's License #: \_\_\_\_\_ State: \_\_\_\_\_

Spouse Name: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Driver's License #: \_\_\_\_\_ State: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ House type/color: \_\_\_\_\_

Street Address: \_\_\_\_\_

(Randolph Telephone cannot install telephone service without a valid street address)

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_ County: \_\_\_\_\_

Employer: \_\_\_\_\_

Have you or your spouse (Other) had telephone service with us before? Yes \_\_\_ No \_\_\_

If yes, previous telephone number: \_\_\_\_\_ Date disconnected: \_\_\_\_\_

Has there been service at this address before? Yes \_\_\_ No \_\_\_

Do jacks need to be installed? Yes \_\_\_ No \_\_\_ If yes, how many: \_\_\_\_\_

Long Distance Carrier for IntraLATA calls (List available upon request): \_\_\_\_\_

Long Distance Carrier for InterLATA/Interstate calls: \_\_\_\_\_

(Please contact the long distance carrier(s) you have chosen directly to establish an account & calling plan. If you do not contact the carrier, you may be charged that carrier's highest rates.)

Telephone Number: Published \_\_\_\_\_ Non-Published \_\_\_\_\_ Inside Wire Maintenance Plan: Yes \_\_\_ No \_\_\_

The undersigned hereby acknowledges that he/she has refused the Inside Wire Maintenance Plan offered by Randolph Telephone. The undersigned shall be responsible for payment of all charges for service calls to the customer's premise if it is determined that the trouble is caused by the inside wiring or jacks and not the company's equipment.

The Applicant will grant to the Cooperative a right-of-way easement to construct, operate and maintain a telephone line or system on the land described above and in or upon all streets, roads or driveways abutting said land. In making this application, the undersigned agrees to the rules and regulations of the Cooperative as set forth in the exchange tariff, and to any general changes in rules or rates for the service furnished under this application. This application becomes a contract when accepted by the Cooperative. The Corporation's By-laws are available at the business office. I (we) authorize Randolph Telephone to conduct a credit check to determine my (our) credit worthiness and ability to pay for services ordered. If my (our) credit rating is found to be unsatisfactory, a security deposit will be required. Failure to establish credit worthiness will result in the applicant being required to post a security deposit. If applicant does not want to disclose their social security number they can furnish three credit references.

Authority to Perform Credit Check: Yes \_\_\_ No \_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Spouse's Signature: \_\_\_\_\_ RTMC Witness: \_\_\_\_\_

**Payment Options – eBill ~ Automatic Draft ~ Credit Card ~ Mail ~ Drop Box**

<b>For Office Use Only</b>
Telephone Number: _____ Member Number: _____
Security Deposit: _____ Date Paid: _____

Security CPNI Password: \_\_\_\_\_

### Security Questions:

1. The model/make of your first car? \_\_\_\_\_
2. The 1<sup>st</sup> elementary school you attended? \_\_\_\_\_
3. The name of best friend in high school? \_\_\_\_\_
4. Your favorite holiday? \_\_\_\_\_
5. Your favorite animal? \_\_\_\_\_
6. Your school's mascot? \_\_\_\_\_

**Randolph Telephone Membership Corporation  
YOUR RIGHTS ON CUSTOMER PROPRIETY NETWORK INFORMATION (CPNI)**

Federal regulations permit Randolph Telephone to use information about your telecommunications services to recommend other categories of products and services to you, unless you notify us otherwise. This applies to information about telecommunications services you buy from Randolph Telephone, including the types of services you receive, how much you use them, how we provide them to you, and calling/billing records. Randolph Telephone will use this information to offer you valuable new and additional services, including packages or bundles containing both Randolph Telephone and Randolph Telephone subsidiary products and services.

This information will be used by only those companies now or in the future that design, market or sell, or assist in the design, marketing or sale of (1) Randolph Telephone communications-related services or (2) Randolph Telephone subsidiaries communications-related services sold as part of a package or bundle with Randolph Telephone communications-related services, including our agents, authorized sales representatives, joint venture partners/participants and independent contractors. Those companies include Randolph Telephone Membership Corporation, Randolph Telephone Company, Randolph Telephone Telecommunications, Inc., Uwharrie Communications, Inc., and any other current or future direct or indirect subsidiaries of Randolph Telephone that provide, design, market or sell or assist in the design, marketing or sale of any of the services described at the beginning of this paragraph.

Randolph Telephone will protect the confidentiality of this information regardless of whether you approve or disapprove the uses described in this Notice. Under Federal law, you have the right to have your account treated confidentially and to restrict our use of this information, and Randolph Telephone has a duty to protect the confidentiality of that information.

**Due to rule changes made by the Federal Communications Commission (FCC), you will need to establish a password and a series of authentication questions in order to discuss call detail information with Randolph Telephone on customer-initiated telephone calls. If you do not wish to establish a password, Randolph Telephone will only be able to discuss call-detail records with you by calling you at your telephone number of record or by mailing the information to your address of record in order to comply with these federal regulations.**

If you wish to prohibit our use of this information as described in this notice, call us at 336-879-5684 or e-mail us at [csrep@rtmc.net](mailto:csrep@rtmc.net) with your request within 30 days of your receipt of this notice. Your denial of approval for Randolph Telephone to use this information will not affect the provision of any services to which you subscribe. Your approval or denial of approval for the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

We look forward to being able to serve your communications needs more efficiently with new and existing products and services based on the information we know about your account.

<b>CALLING FEATURES</b>	<b>TO USE, PRESS:</b>	<b>TO CANCEL, PRESS:</b>
Anonymous Call Rejection	*77	*87
Call Forwarding	*72	*73
Call Forwarding Busy Line	*90	*91
Call Forwarding No Answer	*92	*93
Call Forwarding Remote Activation	*72	*73
Call Return	*69	N/A
Call Waiting	N/A	*70
Caller ID	N/A	N/A
Caller ID Blocking Per Call	*67	N/A
Distinctive Ring/Call Selector	*61	N/A
Repeat Dialing/Automatic Callback	*66	*86
Selective Call Rejection/Call Block	*60	N/A
Selective Call Acceptance	*64	N/A
Speed Calling 30	*75	N/A
Personal Ring	N/A	N/A
Preferred Call Forwarding	*63	N/A
Three Way Calling	N/A	N/A
Voicemail	N/A	N/A

<b>CustomChoice Local</b>	<b>CustomChoice Long Distance</b>	<b>CustomChoice Unlimited</b>
Unlimited Local Service	Unlimited Local Service	Unlimited Local Service
\$.10 Nationwide Calling*	250 Nationwide Minutes*	Unlimited Nationwide Calling*
512 Kb DSL Internet*	512 Meg DSL Internet*	Up to 6 Megs DSL Internet*
Value Voicemail	Value Voicemail	Value Voicemail
Caller ID Deluxe	Caller ID Deluxe	Caller ID Deluxe
Call Waiting/ID	Call Waiting/ID	Call Waiting/ID
Anonymous Call Rejection	Anonymous Call Rejection	Anonymous Call Rejection
Call Return (*69)	Call Return (*69)	Inside Wire/DSL Maintenance
Repeat Dialing (*66)	Repeat Dialing (*66)	
Three-way Calling	Three-way Calling	
Call Forwarding	Call Forwarding	
Inside Wire/DSL Maintenance	Inside Wire/DSL Maintenance	
<b>\$69.95</b>	<b>\$89.95</b>	<b>\$99</b>
<b>*Upgrade to 1.5 Mbps for \$10/mo</b>	<b>*Upgrade to 1.5 Mbps for \$10/mo</b>	

<b>Other Services</b>
Cellular Service
AtomicTechs – Computer Repair

\*Note: When choosing a CustomChoice Bundle, Randolph Telephone Telecommunications (RTTI) must be selected as your long distance carrier. Actual DSL transmission speeds will vary depending upon computer, network, software and geographical limitations. Other restrictions may apply.

## **IMPORTANT NOTICE TO RANDOLPH TELEPHONE MEMBERSHIP CUSTOMERS**

**PLEASE READ THE FOLLOWING INFORMATION CAREFULLY IF YOU DO NOT WISH YOUR NAME AND TELEPHONE NUMBER TO BE DISPLAYED WHEN YOU MAKE A CALL**

This notice is to inform you that the Caller ID and other related features offered by Randolph Telephone Membership Corporation could affect the privacy of your telephone service. Your name and/or telephone number may be delivered to the person you call if they subscribe to Caller ID or Call Return. If you do not wish your name and/or telephone number to be delivered to the party you call, or if you do not wish your number announced or call returned automatically by a Call Return subscriber, use one of the following blocking options:

**1. Per-Call Blocking (automatically available free of charge)**

The Per-Call blocking option stops your name and number from being sent to a Caller ID customer one call at a time. To use Per-Call blocking, pick up the receiver, press \*67 on your touch-tone phone or dial 1167 if you are calling from a rotary phone, listen for a confirmation tone followed by a dial tone, and dial the number you wish to call. Use this option only on calls when you don't want your name and number displayed.

**2. Per-Line Blocking (available free upon request)**

This option prevents your name and number from being displayed on all calls made from your telephone without dialing any additional number before placing a call. If you have Per-Line blocking, you can temporarily unblock your line on a single call so that your name and/or number will be displayed if the person you are calling has Caller ID service. To temporarily unblock your line before making a call, lift the receiver, listen for dial tone and press \*82 on a touch-tone phone or dial 1182 on a rotary phone. After hearing a confirmation tone and dial tone, dial the desired number.

These blocking options are provided without charge, but you do not have to use either one. If you have questions regarding the above services, please call the customer care center at (336) 879-5684, Monday through Friday, 8:00 a.m. to 5:00 p.m.

### **Anonymous Call Rejection (ACR)**

ACR enables the subscriber to reject calls from callers who have blocked delivery of their name and number to the called party, using either Per-Line or Per-Call Blocking. If you use one of the above options to block delivery of your name and number and call someone who subscribes to ACR, your call may be intercepted and sent to the following recorded announcement.

"The party you are trying to reach is not accepting calls from private numbers. Please hang up and dial \*82, then the number you are trying to reach."

If you hear this recorded announcement when you call someone, you can complete the call by unblocking delivery of your name and number. To deliver your name and number and place the call again, dial the call as instructed by the recorded announcement, or as described below.

- If your line is equipped with Per-Call Blocking and you encounter the ACR announcement, place the call by dialing the telephone number without first dialing \*67 on your touch-tone phone or 1167 on a rotary phone.
- If you subscribe to Per-Line Blocking and you hear the ACR announcement, place the call by pressing \*82 on your touch-tone phone or by dialing 1182 on a rotary phone and then dial the telephone number you wish to call.

### **Call Return**

Call Return enables a Randolph Telephone Membership Corp. subscriber to place a call to the telephone number associated with the most recent call received by pressing \*69 on a touch-tone phone or 1169 on a rotary phone. This feature may also announce the number of the caller to the called party. However, a call cannot be returned and the number cannot be announced using this feature if the most recent call came from a subscriber who blocked the delivery of their name and number using Per-Line or Per-Call blocking. Customers who attempt to use Call Return to call someone who blocks delivery of their name and number will hear a recorded announcement indicating that the call cannot be completed.

### **Calls to 800, 877, 888, 900 and 950 Numbers**

Some 800, 877, 888, 900 and 950 number subscribers and some local government E911 providers also subscribe to a service that delivers the caller's telephone number on all calls. This service, called Automatic Number Identification (ANI), uses a different technology from Caller ID and cannot be blocked.

The FCC ordered that this practice can continue; however, it placed limits on how your number can be used. ANI subscribers may not reuse or sell the information obtained from this service without your permission except to offer products or services directly related to the original call. You may ask the ANI subscriber not to call you in the future and your request must be honored by telemarketers.

### **Privacy Director**

Privacy Director is not a service offered by Randolph Telephone Membership Corp., however, a subscriber you try to call outside our service territory may subscribe to it. Privacy Director works with Caller ID and automatically intercepts calls from unavailable, unknown, blocked or private calls, and requires those callers to identify themselves before the subscriber's phone rings. Callers who have used Per-Line or Per-Call blocking to block delivery of their name and number will be given the option to unblock delivery of their name and number or state their name. Callers whose calling number is unavailable or unknown will be asked to state their name. Once the caller responds to these prompts, Privacy Director rings the subscriber's telephone and the subscriber decides if they want to accept the call. If the caller refuses to provide calling information, the call is disconnected without the subscriber's telephone ever ringing. Automated collect calls cannot be processed by the Privacy Director Service, however, callers may use a live operator to place collect calls to a Privacy Director subscriber. If you call a subscriber with Privacy Director, you will hear an announcement that you may be billed even if your call is not answered. If you are using a wireless phone, or if it is a long distance or another type of usage-sensitive call, you must hang up immediately to avoid charges. If you continue the call, charges will apply even if the line is busy or the phone is not answered. There will be no charge to the caller for local calls that do not normally incur usage type charges.

*These telephone features and others are described in your telephone directory on pages 28-37. Check out the directory or call us at (336) 879-5684 to learn how RTMC can provide a solution for all of your communications needs.*



*Randolph Telephone Membership Corp.  
3733 Old Cox Road  
Asheboro, NC 27205  
336-879-5684  
<http://www.rtmc.net>*

Local People. Superior Service.

## Discount Local Telephone Service

If you receive SSI, Food Stamps, Medicaid, Sec. 8 Housing Assistance, Energy Assistance (LHEAP) or Work First Family Assistance benefits, and the telephone service is in your name, you are eligible for local telephone service discounts through two programs called Link-Up and Lifeline.

Link-Up provides a 50 percent discount, up to \$30, off the price of connecting local telephone service.

Lifeline provides a discount of up to \$13.50 per month on the cost of local telephone service. Enrolling is easy. Here is how qualified persons can apply to receive these discounts:

### ■ If you do NOT have telephone service now:

Contact your local telephone company to order service and ask them to mail you a Link-Up/Lifeline application form.

Depending on the type of benefits you receive, take the form to your case worker at the Department of Social Services, your local SSA representative at Social Security or your Housing Authority or Section 8 official for approval.

The agency will mail the completed form to the telephone company.

The Link-Up discount appears on the first bill. If you request service to be installed before the approved form is received by the telephone company, you will not receive the Link-Up discount.

### ■ If you already HAVE telephone service:

Depending on the type of benefits you receive, contact your case worker, local

SSA representative, or housing official and have them complete the Link-Up/ Lifeline form and mail it to your telephone company.

The Lifeline discount will begin after the telephone company receives the approved form.

**NOTE:** If your telephone service has been disconnected for unpaid bills, you may still be able to get local service and use these discounts. Ask your telephone company for details. In addition, Lifeline and Link-Up benefits may be available from a wireless telephone provider. However, these benefits are only available to one telephone service per household.

## Native American Benefits

Native Americans who reside on federally recognized tribal lands may qualify for a Link-Up discount of up to \$100.00; and a Lifeline credit of up to \$25.00 per month, subject to a minimum telephone payment of \$1.00 per month. In addition to the qualifying programs identified above, Native Americans are also eligible for Link-Up and Lifeline if they receive Bureau of Indian Affairs Assistance, Tribal Administration Temporary Assistance for Needy Families, Head Start (based on the income standard), or free meals under the National School Lunch Program.

## Link-Up and Lifeline

programs are funded through state and federal contributions and are regulated in North Carolina by the North Carolina Utilities Commission. This brochure was produced and distributed through a task force, with broad consumer and industry representation, led by North Carolina Attorney General Roy Cooper.

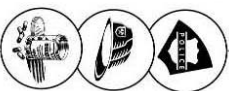
200,000 copies of this public document were printed at a cost of \$6,250.00, or \$0.03125 each, of which \$1,500.00, or \$0.0075 for each brochure, was public funds. April 2006

# Link-Up Lifeline

## Discount Local Telephone Service



For recipients  
of SSI, Food Stamps,  
Work First, Medicaid,  
Housing Assistance or  
Energy Assistance  
(LHEAP)




## Servicio telefónico local con descuento


Si usted recibe beneficios Seguridad de Ingreso Suplementario, Estampillas o Bonos de Alimentos, o participa en el Programa de Trabajo Primero, Ayuda para Vivienda (incluyendo la Sección 8), Ayuda para Electricidad (LIHEAP), y el servicio de teléfono está en su nombre, usted podría calificar para recibir descuentos en su servicio local de teléfono a través de los programas Link-Up y Lifeline.


Link-Up brinda un 50% de descuento, hasta \$30 del cargo de conexión del servicio telefónico mensual, y Lifeline, un descuento de \$ 13,50 por mes en su cuenta de servicio de teléfono local.


A continuación se encuentran las instrucciones a seguir para solicitar estos descuentos si usted califica:

### ■ Si usted NO tiene servicio de teléfono:

 Contacte a su compañía telefónica local para ordenar servicios, y pídeles que le envíen por correo una solicitud para el programa Link-Up/Lifeline.

 Dependiendo del tipo de servicios que usted recibe, lleve la solicitud a su trabajador social en el Departamento de Servicios Sociales, a su representante local en el Seguro Social para que la aprueben, o a su Autoridad de Vivienda o al Funcionario de la Sección 8, para su aprobación.


 La agencia enviará la solicitud aprobada a la compañía de teléfonos.

 El descuento mensual de Lifeline comienza una vez que la compañía de teléfono reciba la solicitud aprobada. El descuento de Link-up será aplicado solamente a su primera cuenta. Si usted pide que le instalen el servicio telefónico antes de que se reciba la solicitud aprobada, se le proveerá el servicio sin el descuento de Link-Up.

### ■ Si usted ya tiene servicio de teléfono:

 Dependiendo del tipo de servicios que usted recibe, contacte a su trabajador

social, o a su representante local del Seguro Social, pídeles que completen la solicitud de Link-Up/Lifeline, y que la envíen a la compañía telefónica.

 Su descuento de Lifeline comenzará tan pronto la compañía telefónica reciba la solicitud aprobada.

**NOTA:** Si su servicio telefónico ha sido desconectado por falta de pago, es posible que usted todavía pueda obtener servicio local y que pueda utilizar estos descuentos. Infórmese con la compañía telefónica al respecto. Adicionalmente, los beneficios de Lifeline y Link-Up están disponibles por parte de los proveedores de telefonía inalámbrica. Sin embargo, estos beneficios se limitan a solo un teléfono por cada residencia.

### Beneficios para Nativos Americanos

Los Nativos Americanos que residen en una propiedad de tribu reconocida por el gobierno federal podrán calificar para un descuento de Link-Up hasta de \$ 100,00 y un crédito de Lifeline hasta de \$ 25,00 por mes, sujeto a un cargo mínimo de \$ 1,00 por mes. Adicionalmente a los programas descritos arriba, los Nativos Americanos que reciben asistencia de Bureau of Indian Affairs Assistance, Tribal Administered Temporary Assistance for Needy Families, Head Start (basado en el standard de ingreso), o comidas gratis bajo el programa de National School Lunch Program, podrán calificar para recibir Link-Up y Lifeline.

**Link-Up and Lifeline** son programas que reciben fondos a través de contribuciones estatales y federales, y son regulados a través de la Comisión de Servicios Públicos de Carolina del Norte. Este folleto ha sido producido y distribuido a través de una unidad organizada, con una representación amplia de consumidores y miembros de la industria, bajo la dirección de Roy Cooper, Procurador General de Carolina del Norte.

200,000 copias de este documento fueron impresos al costo de \$6,250.00, o a \$0.03125 cada una, de los cuales \$1,500.00 o \$0.0075 de cada folleto fueron fondos públicos. Abril 2006.

# Link-Up Lifeline

## Servicio Telefónico Local con Descuento



Para personas que reciben beneficios Seguridad de Ingreso Suplementario, Estampillas o Cupones de Alimentos, el Programa Trabajo Primero, Medicaid, Ayuda para Vivienda, o Ayuda para Electricidad (LIHEAP)

