

## WELCOME!

We've designed our Annual Notice to help with any questions you may have regarding your North Dakota Telephone Company digital television, telephone, high speed data, and other services. You'll find customer service information, helpful telephone numbers and mailing addresses, as well as billing and technical details. We follow various policies and practices when providing you NDTC services. We summarize in this Notice the policies and practices that directly affect you. We may change these policies and practices in the future and, if that occurs, we will notify you. We regularly review our services, policies, and practices as part of our commitment to improve the quality of services we provide to our subscribers. We will send you a written, electronic, or other appropriate notice informing you of any changes and the effective date of those changes. If you find the changes unacceptable, you have the right to cancel your service. However, if you continue to receive services after the effective date of any changes we will consider that your acceptance of the changes. North Dakota Telephone Company is committed to providing you state-of-the-art technology and exceptional service to give you the finest services possible. We sincerely appreciate your business and look forward to serving all of your communications and entertainment needs.

## OUR PLEDGE TO YOU

It is our mission to provide quality, competitive communication services which enhance the quality of life for those we serve. NDTC's Board of Directors and employees will accomplish our mission through the expansion and improvement of our network in a fiscally responsible manner, acting as good stewards of our owners' investment. NDTC's Board of Directors and General Manager will continue to employ and develop a professional staff who shares our philosophy and who will advance as we advance. NDTC's Board of Directors and employees will act with the highest degree of honesty and integrity.

## A CLEAR PICTURE AND HOW TO KEEP IT

We do everything possible to make sure the picture you receive is the best it can possibly be. If you're experiencing reception problems there could be a quick easy solution right in your home. Before you call us, please review the following troubleshooting checklist: (1) Make sure your TV and set-top-box are plugged into a live electrical outlet. Make sure your TV and set-top-box are turned on. You may need to re-boot your STB by unplugging the thin black power cord found on the back of the STB, or by unplugging it from the electrical outlet and plugging it back in again. (2) Ensure your TV is tuned to the proper input (3) Check all connections to your TV, VCR and set-top-box. (4) Make sure the batteries in your remote are working properly. (5) Check to see if the problem is isolated to one TV or all TV's. If you have tried all the items on this checklist and the problem is still not resolved, please visit our website, [www.goNDTC.com](http://www.goNDTC.com), or call the NDTC Customer Service Department at 1-800-880-4213. While we do everything possible to ensure trouble-free reception, from time to time equipment failures can occur.

## BILLING POLICIES AND PROCEDURES, QUESTIONS AND ANSWERS

Your North Dakota Telephone Company monthly statement not only gives you a listing of your charges, payments, and credits it also may contain special messages, such as those regarding service or price changes. Please take the time to read the monthly messages and review your bill carefully to make sure your name, address and other billing information are correct. Generally, you will be billed at the same time each month.

### What fees and taxes are on my bill?

\* Residential Access Line Charge - This is a charge proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.

\* 911 - This charge is imposed by local governments to help pay for emergency services such as fire and rescue.

\* Federal Excise Tax - This is a three percent tax mandated by the federal government (not the Federal Communications Commission (FCC)). It is imposed on all telecommunications services, including local bills.

\* (Federal) Subscriber Line Charge - This was instituted after the break-up of AT&T in 1984 to cover the costs of the local phone network. This charge may appear as "FCC Charge for Network Access," "Federal Line Cost Charge," "Interstate Access Charge," "Federal Access Charge",

"Interstate Single Line Charge", "Customer Line Charge", or "FCC Approved Customer Line Charge". The FCC caps the maximum price that a company may charge for this. This is not a government charge or tax, and it does not end up in the government's treasury but is used to invest and implement new services in high cost rural areas.

\* State & Local Municipal Tax - This charge is imposed by state, local and municipal governments on goods and services. It may also appear as a "gross receipts" tax in some states.

\* Telecommunications Relay Services Charge - This state charge helps to pay for the relay center that transmits and translates calls for hearing-impaired and speech-impaired people.

\* FUSC Charge (Federal Universal Service Charge) - The Federal Universal Service Fund is designed to provide discounted telecommunications services to schools, public libraries and low income consumer customers. The Federal Universal Service Charge (FUSC) charged by telecommunication companies is mandated by the Federal Communications Commission. This charge is applied upon interstate, international call usage, and wireless.

### When is my bill due?

The bills you receive will show the payment due date and the amount of the payment due. When you subscribe to our services, you agree to pay us monthly for that service and for any other charges due us, including any administrative late fees and related fees, charges, and assessments due to late payments or non-payments, any returned check fees, and other separate or additional fees. Payments received from you will be deemed to be voluntarily paid.

### What if there is a billing error?

If there are billing errors or other request for credit, you must bring those to our attention within 90 days from the time you receive the bill for which you are seeking correction.

### Why is my payment not reflected on my current statement?

If a payment is received after we process your next month's bill, it may not show on your current statement but will appear on the following month's statement.

### What is the disconnect policy?

Subject to applicable law, your service may be disconnected if you do not pay your bill by the due date indicated on your Final Notice statement. We may require you to pay all past due charges, a reconnection fee, and/or possibly a minimum of one month's advanced charges before we reconnect your service. If disconnected for non-pay and you do not reconnect, any equipment must be returned to us. Further, if equipment is not returned your account will be charged and/or criminal charges may be pressed. If your account is delinquent for more than 30 days, your service may be disconnected. You may request that your service be disconnected at any time. Your billing for service will stop the date you request to have the service disconnected, pending all equipment has been returned. To avoid any further liability, all equipment required must be returned to NDTC at the time of disconnection.

## PROTECTION OF PERSONAL INFORMATION

This notice is being provided in accordance with the Cable Communications Policy Act of 1984, a federal law which requires all cable operators to notify subscribers of the collection, use and disclosure of personally identifiable information regarding a cable subscriber. We consider the privacy of our subscribers to be very important, and we are committed to keeping nonpublic personal information about our subscribers secure and confidential. This summary of our Privacy Policy is provided to you pursuant to federal law. It does not represent change in our policies. We always have regarded subscriber information as confidential. In the following paragraphs we will describe the types of personal information we collect, what we may do with it, how we protect it, how long we keep the information, your right to review it, correct errors in it, and to enforce your rights. With respect to our internal security procedures, we maintain physical, electronic and procedural safeguards to protect your nonpublic personal information, and we restrict access to this information.

## Disclosure of Information—Personal Privacy Protection

To protect the integrity of your account with North Dakota Telephone Company, you will be asked to verify specific personal information when you call or visit one of our Customer Service personnel. North Dakota Telephone Company will strive to protect your privacy and will not release personal information in relation to your account except to those businesses or individuals to which it is lawfully permitted to do so. We may disclose personally identifiable information about you to others without your consent if necessary to conduct a legitimate business activity related to a service provided by us to you. For example, if necessary we may disclose without your consent your name, address, or other subscriber information we have collected to an affiliate; (a) to assist us in providing administrative, customer assistance or other customer services; (b) to prepare, print and/or deliver monthly invoices for our services or other marketing or informational materials we would like to distribute to our customers; (c) to prepare and conduct subscriber surveys that allow us to assess and enhance our services that we provide to you; (d) to collect a past due bill; or (e) to develop and/or maintain software for us. We also will refuse to disclose any personal information pertaining to you to a governmental agency unless forced to do so by a court order or subpoena.

### Noncompliance

If you believe we have violated your privacy rights as established by law, in addition to other remedies that may be available to you, you may bring a civil action against us in a United States District Court.

### Telephone Service Information

There are special rules governing use of information we obtain from our telephone customers. They are described in the section of this notice titled "Notice of Rights Concerning Use of Customer Proprietary Network Information."

## COMPLAINT RESOLUTION

In compliance with the requirements of Section 76 of the FCC Rules, we are required to inform you that North Dakota Telephone Company has in effect the following procedures to ensure that any complaints that may arise concerning the technical quality of the cable television signals we deliver to you are promptly and efficiently resolved:

1. All complaints concerning the technical quality of the television signals we provide to you should be put in writing and sent to the following address: North Dakota Telephone Company, P.O. Box 180, Devils Lake, ND 58301. Alternatively, you may call NDTC at 1-800-880-4213 to discuss the problem with one of our customer service representatives. 2. All complaints received concerning the technical quality of the cable television signals will be logged in on the same day of receipt. The date, time and nature of the complaint will be noted, as well as the name, address, and telephone number of the subscriber. 3. Complaints concerning the technical quality of television signals will be investigated by a service technician. If the problem can be resolved without a service call to your premise, you will be advised of this and the resolution of the complaints will be noted in our trouble ticket software, which is maintained by the company. 4. All reasonable efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact NDTC at 1-800-880-4213, and we will review the complaints and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reason we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact: General Manager – NDTC, 211 22<sup>nd</sup> St NW, Devils Lake, ND 58301, or the appropriate local franchising authority.

2. Closed Captioning Issues Contact Info: Tel: 701-662-1100 or 800-880-4213, Fax: 701-662-6444, or Email: [scn@ndtel.com](mailto:scn@ndtel.com).

Closed Captioning Complaints: North Dakota Telephone Company, Rich Ellison, Network Services Manager, PO Box 180, Devils Lake, ND 58301-0180, Tel: 701-662-1100 or 800-880-4213, Fax: 701-662-6444 Email: [scn@ndtel.com](mailto:scn@ndtel.com).

## CUSTOMER CONCERN RESOLUTION

Should you have any questions or concerns regarding your North Dakota Telephone Company service, we urge you to call our Customer Service Department at 1-800-880-4213. This number also is provided on your monthly statement. You may submit your concern in writing. When writing to us, please include your name, address, telephone number, and description of the error, and mail to the following address: Attn: Customer Service, North Dakota Telephone Company, PO Box 180, Devils Lake ND 58301. Or you may email us at

[service@ndtel.com](mailto:service@ndtel.com). If you have a telephone service complaint you feel is not being resolved to your satisfaction, you may contact your state public utility commission. In North Dakota call the Public Service Commission (PSC) at 1-701-328-2400.

## Do-Not-Call Policy

The National Do Not Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. You can register your number online at [WWW.DONOTCALL.GOV](http://WWW.DONOTCALL.GOV) or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free.

## Notice of Rights Concerning Use of Customer Proprietary Network Information

From time to time North Dakota Telephone Company (NDTC) changes its service offerings and makes available additional features and services, which may enhance and augment the services to which you are already subscribed. In order for us to determine which customers may benefit from the new services and enhancements, we will use information about your account that is within our database, legally referred to as Customer Proprietary Network Information (CPNI) unless you restrict that use in the manner described below. CPNI includes information such as which long distance carrier and plan to which you are subscribed, and the associated charges for those plans. Use of this data will allow NDTC to tailor its service offerings to your individual needs.

For this purpose, CPNI data will be used by NDTC, its subsidiaries, and affiliates only. This data will not be shared by NDTC with any other outside source except as necessary and required to provide the service(s) to which you are already subscribed, unless we are legally compelled to.

You have a right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. To restrict the use of your CPNI data, you must contact our business office at 1-800-880-4213 or [service@ndtel.com](mailto:service@ndtel.com) within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial of approval for NDTC to use this data 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.

## GENERAL INFORMATION

### FCC Address:

Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Washington, D.C. 20554, 1-888-225-5322, TTY: 1-888-835-5322

### Call Before You Dig

There may be underground utility cables located in your yard. Digging into an underground cable line, phone line, electric cable, gas line or water and/or wastewater line could result in serious personal injury, service interruptions, property damage or pollution of the environment. If utility lines are cut you may be liable for charges. Please call the number for your state to locate underground utility cables at least 48 hours before you dig: Quick access to 'One-Call' centers by dialing 811 or North Dakota 1-800-795-0555.