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763.314.0100 | FiberNetMonticello.com

GENERAL PHONE INFORMATION

ADDITIONAL SERVICE OPTIONS

FiberNet offers a full range of services that help make your home telecommunications easier. Add value priced options to your basic service to meet all your calling needs. Call our Customer Care Consultants today at 763-314-0100 to get connected to any or all of these services: Internet, phone, television and more.

VOICEMAIL

Replace the uncertainty of your home answering machine with FiberNet's Voicemail—a messaging system so reliable it even works when the power is out! Feature-rich and value-priced, Voicemail captures all calls with a personal greeting in your voice, receives messages when you're on the phone and lets you privately access messages from any touch-tone phone. No additional equipment or maintenance is necessary to use this powerful and flexible service.

TELEPHONE DIRECTORY & LISTING

As a customer of FiberNet, you will continue to receive a free issue of the yellow pages directory for your area. Your listing will also be included in the directory free of charge. If you choose to have your number removed from the directory as either non-listed or non-published, please let our Customer Care Consultants know. Charges for non-listed or non-published will apply.

OPERATOR SERVICES & DIRECTORY ASSISTANCE

- **Directory Assistance** - Dial 411
Rates and surcharges do apply for directory assistance calls. FiberNet provides up to 50 free directory assistance calls to the blind.
- **Operator Services**
Rates and surcharges do apply for Operator assisted calls such as: Person-to-Person, Collect and Third Party.
- **900/976 BLOCKING**
Prevent unwanted long distance charges by restricting calls that being with 900 or 967.
- **TOLL BLOCKING**
Prevent unwanted local toll or long distance charges by restricting calls with toll charges.

CHOOSING A LONG DISTANCE CARRIER

You may choose almost any long distance carrier you wish. However, there are certain benefits to choosing FiberNet Long Distance Service. Most importantly, with FiberNet Long Distance, your long distance charges will appear on your FiberNet bill. If you select any other carrier, you will be billed separately. To sign up for FiberNet Long Distance Service, simply contact an FiberNet representative.

If you choose a long distance carrier other than FiberNet, you must contact that company directly. Once you've signed up for your service, please contact FiberNet to notify us of your selection.

After you've established service, it's a good idea to verify your long distance carrier. Simply dial toll free **1-700-555-4141** (for your InterLATA carrier) and **1-507-555-4141** (for your IntraLATA carrier) from your telephone line. You will receive a recorded message stating which carrier is assigned to that line.

CASUAL BILLING

No matter which long distance carrier you choose, it is very important that you select a calling plan. Your FiberNet representative will assign your long distance calls to whichever carrier you choose; however, if you do not sign up for a particular plan, you will be billed as a "casual user" and charged as much as three times the normal plan rates.

TOLL RESTRICTIONS

For those concerned with the potential abuse of their telephone, several long distance blocking restrictions are available. Ask your FiberNet representative for details.

NATIONAL DO NOT CALL REGISTRY

In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry by telephone or by Internet at no cost. To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236.

You must call from the phone number you wish to register. You can register on-line for the national Do-Not-Call Registry via the internet at www.donotcall.gov.

Inclusion of your telephone number on the national Do-Not-Call Registry will be effective 31 days after registration. Your number will remain on the registry permanently. You are allowed to remove your number from the registry at any time.

If you continue to receive telemarketing sales calls or robocalls, you can file a complaint by visiting www.donotcall.gov, or by calling 1-888-382-1222 (TTY 1-866-290-4236).

MINNESOTA TELEPHONE ASSISTANCE PLAN AND LIFELINE

The Minnesota Telephone Assistance Plan (TAP) program is a state-funded monthly discount on local telephone service for qualified residents. Lifeline is a federally funded discount on local telephone or broadband service for qualified residents. Qualifying households located on Tribal lands may receive an additional discount on local telephone activation charges through the Link-up program. For more information call us at 763-314-0100.

STOP YOURSELF FROM BEING SLAMMED!

Slamming occurs when your local or long distance service is switched without your consent. You should always carefully check your monthly telephone bill to verify that your service has not been switched without your authorization. At your request, FiberNet can put a Local or Long Distance Carrier Freeze on your line for no additional charge. This precaution ensures your service will not be switched without your consent. If you would like a Carrier Freeze put on your line, please complete our Carrier Freeze form and return it with your FiberNet bill payment.

RESTRICTION OF USE OF CUSTOMER PROPRIETARY INFORMATION

You have the right to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you make changes:

FiberNet Monticello

Attention: Subscriber Policy

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