



## Account Update Form

### I WANT TO:

ADD/CHANGE A SERVICE    ADD AN AUTHORIZED USER    CHANGE MY NAME    MOVE SERVICES

### APPLICANT

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_ ACCOUNT #: \_\_\_\_\_

CURRENT SERVICE ADDRESS: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

NEW SERVICE ADDRESS: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

EMPLOYED/SELF EMPLOYED    RETIRED    UNEMPLOYED   EMPLOYER: \_\_\_\_\_

**CO-APPLICANT** NAME: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_

### CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

The FCC governs the use and disclosure of certain Customer Proprietary Network Information (CPNI) and require customers to establish a password to help protect that information. Corn Belt Telephone / Corn Belt Communications may respond to your inquiries regarding call detail information or certain account information in three ways: **1) you would have to provide your pre-established password 2) we could call the telephone number listed on your account or 3) we could mail the information to the address on record.** To establish your password, you must complete the info below. **The password you choose CAN NOT be related to your family history or account information (account number, home address, social security number, mother's maiden name, etc.). This form will establish a password and back-up question only for the purpose of service and account inquiries, including inquiries relating to CPNI.**

**DESIGNATED PASSWORD FOR ACCOUNT INQUIRIES:** \_\_\_\_\_

**DESIGNATED BACK-UP QUESTION AND ANSWER (CHOOSE 1 OF THE FOLLOWING):**

What is your favorite sitcom? \_\_\_\_\_

What City and State were you born in? \_\_\_\_\_

What is the name of your favorite teacher? \_\_\_\_\_

What is the name of your favorite or first pet? \_\_\_\_\_

What is the name of the High School you attended? \_\_\_\_\_

**SERVICES**

DO YOU RENT OR OWN THIS PROPERTY?  RENT  OWN

LANDLORD NAME: \_\_\_\_\_ LANDLORD PHONE #: \_\_\_\_\_

\_\_\_\_\_ (INITIAL HERE) REQUIRED Each service requires a refundable \$100 deposit. I understand that the deposit must be paid in full prior to receiving the service.

\_\_\_\_\_ (INITIAL HERE) REQUIRED There is a one-time non-refundable installation charge of \$125.00 for service that must be paid in full prior to receiving our service.

\_\_\_\_\_ (INITIAL HERE) OPTIONAL Inside Wire Maintenance. \$2.99/mo This covers repairs to the wiring from the external NID into your home and jacks. It does not include customer owned equipment, problems caused by willful damage or wiring not done to industry standards.

**PHONE SERVICES**

LOCAL PHONE ..... \$100.00 deposit

Would you like to be listed in the directory?  YES  NO

If yes, how would you like your name(s) to appear? \_\_\_\_\_

- LONG DISTANCE PLAN**
- PAY AS YOU TALK \$0.14/min
  - N-100 \$8/mo
  - N-250 \$20/mo
  - N-500 \$40/mo
  - N-750 \$60/mo
  - N-1000 \$80/mo
  - N-1250 \$100/mo
  - N-1500 \$120/mo
  - N-1750 \$140/mo
  - N-2000 \$160/mo
  - N-3000 \$240/mo
  - N-4000 \$320/mo
  - N-5000 \$400/mo

- CALLING FEATURES AVAILABLE FOR ADDITIONAL CHARGE**
- VOICE MAIL \$2/mo
  - CALL WAITING \$2/mo
  - CALLER ID \$3/mo
  - TEEN/DISTINCTIVE RING \$2/mo
  - 3 WAY CALLING \$2/mo
  - OFF PREMISE EXTENSION \$5/mo
  - CALL FORWARDING \$3/mo

**INTERNET SERVICES**

HIGH SPEED INTERNET .....\$100.00 deposit

- Router Rental \$5.99/mo
- Router Rental + Wire Maintenance Bundle \$7.99/mo

**FIBER OPTIC SPEEDS**

- Bundled Internet \$39.95/mo
- 5 Mbps D 5 Mbps U \$39.95/mo
- 25 Mbps D 5 Mbps U \$54.95/mo
- 75 Mbps D 5 Mbps U \$69.95/mo
- 150 Mbps D 5 Mbps U \$99.95/mo
- Additional Upload 25 Mbps per \$5.00/mo
- 25 Mbps \$5.00/mo
- 50 Mbps \$10.00/mo
- 75 Mbps \$15.00/mo
- 100 Mbps \$20.00/mo
- Other Upload: \_\_\_\_\_

**FIXED WIRELESS**

- Ask for speeds/pricing.

**CABLE TELEVISION**

CABLE TV .....\$100.00 deposit

- CBT DIGITAL CABLE TV (90+ Channels) See brochure or ask for pricing.

**AUTOPAY**

If you would like to set up Automatic Payments, please also complete an Automatic Payment Authorization Form.

## THE DISCLOSURES

**HIGH SPEED INTERNET SERVICE POLICY (IF APPLICABLE)** In the best interest of service quality, Corn Belt Telephone has adopted the following practices in regard to High Speed Internet Service Features. Corn Belt Telephone will provide High Speed Internet Service Features to a Subscriber with the following conditions known to the Subscriber via their signature on this policy statement.

Internet Subscribers are bound by netINS, Inc. Acceptable Use Policy at [www.netins.net/acceptable\\_use\\_policy](http://www.netins.net/acceptable_use_policy). This service is provided over various means of infrastructure, including but not limited to twisted pair copper, coax cable, fiber optics and wireless transport. Although Corn Belt strives to provide quality and uninterrupted service, there is no guarantee of uninterrupted service or of service quality.

Wireless services have many issues that can create service problems. Service is degraded by atmospheric conditions, the same as radio and television. Trees and other vegetation also create problems. If you have a lot of trees in your area or between your location and the tower site, you can experience service problems, even after working fine for months. Please understand these issues exist and are beyond our control.

Connection speeds start at 3 Mbps, depending on service location and transport medium. All speeds are at best effort industry standards. No data rates are guaranteed.

**Disconnection of service can occur due to any of the following conditions: 1) Late payment for any reason, 2) Any unlawful use of services, 3) Redistribution of services outside subscribers subscribed address location, 4) Other subscriber issues not in the best interest of Corn Belt Telephone Company.**

Subscriber understands the loss of electrical power, for any reason, to the computer, modem, router, server, receiver, transmitter or any other network equipment, will cause service to fail.

Subscriber also understands that this service can be discontinued by Corn Belt Telephone Company at any time, for any reason, without prior notice.

The person signing this policy represents that he or she is the Authorized or designated Subscriber to the High Speed Internet Service Feature.

**e-STATEMENTS (IF APPLICABLE)** This agreement provides consent to receive Customer Statements for service accounts for your Corn Belt Telephone Company, Inc. accounts by electronic delivery as they are available. The electronic service statements are called E-Statements. To receive your statements electronically, you will need access to the Internet and a device to receive and view your email. Additionally, you will need access to a printer or the ability to download the information, in order to keep copies for your records. By signing below, you understand and agree that you can meet these requirements. You are responsible for providing us with updated contact information, such as changes to your email address. You may contact us in person at 108 Main Street, Wall Lake, Iowa 51466 or by phone at 712-664-2221 or by mail at PO Box 445, Wall Lake, Iowa 51466. Each statement period we will send you an email with your statement attached. You understand that you have a duty to exercise reasonable promptness in examining the E-Statement to determine whether account charges and/or payments received or not received are accurate. It is your responsibility to print the electronic statement or save it in an electronic format for future reference. You have the right to withdraw your consent to receive E-Statements at any time by canceling your enrollment in the service. You can do this by contacting us in person at 108 Main Street, Wall Lake, Iowa 51466 or by phone at 712-664-2221 or by mail at PO Box 445, Wall Lake, Iowa 51466. Please do not reply directly to the (no reply) email address sending your E-Statements. There is no fee to withdraw your consent to receive statements electronically. We will use commercially reasonable measures, consistent with industry standards, to maintain security of the information contained in the electronically delivered account statement(s) and notices.

By signing below you are authorizing Corn Belt Telephone Company, Inc. to deliver statements for the Corn Belt Telephone Company, Inc. account(s) identified by electronic means. You understand and agree that by requesting electronic delivery, you will NOT receive statements in paper form delivered by regular United States Postal Service mail unless you specifically discontinue the E-Statement service as described in this disclosure. You agree that electronic delivery will satisfy Corn Belt Telephone Company, Inc.'s requirement to provide you a periodic statement of your account(s). Your consent shall remain valid until such time as you exercise your right to revoke this consent. Corn Belt Telephone Company, Inc. retains the right to discontinue this service at any time. Your E-Statement service can be discontinued if the email notice is returned undeliverable for any reason. Should your E-Statement service be discontinued, Corn Belt Telephone Company, Inc. will resume the paper delivery of your statement via the United States Postal Service.

**RETURN IT TO US! Please return this form to us by one of the following methods:**

Stop by our office at 108 Main Street, Wall Lake, Iowa during business hours 8:00a – 12:00p and 1:00p – 5:00p Monday thru Friday, drop it in our night deposit on the front of our building 24 hours a day, 7 days a week, or mail it to us at Corn Belt Telephone, PO Box 445, Wall Lake, Iowa 51466.

**AUTHORIZATION A signature is required to activate services.** By signing this application, I agree that the information provided within is true and correct to the best of my knowledge. For CPNI, by signing below, the customer is providing the company with express, written approval to use the enclosed password and back-up question before providing any information regarding service and account inquiries made by the account owner or designated account users. This approval includes responses to inquiries related to the customer's services, to inquiries concerning call detail information and account information, including Customer Proprietary Network Information.

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**APPLICANT SIGNATURE**

**DATE**

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**CO-APPLICANT SIGNATURE**

**DATE**



## Letter of Agency - Residential

**If porting your existing telephone number from your existing provider over to Corn Belt Telephone, please complete the following Letter of Agency to authorize the porting process.**

I, \_\_\_\_\_ of \_\_\_\_\_ do hereby  
NAME ADDRESS  
choose Corn Belt Telephone, 108 Main St., Wall Lake, Iowa as my local telephone and long distance provider. I am authorized to sign on behalf of the name and address listed above.

This Letter of Agency is effective: DATE \_\_\_\_\_

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**BY CUSTOMER**

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**CURRENT PHONE NUMBER**

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**CURRENT PHONE PROVIDER**

## THE BASICS

**BUSINESS HOURS** Corn Belt Telephone has established business hours that we are available in person and by phone. Our office at **108 Main Street, Wall Lake, Iowa 51466** is open from **8:00am-12:00pm and 1:00pm-5:00pm** Central Time, **Monday through Friday** weekly. You can reach us by phone at **712-664-2221**. We provide a message line, available for customers to leave a message along with their contact information at the same number, in the event that we are closed or not available. We also provide an on call technician for service trouble issues on weekends and holidays. You can also contact us via our Contact Form on our website, [www.cornbelttelephone.com](http://www.cornbelttelephone.com) or you can message us on Facebook at [www.facebook.com/cornbelttelephone](https://www.facebook.com/cornbelttelephone).

**APPLYING FOR SERVICE** To apply for service at Corn Belt Telephone Company, you will be asked to fill out the necessary forms we require for the services you desire. Services available include but are not limited to Telephone Service (Local Calling, Long Distance Calling and Calling Features), Cable Television Service, Fiber Optic Internet Service, Fixed Point to Point Wireless Service, Automatic Payments and eStatement Delivery.

- ◆Telephone Services require: Service Application (Residential or Business) or Account Update Form (for existing customers)
- ◆Cable Television Service requires: Service Application (Residential or Business) or Account Update Form (for existing customers)
- ◆Fiber Optic and Point to Point Fixed Wireless Internet Service requires: Service Application (Residential or Business) or Account Update Form (for existing customers)
- ◆Automatic Payments require: Automatic Payment Authorization Form
- ◆eStatement Delivery requires: eStatement Authorization

In addition to a completed Application for Service, we may ask to identify you with your Drivers' License.

A Service Deposit(s) is required for service activation. A refundable deposit of \$100.00 per service will be held for 12 months and returned to the owner of the account on record, as long as the account is current and not regularly past due.

**INSTALLATION** Corn Belt Telephone does not have any rented or leased customer equipment other than landline telephones. That means no set top box is required for Cable TV Service, and you may provide your own router for Wireless Internet Service. Your \$59.95 Installation/Activation Charge includes your Account Setup and Service Activation. Corn Belt Telephone does not employ Computer Technicians and does not connect or set up your devices to your home network. We will initially set up your router to make sure it connects to our Internet via an Ethernet Port and verify that Internet Service, Cable Television and/or Phone Service is working to the home or business. Additional Jack Installation is billed at parts + labor if additional jacks within the home are requested.

## YOUR ACCOUNT

**ACCOUNT OWNERS** When applying for service, make sure to include who you want to have access to your account and information on your service application (such as your spouse). Corn Belt Telephone can only provide account information, such as balance due, or accept changes to the account (such as seasonal disconnects or changes to Internet speed) from account owners on file.

**PROTECTING YOUR INFORMATION (CPNI, CUSTOMER PROPRIETARY NETWORK INFORMATION)** The FCC governs the use and disclosure of certain Customer Proprietary Network Information (CPNI), and require customers to establish a password to help protect that information. Corn Belt Telephone may respond to your inquiries regarding call detail information or certain account information in three ways: 1) you would have to provide your pre-established password 2) we could call the telephone number listed on your account or 3) we could mail the information to the address on record.

To establish your password, you must complete a Corn Belt Telephone CPNI form. The password you choose CAN NOT be related to your family history or account information (account number, home address, social security number, mother's maiden name, etc.). This form will establish a password and back-up question only for the purpose of service and account inquiries, including inquiries related to CPNI.

**BILLING CYCLES AND YOUR STATEMENT** Billing Cycles end on the 15th of every month. You will be charged for services from those dates on a monthly basis. Payments are due on the 10th calendar day of every month. A statement detailing your monthly billing will be cut on (or near) the 15th calendar day of the month, and either mailed to your address on file or emailed to your email address authorized for eStatements shortly thereafter. You have until the 10th calendar day of the following month (approximately 23-26 calendar days, depending on the month of the year) to make your payment before your account is considered past due. If a payment is not made by the due date, a late fee of \$6.00 will be assessed to your account. If a payment is not made by the 10th of the month, a Disconnect Notice, also known as a Final Notice, will be mailed to your address on file. If a payment or arrangement has not been made by the date listed on the Notice, your services will be suspended and a reconnect fee of \$35 will be assessed to your account. To have services resumed, the balance due and reconnect fee must be paid in full.

**PAYMENTS** Payments can be made by mailing your payment to us at Corn Belt Telephone, PO Box 445, Wall Lake, IA 51466, by dropping your payment in our secure Night Drop located on the front of our building next to the alley located at 108 Main Street, Wall Lake, IA 51466, over the phone using a Credit or Debit card by calling us at 712-664-2221 during normal business hours, by stopping by our office located at 108 Main Street, Wall Lake, IA 51466, or by signing up for either ACH Checking Withdrawal or Credit/Debit Card Automatic Payments.

**RESPONSIBILITY** Corn Belt Telephone will provide each customer with a current copy and itemization of charges incurred on their account, as well as make a reasonable effort to deliver that statement to the customer at the address (or email address) on file. Corn Belt Telephone is not responsible for statements lost in the mail or otherwise not received by the customer. It is the responsibility of the account owner(s) to ensure that payment is made by the due date (10th calendar day) of every month to avoid service interruption and/or late or reconnect fees. It is the customer's duty to inform Corn Belt Telephone of any mail delivery changes such as mailing address or email address.

**CPNI MARKETING OPT OUT** Corn Belt Telephone would like to use your CPNI to more effectively market communications related products and services that you do not currently subscribe to – unless you tell the company not to do so. By opting out, you will be denying use of your CPNI for this purpose. To Opt Out, please write to Corn Belt Telephone attn: Opt Out at PO Box 445, Wall Lake, Iowa 51466. You only need to respond if you DO NOT WANT Corn Belt Telephone to use your CPNI for internal marketing.

## DATA SECURITY

Your privacy is very important to Corn Belt Telephone and we are committed to protecting your information from unauthorized access. We will use reasonable organizational, physical, technical and administrative measures to protect personal information within our Company. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us.

# SERVICE POLICIES

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Subscriber understands the loss of electrical power, for any reason, to the computer, modem, router, server, receiver, transmitter or any other network equipment, will cause service to fail.

Subscriber also understands that this service can be discontinued by Corn Belt Telephone Company at any time, for any reason, without prior notice. The person signing this policy represents that he or she is the Authorized or designated Subscriber to the High Speed Internet Service Feature.

**TROUBLE TICKETS** Corn Belt Telephone makes every effort to ensure that your subscribed services function at the best of their ability. In the event that you experience loss of service or service complications, you can reach out to us at 712-664-2221, on our website or at our office during normal business hours. An On Call Technician is also staffed for weekends and holidays, and can be reached via message at 712-664-2221. Prior to dispatching a technician, we may ask you to attempt to self-troubleshoot your issue. If service is working up to your home or business but a piece of customer owned equipment (i.e. Wireless Router, Television, and Cordless Phone) is causing the service issue and a technician is dispatched, a Service Charge/Trip Charge and Labor will be billed to your account. Common issues caused by customer owned equipment include but are not limited to:

- ◆Telephone receiver off hook.
- ◆TV tuner gone bad.
- ◆Equipment unplugged. (TV, Wireless Router, Phone, Battery Backup)
- ◆Router gone bad. (Bypass your router by directly plugging into your Ethernet port to verify Internet Service is working.

**ACCEPTABLE USE POLICY** This Acceptable Use Policy ("AUP") governs high speed Internet service provided to you by Aureon (together with any subsidiaries or affiliates providing your service, hereafter "netINS, Inc.", "we" "us" or "Company") and includes the following terms and provisions as the same may be amended or modified from time to time as provided herein. The terms and provisions of this AUP are without limitation of any rights to suspend or terminate service that Company otherwise possesses under your Agreement or applicable law.

- ◆Applicability. This AUP applies to you as a customer and to any other person, authorized or abusive, using your service (each such person, a User). For purposes of this AUP, your use includes, and you are responsible for, the use of all Users who access service through your account. It is your responsibility to take precautions to limit access to service to approved Users.

- ◆Compliance Required. Pursuant to your Agreement, all customers have agreed to and must comply with this AUP. Company reserves the right to terminate or suspend service immediately or to otherwise disconnect, remove, block, filter or restrict your use of service if Company determines, in its sole discretion that such use is illegal or violates this AUP. Company will cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. If Company believes that you have used service for an unlawful or abusive purpose, Company may forward the relevant communication and other information, including your identity, to the appropriate authorities for investigation and prosecution. You hereby consent to Company's forwarding of any such communications and information to these authorities. In addition, Company may provide information in response to law enforcement requests, lawful government requests, subpoenas, court orders, to protect its rights and property and in the case where failure to disclose the information may lead to imminent harm to you or others. Company also reserves the right to take action on abuse which is not specifically named in this AUP at the sole discretion of Company. Use of the Company's systems and network constitutes understanding and agreement of this policy.

- ◆Prohibited Uses and Activities. This AUP identifies certain uses and activities that Company considers to be unlawful or abusive and therefore strictly prohibited. The examples listed herein are non-exclusive and are provided solely for guidance to customers. Company, at its sole discretion, reserves the right to discontinue service for any unlawful use. In the event of uncertainty as to whether any contemplated use or activity is permitted, please contact a customer service representative for assistance. In addition to any other illegal or abusive uses or activities, the following constitute violations of this AUP:

- ◆Unlawful Use: Using service in any manner that violates local, state or federal law, including without limitation using service to transmit any material (by e-mail or otherwise) whose transmission is unlawful under any local, state or federal law applicable to such transmission.

- ◆Copyright or Trademark Infringement: Using service to transmit any material (by e-mail, file sharing software, direct download, FTP sites or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of Company or any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, the digitization and distribution of copyrighted video or music, and the unauthorized transmittal of copyrighted software. protect their works or using service to produce or disseminate technology primarily designed or produced to circumvent DMCA protections, that have only limited commercially significant purpose or use other than to circumvent; or that are marketed for use in circumventing DMCA protections.

- ◆Violation of the Digital Millennium Copyright Act (DMCA): Using service to circumvent any technological measures used by copyright owners to protect their works or using service to produce or disseminate technology primarily designed or produced to circumvent DMCA protections, that have only limited commercially significant purpose or use other than to circumvent; or that are marketed for use in circumventing DMCA protections.

- ◆Harm to Minors: Using service to harm, or attempt to harm, minors in any way; including but not limited to activities involving child pornography or the sexual exploitation of children.

- ◆Threats: Using service to transmit any material (by e-mail or otherwise) that illegally threatens or encourages bodily harm or destruction of property.

- ◆Harassment and Cyberbullying: Using service to transmit any material (by e-mail or otherwise) that unlawfully harasses another.

- ◆Fraudulent Activity: Using service to make fraudulent offers to sell or buy products, items or services, or to advance any type of financial scam such as pyramid schemes, Ponzi schemes, unregistered sales of securities, securities fraud and chain letters.

- ◆Forgery or Impersonation: Adding, removing or modifying identifying network, message or article header information in an effort to deceive or mislead is prohibited while using service. Attempting to impersonate any person by using forged headers or other identifying information is prohibited.

- ◆Unsolicited Commercial E-mail/Unsolicited Bulk E-mail: Using service to transmit any unsolicited commercial e-mail or unsolicited bulk e-mail. Activities that have the effect of facilitating unsolicited commercial e-mail or unsolicited bulk e-mail, whether or not that e-mail is commercial in nature, are prohibited. Using deliberately misleading headers in e-mails sent to multiple parties is prohibited.

K  
E  
E  
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Y  
O  
U  
R  
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S

♦ **Intentional Network Disruptions and Abusive Activity:** Using service for any activity that adversely affects the ability of other people or systems to use service or third party Internet-based resources. This specifically but without limitation includes excessive consumption of network or system resources whether intentional or unintentional. This also includes denial of service (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited. The transmission of viruses, malware, or engaging in mail bombing, chat flooding, cybersquatting, and similar unlawful behavior is also prohibited. Attempting to circumvent user authentication or security of any host, network, or account on Company's systems or the Internet at large ("cracking"). This includes scanning or probing ports without the consent of the owner of the machine being scanned.

♦ **Unauthorized Access:** Using service to access, or to attempt to access without authority, the accounts of others, or to penetrate, or attempt to penetrate, security measures of Company's or a third party's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in disruption of service or the corruption or loss of data.

♦ **Collection of Personal Data:** Using service to collect, or attempt to collect, personal information about third parties without their knowledge or consent in violation of applicable state or federal law.

♦ **Network Management Practices.** Service is available for individual customer use only and not for resale. Reselling service without Company's written authorization will be considered a violation of your Agreement and will result in termination of service. Pricing is based on contemplated usage not exceeding commercially reasonable limitations. Unlimited plans and features offered as part of any service may ONLY be used for normal residential or business use. During certain peak usage times, Company may limit data transfer speeds in a non-discriminatory fashion, which may slow the rate of streaming video or download speeds. Company will not unreasonably discriminate in the transmission of lawful network traffic, and will provide a reasonable description of network performance characteristics on our website. Company will not block access to lawful content or websites, applications, services, or non-harmful devices. Company will keep accurate records of your service location(s), quantities, and usage under your Agreement. Company reserves the right to immediately disconnect or modify your service if Company determines, in its sole and absolute discretion that your use of service is, or at any time was, inconsistent with normal residential or business usage patterns or is otherwise in violation of this AUP. In the event your usage exceeds applicable usage limitations and as an alternative to disconnection of service, Company may offer you a revised Agreement including higher rates for usage of service that is deemed to be inconsistent with normal residential or business use. Company reserves the right to protect its network from harm, which may impact legitimate data flows. Company reserves the right to limit throughput or amount of data transferred, and to deny or discontinue service, without notice, to anyone it believes is using an unlimited data plan or feature in any manner prohibited herein or whose usage adversely impacts Company's network or service levels. Specific management practices and service descriptions and disclosure of service pricing can be obtained by contacting the company that you get your high speed Internet bill from. Aureon management practices and service descriptions of can be found at: <http://iowanetworkservices.com/Provider/Internet/InternetDisclosure.aspx>. Aureon also offers a speed test site to any user or customer. It can be accessed at: <http://netins.net/speed.htm>.

♦ **Content.** You will be liable for any and all liability that may arise out of the content transmitted by you. You shall assure that your use of service and content comply at all times with all applicable laws, regulations and written and electronic instructions for use. Company reserves the right to disconnect or suspend your service and remove your content from service if Company determines, in its sole and absolute discretion, that such use or content does not conform with any applicable law, the requirements set forth in this AUP or interferes with Company's ability to provide service to you or others. Company's action or inaction under this Section will not constitute any review, waiver or approval of your usage or content.

♦ **Service Monitoring.** Company is under no obligation to monitor a customer's usage, bandwidth, transmissions and/or content of service. However, Company may monitor the usage, bandwidth, transmissions and content of service periodically to (i) comply with any necessary laws, regulations or other governmental requests or (ii) operate service properly or to protect itself, its network and its customers and subscribers. Company reserves the right to modify, reject or eliminate any information residing on or transmitted to its server that it, in its sole discretion, believes is unacceptable or in violation of this AUP or any other terms and provisions applicable to service.

♦ **Domain Name Service.** Keeping registry information updated and accurate is the responsibility of the domain holder and not netINS, Inc. Acceptable use of the domain name service does NOT include falsifying or omitting valid domain contact information, including the administrative, technical, zone, and billing contacts. Such usage will result in termination of service.

♦ **Remote PC Support.** netINS, Inc. offers a Remote Support Service for our customers whereby customers may request on-line assistance in resolving problems with their personal computers. In order to provide this service, netINS, Inc. must be able to log into the customer's personal computer to diagnose the problem, perform such actions as netINS, Inc. believes are necessary to correct the problem, and/or recommend corrective actions to be performed by the customer or by third parties. By requesting Remote PC Support Services from netINS, Inc. customer agrees to the following:

***netINS, Inc. shall be authorized to log in to the customer's personal computer in order to perform such actions as it deems necessary to diagnose the cause and extent of the problem; perform such actions as it believes are necessary to correct the problem; and/or recommend corrective actions to be performed by the customer or by third parties.***

Only qualified netINS, Inc. employees will be assigned to perform Remote PC Support Services for customers. Remote PC Support Services may only be provided with the customer's explicit permission and the remote session will be terminated permanently once the support issue is resolved to the customer's satisfaction. Company shall not be liable to customers or third parties for any loss, costs, or damage to customer's personal computer or the contents thereof caused by or resulting from netINS's performance of Remote PC Support Services for customer, and customer shall indemnify and hold netINS, Inc. harmless therefor.

♦ **Web/FTP Sites.** Acceptable use of Company's web/FTP space does NOT include: Distribution of illegal pornographic or otherwise indecent or offending materials, distribution of restricted software or materials in violation of copyrights or distribution licenses, or any other illegal activity prohibited under Paragraph 3, above.

♦ **Theft of Service.** You must notify Company immediately if you become aware at any time that your service is being stolen, fraudulently used or otherwise being used in an unauthorized manner. When you provide such notification, you must provide your account number and a detailed description of the circumstances of the theft, fraudulent or abusive use of service. Failure to do so in a timely manner may result in the disconnection of your service, additional charges to you, and civil or criminal liability. Until such time as Company receives notice of the theft, fraudulent use or abusive use, you will be liable for all stolen, fraudulent or abusive use of service. Company reserves all of its rights at law and equity to proceed against anyone who uses service illegally or improperly.

♦ **Indemnification.** By activating or using service, you agree to use service only for authorized, lawful purposes in accordance with this AUP and your Agreement. In addition to being subject to other remedies, liabilities and obligations under law or applicable agreements, you shall defend, indemnify, and hold Company harmless from any claims, damages, losses, or expenses (including without limitation attorney's fees and legal costs) incurred in connection with all claims, suits, judgments and causes of action for damages arising from the breach by you or your Users of any provision of this AUP. Company shall not be liable to customers or third parties for any loss, costs, or damage to customer's personal computer or the contents thereof caused by or resulting from Company's performance of Remote PC Support Services for customer, and customer shall indemnify and hold Company harmless therefor.

♦ **Termination of Service.** Company has the right to terminate access to or use of this service as provided in this AUP and your Agreement. Access to and use of service is subject to strict compliance with law and applicable agreements.

♦ **Modifications.** Company may modify the terms and conditions of this AUP in a commercially reasonable manner from time to time and shall provide you notice of such changes by publication on our website, bill message or other commercially reasonable notice. Your use of service following such notice constitutes your agreement to the modified terms and conditions.

♦ **Survival.** The provisions of this AUP that by their sense and context are intended to survive the discontinuance or disconnection of your use of service shall survive such discontinuance or disconnection.

♦ **Governing Law.** This AUP and the relationship between you and Company shall be governed by and construed in accordance with the substantive laws of the State of Iowa, without regard to the principles of conflict of law.

♦ **No Waiver of Rights.** Company's failure to exercise or enforce any right under or provision of this AUP shall not constitute a waiver of such right or provision.

♦ **Severability.** If any part or provision of this AUP is legally declared invalid or unenforceable, that part or provision will be construed consistent with applicable law as nearly as possible, and the remaining parts and provisions will remain in full force and effect. Such invalidity or non-enforceability will not invalidate or render unenforceable any other part or provision of this AUP.

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- ♦ Applicability to Attached Sites. Sites directly attached to Company backbone are expected to adhere to Company acceptable use policies. The individual who signed the contract is responsible for educating site users on acceptable use policies. Violations of the AUP by directly attached sites will be referred to the account owner for resolution. The account owner will be held responsible for any violations of the AUP.
- ♦ Important Customer Information. In addition to the terms and conditions set forth in this AUP, service is subject to your Agreement, which you should read carefully before activating or using service. For additional terms and conditions of service, refer to your Agreement, or speak with a customer service representative.

**ESTATEMENTS** Electronic Delivery of your monthly billing statement, also known as eStatements, is available for all services free of charge. To enroll, you must designate an email address and sign our eStatement Authorization Form, as well as set a password with our CPNI form. To receive your statements electronically, you will need access to the Internet and a device to receive and view your email. Additionally, you will need access to a printer or the ability to download the information in order to keep copies for your records. For our full policy on eStatements, please see our eStatement policy on our Company Policies page at <http://www.cornbelttelephone.com/about-us/company-policies/>.

**AUTOMATIC PAYMENTS** Automatic Payments are available for all services, free. You may choose between two methods: 1) Monthly Automatic ACH Draft from your Checking or Savings Account (or) 2) Monthly Automatic Charge to your Debit or Credit Card. To sign up, simply complete the Autopay Authorization Form for your chosen method and return it to us. Forms are available at our office or online at <http://www.cornbelttelephone.com/wp-content/uploads/FORM-Autopay-FILLABLE.pdf>. Payments are subject to available funds in/on your account/card. You are responsible to notify us if your account changes. Monthly Automatic ACH Drafts occur on or near the 5th of every month, prior to the due date of the 10th of every month. Debit/Credit Card payments occur on or near the 8th of every month, prior to the due date of the 10th of every month. A voided check is required to be returned with the ACH Authorization Form for Checking Account Drafts. A Non-Sufficient Funds Charge of \$10 will be assessed to your account for Returned Payments.

**SEASONAL CUSTOMERS** Corn Belt Telephone offers a seasonal disconnect and reconnect service for our seasonal customers. If you desire, you can suspend your Telephone, Cable TV and/or Internet service(s) during the months that you do not reside at our service location. Seasonal Disconnects occur once on each billing cycle (the 15th calendar day, monthly). If you wish to suspend your service(s), you must contact us prior to the billing cycle to place your account in suspension. You may contact us at our office, by phone at 712-664-2221 or complete our Seasonal Customer Departure form on our website at <http://www.cornbelttelephone.com/services/seasonal-customers/seasonal-customer-departure/>. Since Seasonal Disconnects only occur on the 15th calendar day of the month, please plan for your suspension accordingly. If you utilize our Automatic Payment feature, your Auto Pay will also be suspended. Upon your return, simply contact us to resume your service(s) at the date of your choice. A one-time Service Connection Charge of \$9.95 will be assessed to your monthly billing statement on the month of your return and your Auto Pay will resume if it was active upon your departure. This service is for Seasonal Customers only. Service Connection and Suspension should be for a reasonable amount of time and not be excessive. If excessive re-connection occurs, you may be charged our standard Installation/Activation charge of \$59.95. Cable TV Subscribers, please note that if you are on a Limited Lineup such as our Lifeline Lineups at the time of your Seasonal Disconnect, you will lose your package and default to our Silver Lineup upon your return. These Limited Lineups have a waiting list of customers and your package will go to the first person in line upon your departure. If you do not wish to lose your Limited Lineup, service cannot be suspended.

## REGULATORY DISCLOSURES

**NATIONAL DO NOT CALL REGISTRY** The Federal Communication Commission (FCC) and Federal Trade Commission (FTC) are now sharing responsibility for enforcing the National Do-Not-Call list. The FCC now requires all telecommunications carriers that provide Local Exchange Service to notify their subscribers of their rights as they relate to the Do-Not-Call rules. You have the right to give or revoke an objection to receiving telephone solicitations. To register or revoke your registration, please visit [www.donotcall.gov](http://www.donotcall.gov), or call 1-888-382-1222 (TTY 1-866-290-4236).

The national registry prevents telephone solicitations made for commercial purposes only, and will not prevent telephone solicitations made by a tax-exempt nonprofit organizations, for example, for charitable or political purposes. Also, the registry will not prevent calls from companies with whom you may have an established business relationship.

The FCC has defined an established business relationship as one in which the consumer has “a prior or existing relationship” with a company that is formed voluntarily through communications between the company and the consumer on the basis of a purchase or transaction regarding products or services within eighteen (18) months immediately preceding a telephone solicitation, and which has not been previously terminated by either the consumer or the company. Such an established business relationship also exists on the basis of a consumer inquiry regarding a company’s products or services within three (3) months immediately preceding the date of a telephone solicitation and which has not been previously terminated by either the consumer or the company.

### LIFELINE AND LINK UP

Lifeline is a plan that assists qualified low-income lowans by lowering the cost of basic, monthly telephone service.

Link-Up is an assistance plan that reduces the one time cost associated with initiating telephone service.

You may qualify if your household income is at or below 135% of the federal poverty guidelines or if you participate in one of the following programs: Medicaid, Food Stamps, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Low-Income Energy Assistance (LIHEAP), Temporary Assistance for Needy Families (TANF) or National School Lunch Program’s Free Lunch Program.

The Lifeline or Link-Up program through Corn Belt Telephone is only available in the Wall Lake exchange. For more information, see the Iowa Utilities Board website at <https://i-ub.iowa.gov/lifeline>, or contact us at 712-664-2221.

**TELECOMMUNICATION RELAY SERVICES** Telecommunications Relay Service (TRS) provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind or have difficulty speaking over a Text Telephone (TTY) or verbally to hearing parties. Specially-trained Communication Assistants (CAs) process relay calls and stay on the line to confidentially relay conversations. You can contact Relay Iowa Customer Care at P.O. Box 285, Aurora, NE 68818 – Voice/TTY: (888) 516-4692 – Fax (402) 694-5110 – email [iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com).

### THE FINE PRINT

Corn Belt Telephone Co., Inc. reserves the right to amend or add to these policies at any time. Pricing is subject to change. Although Corn Belt Telephone Co. strives to provide quality and uninterrupted service, there is no guarantee of uninterrupted service or of service quality. Loss of service due to causes that are out of our control will not result in service credit or refund. Intentional or negligent damage to Corn Belt Telephone equipment on the property of the Service Subscriber may result in charges billed.

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