



Customer Handbook

Handbook is subject to change.

Effective 11/01/2018

Welcome To RS Fiber!

We are thrilled you have chosen RS Fiber as your telecommunications provider. As an RS Fiber customer, you will be entertained like never before with crystal-clear video, lightning-fast Internet and advanced entertainment options delivered through our state-of-the-art fiber-optic network.

What makes RS Fiber different? With RS Fiber, you will receive a consistently superior customer experience, on-time appointments, no contracts, local customer service and technical support. What's more, if you are not 100% satisfied in the first 30 days, cancel and owe nothing. Guaranteed.

Inside this Customer Handbook you will find important information about your Internet, Video, Phone, and other RS Fiber services.

You are very important to us and we welcome your questions and comments. Please contact us online at www.rsfiber.coop or by email at info@rsfiber.coop or toll free at **(800) 628-1754**.

Sincerely,



Ben Ranft
RS Fiber General Manager

CUSTOMER SATISFACTION GUARANTEE

- We guarantee you will love us in the first 30 days or you pay nothing.
- We offer our best values, always, free of gimmicks and misleading promotions.
- We provide you with the right products and services to meet your needs.
- We schedule appointments at your convenience, being mindful of you.
- We treat you as we would members of our own family.
- We quickly address any problem you may experience.



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Contact Us

Phone Hours:

Customer Care

8 am-5 pm Monday-Friday

Leave a Message 24/7

• Toll Free: (800) 628-1754

Technical Support

Call Us Anytime 24/7

• Toll Free: (800) 628-1754

Office Locations:

Gaylord Office:

Address: 310 Main Ave.

Gaylord, MN 55334

Office Hours: 8 am-5 pm Monday-Friday

Winthrop Office:

Address: 103 East Second St.

Winthrop, MN 55396

Office Hours: 8 am-5 pm Monday-Friday

Mailing Address:

Address: PO Box 326

Gaylord, MN 55334

Online Resources:

Online Bill Pay: rsfiber.coop/pay-my-bill

Channel Lineups: rsfiber.coop/channel-guide

Order or Upgrade Service: rsfiber.coop/order-now

Services Support: rsfiber.coop/support

Email: rsfiber.coop/email

Contact Us: rsfiber.coop/contact-us

General Information And Billing

Company Policies And Procedures

Money-Back Guarantee

You'll love our service or pay us nothing. If you are not 100% satisfied in the first 30 days, cancel and owe nothing!

Refer-A-Friend

Save money with the RS Fiber Refer-A-Friend program! When you refer a friend who signs up for services, both you and your friend benefit! Call your local Customer Care Representative or visit www.rsfiber.coop/raf for additional information.

Moving

Please call us before you move. This helps us schedule timely installation of services in your new home, provided it's in our service area.

Temporary Move (Snowbird Policy)

If you will be leaving for an extended period of time, we will be happy to stop billing for the months that you are gone. Just let us know when you will be leaving and when you will return. We will take care of the rest for you. When you do return, you may be required to pay a reconnection fee.

Terminating Service

You may cancel your service at any time by notifying us. We will refund advance payments or deposits you have made, less charges. If you have subscribed for a minimum service period and terminate before the end of that period, you will be required to pay the monthly charges you agreed to pay for the remainder of the period. We may terminate your service if you fail to pay your bill when it is due. Restoration of service will require payment of all unpaid charges and a reconnection fee. You are responsible for any equipment we furnish to you, and upon termination of service you must return it to RS Fiber in good condition or pay RS Fiber its replacement value.

Wiring

As a customer, you have options regarding the wiring within your home that is used to provide telecommunications services. Home wiring is the cable that runs from your TV set to a point approximately twelve inches outside of your home or dwelling unit. Home wiring includes such things as extra outlets, splitters, connections and fittings or wall plates attached to the cable, but does not include such devices as converters, parental lockout devices, etc.

Per FCC regulations, customers have options as it relates to the wiring within their home. This also includes the ability to acquire the wiring within their home upon termination of cable service. As a customer, you can remove, replace, rearrange, or maintain the cable wiring located within the interior space of your dwelling provided that these actions do not interfere with RS Fiber's ability to meet FCC technical standards or to provide services to you or your neighbors. This would include any devices or equipment that may cause a violation of government regulations, or impair the signal such as creating signal leakage.

If you choose to have RS Fiber remove, replace, rearrange, or maintain the wiring inside your home, we will charge you at our published rates for installation, plus material costs.

You also have the option of removing, rearranging, or maintaining the inside wiring yourself or hiring a contractor to do the work for you. It is important that high quality home wiring materials be used and that these materials are properly installed to avoid signal leakage and to maintain signal quality in compliance with the FCC technical regulations. However, if improper materials or installation causes signal degradation and/or leakage, we may be required under federal law to terminate your cable service until the problem can be remedied.

RS Fiber does provide a Wire Maintenance Plan that can protect you from some costs associated with troubleshooting and repair to professionally installed wiring pertaining to your services. For rates and information please contact us at (800) 628-1754. We do not provide or repair television(s) or other television-related equipment.

Outside wiring beyond the twelve inches or any other equipment installed or furnished by us is the property of RS Fiber. By subscribing to RS Fiber service(s), you authorize us to come onto your property and agree to give us access to your premises as needed to install, service, or remove equipment.

If you are a pet owner, we ask if you can please secure any pets during our visit for their safety and that of our installation or repair personnel.

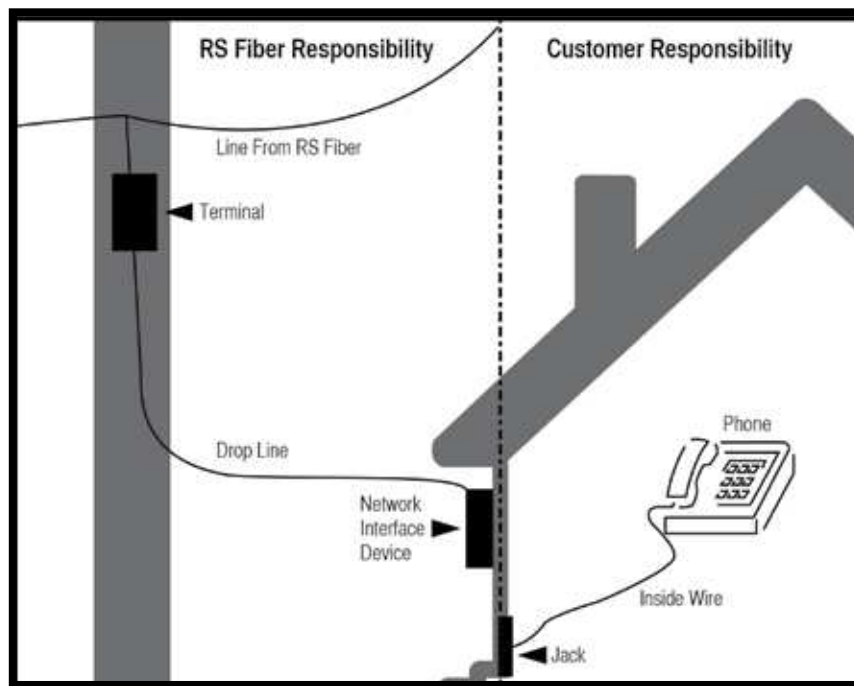
Wire Maintenance Plan

For a small monthly fee, the Wire Maintenance Plan protects you from repair costs and trip charges associated with the troubleshooting and repair of the professionally installed communication wires inside of your home. This includes wires for RS Fiber Internet, Video, and Phone services and any other communication wires professionally installed within the home.

Items not covered in the plan include alarm, electrical, or non-professionally installed wiring, customer-caused damage or abuse, and alterations to RS Fiber installed wiring or equipment.

Wire Maintenance Plan protection begins as soon as you subscribe and there is no minimum commitment or penalty to cancel, however, should you choose to cancel there is a 12 month waiting period before you can re-subscribe to the plan.

To sign up for our Wire Maintenance Plan, call your local Customer Care Representative.



Equipment

When you subscribe to service, RS Fiber will rent to you the equipment necessary to receive services at the current market rate. Using RS Fiber's equipment will guarantee the best user experience for your subscribed service, prevent unnecessary equipment upgrade costs to you, and allow RS Fiber to more easily troubleshoot if there are any service-related issues.

Service-related equipment, such as a modem or router, can be purchased from an independent retailer. Only Basic Support is provided by RS Fiber for independently purchased equipment. Additional fees and charges for support may apply, and the service level may be diminished. RS Fiber does not recommend this option.

LAN/WAN Bridge Service and Rental

A LAN or WAN Bridge can be requested to get Internet service to a secondary area at your location, like a garage or barn. LAN Bridge Service and Rental covers Internet service to secondary location for customer access and/or connected devices, repairs of RS Fiber installed wiring from PoE to bridge and bridge to secondary location, and replacement of equipment including: mounting hardware, PoE, bridge. WAN Bridge Service and Rental covers repairs of RS Fiber installed wiring from PoE to bridge and bridge to secondary location, and replacement of equipment including: mounting hardware, PoE, bridge.

A service call fee is chargeable when not subscribed to the LAN/WAN Bridge Service and Rental. See Service and Operation Rates for applicable charges. LAN/WAN Bridge Service and Rental does not cover customer and non-RS Fiber installed wiring, intentional or accidental damage/abuse of equipment and wiring, customer education/operator-device error, and alterations to RS Fiber installed wiring or equipment.

Air Installation Fee

A one-time equipment installation fee of \$99.99 is applicable to RS Air installations in the following circumstances:

- If the required receiver is mounted to a structure other than your home.
- If you live in an area that is not a member of the RS Fiber Cooperative.

This fee includes installation of the receiver and RS Fiber Air provided equipment.

The following cities and townships are members of the RS Fiber Cooperative:

Cities: Gaylord, Winthrop, Lafayette, Gibbon, Fairfax, Buffalo Lake, Stewart, Brownton, New Auburn, and Green Isle

Townships in Sibley County: Henderson, Kelso, Sibley, Alfsborg, Severance, Moltke, Bismarck, Transit, Arlington, Faxon, Washington Lake, New Auburn, and Grafton

Townships in Renville County: Cairo, Camp, Bandon, and Wellington

Upgrading Your Service

Upgrading can add value to your package! To upgrade services, for example upgrading to a faster Internet speed or adding premium channels to your account, call your local Customer Care Representative. Customers choosing to upgrade services must subscribe for a minimum of 30 days.

Authorized Viewing

Service is provided for your private home use and enjoyment only at the location where it was installed by us. Programming may not be viewed in areas open to the public, may not be rebroadcast or retransmitted, nor may admission be charged for its viewing without our consent. You may not assign or transfer the service without our consent.

Maintenance

We work hard to provide you with uninterrupted telecommunications service, however, from time to time it may be necessary for RS Fiber to perform network maintenance to ensure quality service levels. To provide the least inconvenience to our customers, this work will be limited to the hours of 1:00 a.m. to 4:00 a.m.

Satisfaction Survey

At RS Fiber, we strive to provide the best possible experience and we want to know what you think. At any time, please provide us with your feedback by visiting RS Fiber online at www.rsfiber.coop/survey and complete a short survey.

Dissatisfied With Your Service

At RS Fiber, we work hard to provide quality products and service. RS Fiber is governed by the laws and regulations in the State of Minnesota for providing phone service. However, if you are ever unhappy with your service, please contact us immediately to resolve the situation.

Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.

Minnesota Public Utilities Commission:

350 Metro Square Building

121 7th Place East

St. Paul, MN 55101-2147

Phone: **(800) 657-3782**

Website: www.mn.gov/puc



Billing And Charges

Products, Services And Charges

Our products and services, and our fees and charges, are described in published rate cards. By subscribing for or accepting services, you agree to pay the applicable charges, including any taxes, franchise fees, or other charges assessed for such services. We will notify you of changes in our fees and charges at least 30 days before they become effective. If you do not wish to accept a change, you may cancel your service; by continuing to receive service, you accept the change. Services are billed one month in advance and are pro-rated from date of installation.

Billing And Payment

You will be billed once a month for the service(s) ordered. Your monthly rated items are billed to you one month in advance. Any RS Fiber installation and service charges will be billed to you after such charges have been incurred. We may charge late fees or interest if your payment is not received by the due date. We may also charge for collection agency fees and reasonable attorney's fees. Email billing@rsfiber.coop for any billing inquiries.

Tips

- Always check your bill before paying it and call us if you have any questions.
- To ensure proper credit, please enclose the bottom portion of your bill along with your payment.
- Don't mail cash! For your protection, please pay by check or money order.
- We may, where permitted by law, provide information to credit bureaus, or provide information and or sell receivables to collection agencies to obtain payment for RS Fiber billed products and services.

Payment Options

- Pay in person at any of our business offices.
- Pay by mail with the return envelope enclosed in your bill.
- Pay after hours by using the deposit box located at each office.
- Pay by setting up an automatic payment plan.
- Pay online at rsfiber.coop/pay-my-bill with Electronic Payment.

- A \$20 service charge will be imposed on any dishonored check.

Automatic Payment Plan

Our Automatic Payment Plan allows you to have your monthly bill paid directly from your checking account, savings account, or applied to your Visa, Mastercard, or Discover card. To take advantage of this FREE payment option, please contact your local Customer Care Representative or email billing@rsfiber.coop to obtain the necessary authorization form. The form must be completed and returned to us. If you choose the checking account option, be certain to enclose a voided check. Automatic payments will begin after bank authorization has been received by RS Fiber.

Reconnection Charges After Non-Payment Disconnect

If your service has been disconnected for non-payment, your account is subject to a reconnection charge. Your service will be restored after the past due amount and reconnection charges are paid. In some cases, one month's advance service fees may be required. This payment must be cash, cashier's check, money order, or by credit card.

Late Payments

In the event you fail to pay us in accordance with the payment terms, we reserve the right to impose a late payment fee of \$10 or the highest rate permitted by law, whichever is lower, on any unpaid balance until payment in full is received. We do not extend credit to customers and the late payment fee is not interest or a finance charge, but instead is intended to cover the costs of late payment only.

SmartHub Billing

Electronic Billing allows you to receive your monthly RS Fiber invoices and bill messages via email. Visit rsfiber.com/pay-my-bill to view online.

SmartHub Payment

Electronic Payment allows you to pay your monthly bill any time, day or night, from the comfort of your own home, through our secure online billing system. Visit rsfiber.com/pay-my-bill to get started. It's FREE! You don't have to receive your bills electronically to take advantage of this service. You can get your invoices and pay them any way you want!

Getting Started With Your RS SmartHub Billing And Payment Service

SmartHub provides convenient account access and two-way communication to RS Fiber online or via your mobile device. Manage payments, notify Customer Care of account and service issues, and receive special messaging from RS Fiber – all at the touch of a button. SmartHub is available on Android™ and iOS smartphones and tablets as well as on the Web.

For more information on SmartHub Billing and Payment, please see the RS Fiber SmartHub Billing and Payment guide which is available online at rsfiber.coop/support/billing or for pick up at your local office.

Privacy Policy

For Cable Television, Broadband Internet, and Phone Services

Services furnished to RS Fiber's cable subscribers are governed by Section 631 of the Communications Act of 1934, as amended, (the "Telecom Act") and the Communications Cable Act of 1984, as amended, (the "Cable Act"). Pursuant to applicable Federal regulations, RS Fiber is required to inform its subscribers of its policies regarding the collection, maintenance and disclosure of Personally Identifiable Information (PII) by cable television providers. This notice describes: (1) the nature of Personally Identifiable Information (PII) we collect and the limitations imposed by the Cable Act upon cable providers in the collection and disclosure of Personally Identifiable Information (PII) about its subscribers; (2) the nature of our use of Personally Identifiable Information (PII); (3) the nature, frequency and purpose of any disclosure which we may make of such information, including the types of persons to whom we may disclose the information; (4) the period during which we maintain Personally Identifiable Information (PII); (5) the times and places at which Personally Identifiable Information (PII) can be accessed; and (6) your rights under the Cable Act concerning Personally Identifiable Information (PII) and its collection and disclosure.

PII identifies a particular person; it does not include aggregate data that does not identify a particular person or persons.

In addition, Section 222 of the Telecom Act provides additional privacy protections in connection with the Company's Phone services and Broadband Internet Access Services (BIAS) and its use of Customer Proprietary Information and Customer Proprietary Network Information (CPNI). The Telecom Act describes CPNI as (i) information about the quantity, technical configuration, type, destination, location and amount of use of the Phone services; and (ii) information contained on a telephone bill concerning the Phone services being received. This notice describes RS Fiber's CPNI policy, the type of CPNI information that is obtained from the Company's traditional voice and VoIP Phone service subscribers, and how that information is used and protected.

Pursuant to the FCC's 2015 Open Internet Order, broadband Internet access service (BIAS) offered by RS Fiber on a retail, mass-market basis has been reclassified as a "Telecommunication service".

As a telecommunications provider, RS Fiber also has an obligation to protect the privacy of BIAS subscribers. This notice therefore also serves to describe RS Fiber's policies to protect the privacy of its BIAS subscribers and the use of a subscribers Personally Identifiable Information (PII).

RS Fiber won't sell your Personal Information

The FCC passed legislation that allows Internet Service Providers to sell their customers' web browsing history. This goes against the corporate values of RS Fiber as we are strong proponents of the privacy of our customers. RS Fiber has never sold customer information and does not plan to do so no matter what the legislation allows.

Collection of Personally Identifiable Information (PII), Customer Proprietary Information and CPNI

Personally Identifiable Information (PII) that has been furnished to RS Fiber or RS Fiber has collected by virtue of the provisioning of Video, Internet or Phone services is described herein. PII is information that is linked or can be linked to a customer or their device. The FCC's rules prescribe for the protection of a customer's "Sensitive" and "non-Sensitive" personal information. Sensitive Customer Proprietary information includes a customer's financial information, health information, information pertaining to their children, a customer's social security information, precise GEO-location information, content of a customer's communications, call detail information, web browsing history, and applicable usage history.

This notice pertains solely to the collection of PII, Customer Proprietary Information and CPNI information that is used, disclosed or accessed in connection with the RS Fiber provisioning of cable television, Broadband Internet, and Phone services. It does not cover information that may be collected in connection with the company's provisioning of other products and services. Please refer to the terms and conditions associated with other products and services to learn how personal information is handled.

Purposes for which RS Fiber may Collect Personally Identifiable Information (PII) Customer Proprietary Information and CPNI

As a cable operator, RS Fiber may use the cable system to collect Personally Identifiable Information (PII) concerning any subscriber in order to



Privacy Policy, Continued

render our cable service or other services to our subscribers; and (i) detect unauthorized reception of cable communications. The Cable Act prohibits RS Fiber from using the cable system to collect Personally Identifiable Information (PII) concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Telecom Act authorizes RS Fiber to use, disclose, and permit access to individually identifiable CPNI in the provisioning of our telecommunication services from which such information is derived and the provisioning of services that are necessary to, or used in, the provisioning of these services, including the publishing of directories. The Telecommunication Act prohibits RS Fiber from using CPNI for any other purpose than those that have been stated herein without a customer's approval except as permitted or required by law.

What kind of Personally Identifiable Information (PII), Customer Proprietary Information, and CPNI is collected by RS Fiber?

Personally Identifiable Information (PII) may be collected at several different points when service is initiated. Personally Identifiable Information (PII) does not include aggregate data or other data that does not identify a particular subscriber such as, demographic information that does not identify a specific individual or household or information, which by itself, is not specific to an individual subscriber, such as a subscriber's specific geo-location, gender, IP address, MAC address or other equipment identifiers. Personally Identifiable Information (PII) that RS Fiber does collect from its subscribers includes a subscriber's (i) name; (ii) service address; (iii) billing address; (iv) email address; (v) telephone number; (vi) driver's license number; (vii) social security number; (viii) bank account number; (ix) credit card; and other similar account information.

Examples of CPNI that RS Fiber collects from its Phone subscribers includes information derived from the provisioning of service such as a customer's (i) service location; (ii) technical configuration of service; (iii) type of service; (iv) quantity of service; (v) amount of use of service; (vi) calling patterns; (vii) other information contained on customer bills for local and long distance services.

CPNI does not include "subscriber list information". RS Fiber may also collect and maintain other information about a customer's account. Examples of such information include (i) billing, payment and deposit history; (ii) additional service information; (iii) customer correspondence and communication records; (iv) records indicating the number of television sets, set-top boxes, modems, or telephones that are connected to our system and (v) additional information about the service options you have chosen.

During the initial provisioning of services and during any subsequent changes or updates to our services, RS Fiber may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, and or other cable or other service related devices along with any customized settings or preferences. Also, if you rent your residence, we may have a record of whether the landlord's permission was required prior to installing our services, along with the landlord's name and address.

The kind of Information we Collect with our Cable System and Equipment

When a customer uses our interactive or other transactional service such as Video-On-Demand or Pay-Per-View or online content, our system as example, may automatically collect certain information about the use of these services. A majority of this information is not personally identifiable, but is simply used to administer a particular request that is being made by use of a remote control, set-top box, VCR, computer, remote access device or other equipment. Examples of this may be changing your television channel, reviewing listings in an electronic guide, pausing or fast forwarding through certain Video-On-Demand programming, and/or invoking a calling feature on the Phone service.

However, in order to carry out a request that is made by the subscriber to watch a Pay-Per-View program(s), purchase a product, service or feature, our system may collect certain Personally Identifiable Information (PII). This type of information consists mainly of account and billing-related such as Pay-Per-View or Video-On-Demand programs or other such products, services or features ordered so that customers can be properly billed for those services.

In addition, anonymous and aggregate information using set-top box or other equipment may be collected. This type of information has been stripped so that no customer can be identified. This type of non-Personally Identifiable Information (PII) can be shared with third-parties, including advertisers, content providers, data companies, rating agencies, and audience measurement and research firms.

Use of Personally Identifiable Information (PII), Customer Proprietary Information and CPNI

RS Fiber collects, maintains and uses Personally Identifiable Information (PII), Customer Proprietary Information and CPNI as permitted by the Cable Act and Telecom Act and other applicable laws. This information is used primarily to conduct business related activities related to providing subscribers with cable and other services and to assist us in identifying theft of service. We use Personally Identifiable Information (PII), customer proprietary information and CPNI in connection with: (i) billing, invoicing and credit verification; (ii) administration; (iii) surveys; (iv) collection of fees and surcharges; (v) marketing of services within the same class of a customer's subscribed services; (vi) service delivery and customization; (vii) maintenance and operations; (viii) technical support; (ix) hardware and software upgrades, and; (x) fraud prevention.

Privacy Policy, Continued

Specifically we may also use Personally Identifiable Information (PII), Customer Proprietary Information and CPNI to (i) install, configure, operate, provide support, and maintain our cable and other services; (ii) investigate your credit history a credit report or other similar information or by making inquiries of account history; (iii) confirm you are receiving the level(s) of service being requested and are properly billed; (iv) identify the customer when changes are being made to their account; (v) detect unauthorized reception, use or abuse of our services; (vi) determine whether there are any violations of any applicable policies and terms of service; (vii) manage the network supporting our services (ix) configure cable and other service related devices; (x) authenticate (or allows other to authenticate) your right to access certain services, including Online content; and (xi) comply with law.

The Telecom Act further permits RS Fiber to use, disclose, and permit access to Customer Proprietary Information and CPNI obtained from our subscribers, either directly or indirectly, to (i) initiate, render, bill and collect for telecommunication services; (ii) protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive or unlawful use of, or subscription to these services; (iii) We are also permitted to access CPNI: (i) for the purpose of providing or marketing service offerings among the categories of service to which you already subscribe; (iii) in our provisioning of inside wiring, installation, maintenance and repair services; (iv) to market certain services to subscribers of basic Phone service (formerly known as adjunct to basic service) such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call waiting, caller ID, call forwarding, and other such features.

RS Fiber may not use a subscriber's CPNI to market products and services to a subscriber other than services that are within the same category of service to which the customer subscribes without a customer approval. Such approval may be secured through the policies described below.

Privacy Policies Specific to Subscribers of RS Fiber's Broadband Internet and Phone Services

RS Fiber may collect and store for a period of time, personally identifiable and non-Personally Identifiable Information (PII) from customers who subscribe to the Company's high-speed Internet and Phone services to: (i) send and receive email, video mail and instant messages; (ii) transfer and share files; (iii) make files accessible; (iv) visit websites; (v) place or receive calls; (vi) leave and receive voicemail messages; (vii) establish custom settings for preferences; (viii) communicate with us for support; or (ix) otherwise use the services and their features.

The transmission, collection and storage of this information is necessary to render services. In certain instances, third-party service providers may transmit, collect and store this information on our behalf to provide certain features of our services. These third-parties are not permitted to use your Personally Identifiable Information (PII) except for the purpose of providing these services.

RS Fiber and its third-party vendors may also combine collected Personally Identifiable Information (PII) in connection with its compilation and maintenance of its subscriber's regular business records. We may also maintain records of research of customer satisfaction and viewing habits obtained from interview and questionnaires.

At RS Fiber, we respect our customers and understand customer concerns about their privacy. Accordingly, RS Fiber has instituted policies that are intended to ensure that its customers' personal information is handled safely and responsibly. The Company's privacy policies are intended to let our customers know what kind of information RS Fiber collects, how it is handled, with whom it may be shared, what choices customers have regarding its use of customer information, and how customers may access some of the data that is provided to RS Fiber.

RS Fiber is required to advise customers of material changes to these privacy policies. Customers are also encouraged to refer to this policy on an ongoing basis to ensure their understanding of the Company's current privacy policies.

Subscriber Election Options for Prohibiting or Limiting Disclosure of Personally Identifiable Information (PII)

Customer who do not wish to receive marketing materials, Phone calls, emails, or direct mail may notify RS Fiber of their "Opt-Out" election by contacting RS Fiber's Customer Care Department at **(800) 628-1754** or emails can be sent to **subscriber.privacy@rsfiber.coop**. You can also fill out this web form to "Opt-Out" or "Opt-In". Customers have the right to change their option choice at any time by using one of these methods.

24-hour access to RS Fiber's website is also available for customers who elect to change their privacy election. Approval for RS Fiber use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as customers provide notice of Opt out election.

Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.



Questions regarding the Company's privacy policy, may be directed to the Company's Customer Care Department at **(800) 628-1754** or in writing to:

RS Fiber

Attention: Webmaster
310 Main Avenue
PO Box 326
Gaylord, MN 55334

Email: subscriber.privacy@rsfiber.coop

Frequently Asked Questions

What information does RS Fiber collect?

RS Fiber collects various types of information depending upon how customers use our site.

As an example, when customers submit questions to Customer Care, email addresses are needed to reply to those questions. When payments are made through www.rsfiber.coop certain information required to process the payment is passed to RS Fiber's financial services employees. Any information provided to RS Fiber's financial services employees will be held in strict privacy and will not be shared with or disseminated to other individuals or businesses.

What happens when I am browsing?

Customers who are not registered users of any of RS Fiber's online services browse RS Fiber websites anonymously. We do not collect personal information (i.e., name, address, phone number or email) from such users.

RS Fiber uses "cookies" technology to collect information about how our site is used, which includes such information as the IP (Internet protocol) address the date and time of your visit and the browser software and operating system used during your visit. It is collected and tracked in aggregate and not linked to you personally. RS Fiber uses this information to measure response rates to banner ads and surveys or potential offers. Customers who do not want RS Fiber to utilize this type of Customer Proprietary information may Opt-Out of this election by utilizing the Opt-Out election process described herein.

What are cookies and does RS Fiber use them?

A cookie is a small piece of information sent by a website that is saved on your hard disk by your computer's browser. It holds information a site may need to interact with customers and personalize the customer experience. RS Fiber use two kinds of cookies: session cookies and persistent cookies.

Session cookies exist only for as long as a customer's browser remains open. Once a customer exits the site, the cookie session terminates. RS Fiber uses session cookies to maintain information required to enable customers to shop. For example, a Session ID cookie retains the ID for a customer's shopping cart. Without the Session ID cookie, customers are not able to add merchandise to their shopping carts or carry their cart to checkout.

Persistent cookies, in contrast, last from visit to visit; they do not go away when a customer exits its browser. RS Fiber uses persistent cookies to give browsers a more personalized shopping experience and to help customers navigate our store more efficiently. RS Fiber uses a browser's information to enhance the browser's site experience. However, customers can use RS Fiber's site without accepting persistent cookies. To do so, users should set their browser options to reject persistent cookies. Alternatively, users can set their browsers to notify them when they receive a cookie. This option provides users with the opportunity to decide whether they want to accept it or not. In many instances, the Help button on a user's browser toolbar can provide guidance on how users can take these steps.

Cookies can be used by a website to recognize users. But that does not necessarily mean any personal information is stored in a cookie. RS Fiber does not store personal information about its users in its cookies. Information that users choose to provide via our website (such as a customer's address or email address) is stored safely and separately on RS Fiber secured servers.

RS Fiber also uses cookies to look at how groups, rather than individuals, use its website. On the web, cookies help RS Fiber in understanding what areas of our website are of greatest use or interest to our visitors for purposes of improving user experience.

Privacy, Continued

How does RS Fiber use my information?

RS Fiber may use customer information in a number of ways, including the following:

1. Cookies may be used to determine which parts of our site or our products are visited most often and how best to improve them.
2. Personally identifiable information is only disclosed to others if: (i) customer provides written or electronic consent in advance or (ii) it is permitted under federal or applicable state law. Pursuant to Federal law, RS Fiber may provide allows customer's personally identifiable information to third parties:
 - a. When necessary for RS Fiber to perform activities related to our business
 - b. As required by law or legal process
3. A customer's personally identifiable information may be provided to certain RS Fiber personnel, subcontractors, agents, software vendors and other third party suppliers for purposes of engaging in certain business activities such as billing and collection services, installation and repair activities. The type and frequency of information provided varies depending on the specific business need. RS Fiber requires that all third parties adhere to its security and protection policies.
4. When subscribing to RS Fiber telephone service, a customer's name, address and /or telephone number may be transmitted via Caller ID, published and distributed in directories, and provided to unaffiliated directory assistance operators. RS Fiber strives to make sure that non-published and non-listed numbers are not included in telephone directories or directory assistance services, however, RS Fiber cannot guarantee that mistakes will not occur. As a note, Caller ID blocking might not prevent the display of your name and /or telephone number when dialing certain 800, 866, 877 or 888 numbers as well as 911 or 900 numbers.
5. If required by law, RS Fiber may disclose personally identifiable information to representatives of the government or to comply with legal process. It will, however, not include a disclosure of a customer's video programming. A legal disclosure might include such things as a subpoena, warrant, court order or in the case of an emergency or serious physical injury. Law enforcement may, by Federal or state court order without customer notice or approval require RS Fiber to provide customer information such as: email use including addresses of sent and received, list of incoming or outgoing calls as well as content of those calls. Under certain circumstances, RS Fiber may be required to notify customers of such requests, in which case, the customer is responsible for taking specific action to prevent disclosures based on the legal order or request. In the case of a governmental agency seeking personally identifiable information in regards to video services or records relating to programming, the Cable Act requires a court order and permits the video customer be provided the opportunity to appear and contest the court order. In such instances, pursuant to the Cable Act, a governmental agency must provide evidence that is clear and shows relevance that there has been criminal activity.
6. RS Fiber may disclose personally identifiable information without a customer's consent:(i) in order to protect our customers, employees or properties; (ii) in the instance of an emergency; (iii) to enforce RS Fiber's legal rights; (iv) to comply with the Digital Millennium Copyright Act or as required by law.

Does RS Fiber share my information?

The information gathered by RS Fiber may be shared with corporate affiliates. RS Fiber may also share the information with third party vendors and suppliers in connection with the provisioning of services. In such situations, RS Fiber takes appropriate steps to ensure that its customers' information is used only to provide the services requested by us and not for other purposes.

Customers may use RS Fiber's website to purchase merchandise through a link from another website or search engine and may use their express checkout tool to do so. When doing so, customers should be aware that both our site and that website or search engine receive your information.

For some products, the Company may provide customers with a link to the supplier of that product so that customers may obtain additional information regarding the product. If you link to the supplier's site, the supplier may collect or receive information about you. Users should refer to the third party's privacy policies to understand how they handle user information.

Additionally, RS Fiber may share account or other information when it is believed that sharing such information is necessary to comply with law or to protect our interests or property. This may include sharing information with other companies, lawyers, credit bureaus, agents or government agencies in connection with issues related to fraud, credit or debt collection.

In the event some or all of our business assets are sold or transferred, RS Fiber generally would transfer the corresponding customer information.

Can I access my information?

As part of the Cable Act, customers have the right to see personally identifiable information that RS Fiber collects. This information is maintained at the RS Fiber's local offices within our systems. Customers interested in viewing their information may visit one of RS Fiber's local offices during regular business hours or call our Customer Care Department at **(800) 628-1754**. Local office locations can be found by visiting **www.rsfiber.coop**.

Privacy, Continued

Will my approval or denial to use, disclose or permit access to Customer Proprietary Information impact my service?

A customer's approval or denial of RS Fiber's use, disclosure or access to its Customer Proprietary Information will not affect the provisioning of service by RS Fiber for any of the customer's telecommunications services.

Is my information secure?

RS Fiber is committed to doing its best to maintain the security of information collected on our site. RS Fiber works to prevent unauthorized access, maintain data accuracy, and ensure the correct use of information. It has put into place the appropriate physical, electronic and managerial procedures to safeguard and secure the information that is collected online. Private account and customer information is located on a secured server behind a firewall; it is not directly connected to the Internet.

Encryption is a process by which a message or information is scrambled while it is in transit to us. It is based on a key that has two different parts, public and private. The public part of the key is distributed to those with whom the user wants to communicate. The private part is for the recipient's use only. So long as a user uses a browser that allows for encryption, when the user sends personal information to RS Fiber, the user uses a public key to encrypt your personal information. If your information is intercepted during the transmission, it is scrambled and very difficult to decrypt. Once RS Fiber receives a user's encrypted personal information, the private part of the RS Fiber's key is used to decode it.

RS Fiber encourages customers to help protect their own privacy. In that regard, RS Fiber recommends that customers ensure that their information is not shared with strangers. It is important that customers take precautions within their homes and/or businesses to protect the security of information that maybe transmitted over home or business networks, wireless routers, wireless (WiFi) networks or other such similar devices by using encryption or firewalls to prevent unauthorized access to your personally identifiable information.

Customers are responsible for the security of their personal information if using unencrypted, open access or otherwise unsecure networks within their home or business.

RS Fiber is required under FCC regulations to ensure our customer's privacy and to inform subscribers of its policies regarding the collection, maintenance and disclosure of personally identifiable information that is collected, in the due course of providing Video, Internet, or Phone services to you.

As part of these regulations a password, photo ID and answer to back-up authentication questions will be required before your account information can be released or changes made to your account.

RS Fiber encourages you to visit www.rsfiber.coop/about-us/policies/privacy to review the statement. If you do not wish to receive marketing materials, phone calls, emails or direct mail please see the section title ***Subscriber Election Options for Prohibiting or Limiting Disclosure of Personally Identifiable Information.***

Visit OnGuardOnline.gov for more information.

How long does RS Fiber retain my information?

RS Fiber retains Personally Identifiable Information, Customer Proprietary Information and CPNI information while customers subscribe to the Company's service(s). Once service(s) are discontinued, RS Fiber will only retain a customer's information to comply with applicable laws. These laws would include accounting and tax requirements for our business or to satisfy a court order. Once this information is no longer needed, RS Fiber will destroy the information unless it is required to satisfy applicable federal or state laws.

What about the privacy of children?

The Company is committed to protecting the privacy of children. The general RS Fiber websites are not intended for or designed to attract children under the age of 13.

RS Fiber does not knowingly collect personally identifiable information of anyone under the age of 13 unless otherwise expressly identified by a parent or guardian. Children should be watchful about sending any personal information about themselves over the Internet and RS Fiber urges parents and/or guardians to be vigilant regarding their children's Internet activities.

What are the terms of my User Agreement?

RS Fiber's User Agreement is below:

User Agreement

All users of RS Fiber's website agree that their access to and use of this website is subject to the terms and conditions set forth in this legal notice and all applicable laws, and that any such access or use is undertaken at the user's own risk. These terms and conditions further are subject to change at any time without prior notice. All content, graphics, code and software used on or incorporated into this website and the arrangement or integration of all such content, graphics, code and software, are subject to copyrights held by or licensed to and all rights thereto are specifically reserved. Permission is granted to electronically copy and print hard copies of pages from this website solely for personal, non-commercial purposes. Any other use of this website or content or information contained in this website is strictly prohibited, unless the written permission by RS Fiber is first obtained.

RS Fiber does not make any representations or warranties about any website you may access through this website. Any such website is independent from RS Fiber and has no control over, or responsibility with respect to, the information provided or activities undertaken by any such website. A link between RS Fiber and another website further does not mean that we endorse that website. You need to make your own independent decisions regarding your interactions or communications with any other website.

RS Fiber does not want to receive confidential, proprietary or trade secret information through this website (excluding information related to any order you submit). Please note that any information, materials, suggestions, ideas or comments sent to us will be deemed non-confidential. And, by submitting any such information, you are granting RS Fiber an irrevocable and unrestricted license to use, modify, reproduce, transmit, display and distribute such materials, information, suggestions, ideas or comments for any purpose whatsoever. However, we will not use your name in connection with any such materials, information, suggestions, ideas or comments unless we first obtain your permission or otherwise are required by law to do so.

Any content uploaded, posted, submitted, or otherwise made available by individual users of this site, including without limitation articles or other submissions, comments to articles, or any other user generated content is the sole responsibility of the person who made such content available on the site through direct posting and/or email. Under no circumstances will RS Fiber be liable in any way for any user content made available through this site by you or any third party.

Since RS Fiber websites do not control the user content posted on the site, it does not guarantee the truthfulness, integrity, suitability, or quality of that user content, and it does not endorse such user content. You also agree and understand that by accessing RS Fiber websites, you may encounter content that you may consider to be objectionable. RS Fiber has no responsibility for any user content, including without limitation any errors or omissions therein. RS Fiber parties are not liable for any loss or damage of any kind incurred as a result of any user content on the site. User content is owned by the author thereof, and RS Fiber does not claim ownership of original works created and posted by individual visitors to this site. However, by uploading, posting, transmitting or otherwise making any user content available on or through this site, you are granting RS Fiber, and its parent, subsidiaries, affiliates, and other related entities an irrevocable, nonexclusive, perpetual, royalty-free, transferrable, sub-licensable, worldwide license to copy, reproduce, modify, publish, display, distribute publicly, perform, exploit, and prepare derivative works of such user content (including your name, image, likeness, or information you have made publicly available in connection therewith) in any manner, media or format now existing or hereafter devised, without any obligation of notice, attribution or compensation to you.

RS Fiber reserves the right (but has no obligation) in its sole discretion to pre-screen, edit, refuse, move or remove any content that is posted on the site. You agree that the exercise by RS Fiber of such discretion shall not convert or transform user content to content owned or provided by RS Fiber, and the user who made such user content available on the site will retain ownership thereof as described below.

Notice to Internet Users

The Internet allows you to span the globe and information can be accessed across countries and cultures. These sources of information belong to many different organizations, companies, governments and people around the world. Certain Internet services may contain language and pictures, which some individuals may find offensive or inflammatory. RS Fiber exercises no control over the content of the information passing through the Internet and any use of information obtained via RS Fiber Internet is at your own risk. We do not endorse such materials and disclaim any and all liability for their content. Internet filtering and monitoring software is commercially available at your local software retailer. RS Fiber also provides a filtered access option. Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters. RS Fiber's website is also available for customers who elect to change their privacy election. Approval for RS Fiber's use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as customers provide notice of their opt-out election.



Customer Complaints

If you have any inquiries, problems or complaints concerning signal quality, services or billing, please contact your local Customer Care Representative. Our phones are answered during business hours by trained company representatives, and answered by an answering machine outside business hours. Inquiries received outside business hours will be responded to by a company representative during the next business day. Email billing@rsfiber.coop for any billing inquiries. We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority. Names, addresses, and phone numbers of the franchising authorities are:

City of Arlington
204 Shamrock Drive
Arlington, MN 55307
Phone: (507) 964-2378

City of Brownton
335 3rd Street South
P.O. Box 238
Brownton, MN 55312
Phone: (320) 328-5318

City of Buffalo Lake
203 Main Street North
P.O. Box 396
Buffalo Lake, MN 55314
Phone: (320) 833-2272

City of Fairfax
18 1st Street Southeast
P.O. Box K
Fairfax, MN 55332
Phone: (507) 426-7255

City of Gaylord
332 Main Avenue
P.O. Box 987
Gaylord, MN 55334
Phone: (507) 237-2338

City of Gibbon
985 1st Avenue
Gibbon, MN 55335
Phone: (507) 834-6566

City of Green Isle
310 McGrann Street
P.O. Box 275
Green Isle, MN 55338
Phone: (507) 326-3901

City of Henderson
600 Main Street
P.O. Box 433
Henderson, MN 55334
Phone: (507) 248-3234

City of Lafayette
700 9th Street
P.O. Box 375
Lafayette, MN 56054
Phone: (507) 228-8241

City of New Auburn
8303 8th Avenue
New Auburn, MN 55366
Phone: (320) 864-5831

City of Stewart
551 Prior Street
P.O. Box 195
Stewart, MN 55385
Phone: (320) 562-2518

City of Winthrop
305 North Main Street
P.O. Box Y
Winthrop, MN 55396
Phone: (507) 647-5309

Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.

Minnesota Public Utilities Commission
350 Metro Square Building
121 7th Place East
St. Paul, MN 55101-2147
Phone: (800) 657-3782
Website: www.mn.gov/puc

E911 Battery Backup Policy

RS Fiber Phone Services During Power Outages

For many years, your basic home phone service would allow you to contact 911 emergency services during a power outage. However, today's advanced home phone services require a battery backup system in your home to continue working during a power outage.

To avoid disruption of your RS Fiber Phone service during a power outage - including the ability to dial 911 for emergency services - RS Fiber offers an option to purchase a battery backup system for your home phone.

What a Battery Backup System can and can't do

RS Fiber's battery backup systems allow you to continue to use your home phone service during a power outage, providing 8 hours of standby power. Without a battery backup system or an alternate power source like a generator, you will not be able to make calls during a power outage, including emergency calls to 911.

Our battery backup systems do not provide power to any other services beyond Phone. Home security systems, medical monitoring devices, and other equipment in your home will not run on our battery backup system.

We also recommend customers use a corded phone during a power outage since most cordless phones require a separate power supply and cannot be powered by the battery backup system during a power outage.

Purchase & Replacement Options

If you are concerned about being able to contact 911 emergency services during a power outage, a battery backup system may be a good solution for you. RS Fiber has a few options, depending on which community you live in.

RS Air Customers

Calix ONT & CyberPower Power Supply

RS Fiber uses the CyberPower DTC36U12V power supply for Phone services in our Fiber-to-the-Home communities. RS Fiber supplies a backup battery with the CyberPower power supply at the initial installation. The battery will provide approximately 8 hours of standby power and approximately 4 hours of talk time.

RS Fiber offers replacement backup batteries for \$49.99 each for residential fiber-optic customers. RS Fiber also offers replacement backup batteries for \$249.99 for business fiber-optic customers. They are available at all RS Fiber offices.

Business and residential customers, if you do not feel comfortable installing your own battery, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

RS Fiber Air Customers

Business and residential customers, RS Fiber offers an APC Smart-UPS system for Phone service over RS Air. The APC Smart-UPS system includes a backup battery and will provide approximately 8 hours of standby power and approximately 2 hours of talk time.

The APC Smart-UPS system costs \$800 and is available at our Gaylord office.

Business and residential customers, if you do not feel comfortable installing your own battery, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

Hosted PBX and SIP Trunk Customers

RS Fiber offers customized battery backup options for Hosted PBX and SIP Trunk customers. Please call your account executive or **(800) 628-1754** to request a quote.



Expected Battery Backup Power Duration

RS Fiber's battery backup systems are expected to last at least 8 hours on standby power. The battery backup for regular RS Fiber customers will provide approximately 4 hours of talk time, while the battery backup for RS Air will provide approximately 2 hours of talk time. You may extend your standby power by purchasing additional batteries.

Proper Care and use of Battery Backup Systems

Please follow the detailed instructions that came with your battery backup system on the proper usage, storage, and care of the battery backup system to ensure that it will work properly during a power outage. Improper usage or storage may shorten its useful life.

- The battery backup system should not be exposed to temperatures below 45°F or above 105°F.
- The battery backup system should be plugged into a non-switched outlet that is always on.
- The rechargeable battery in the backup system should be replaced every 2–3 years, or when your system starts to make a loud beeping sound. The sound indicates the battery is depleted and must be replaced.
- Any additional backup batteries should be periodically charged as all batteries will slowly lose their charge over time.

– Please see the instructions that came with your battery for details on how to remove, test, and replace your battery.

Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:

Technical Support

Toll Free: **(800) 628-1754**

Closed Captioning Complaints:

RS Fiber

Peter Scherbring

Senior Network Engineer

PO Box 326

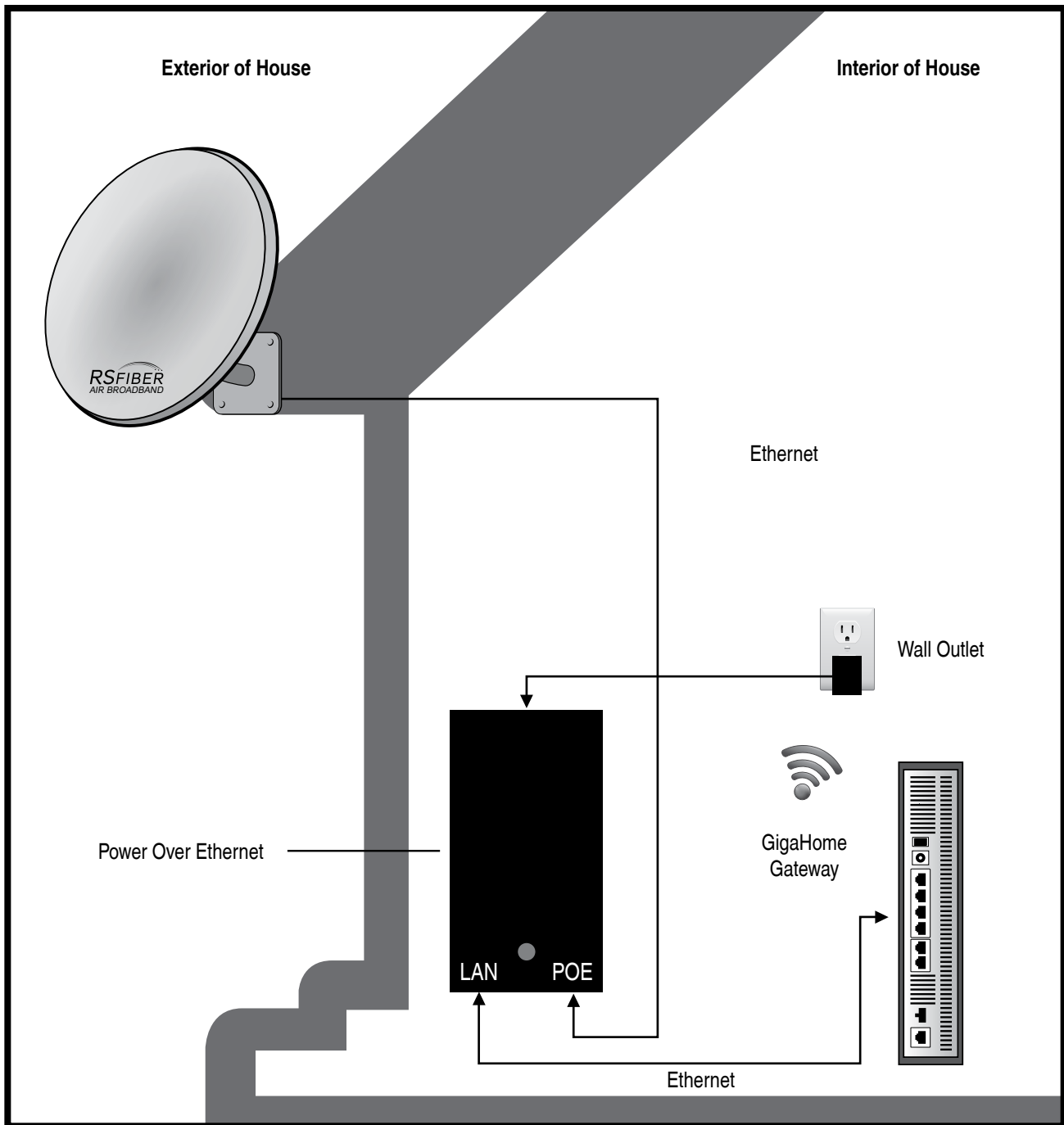
Gaylord, MN 55334

Email: closedcaption@rsfiber.coop

Installation And Equipment FAQs

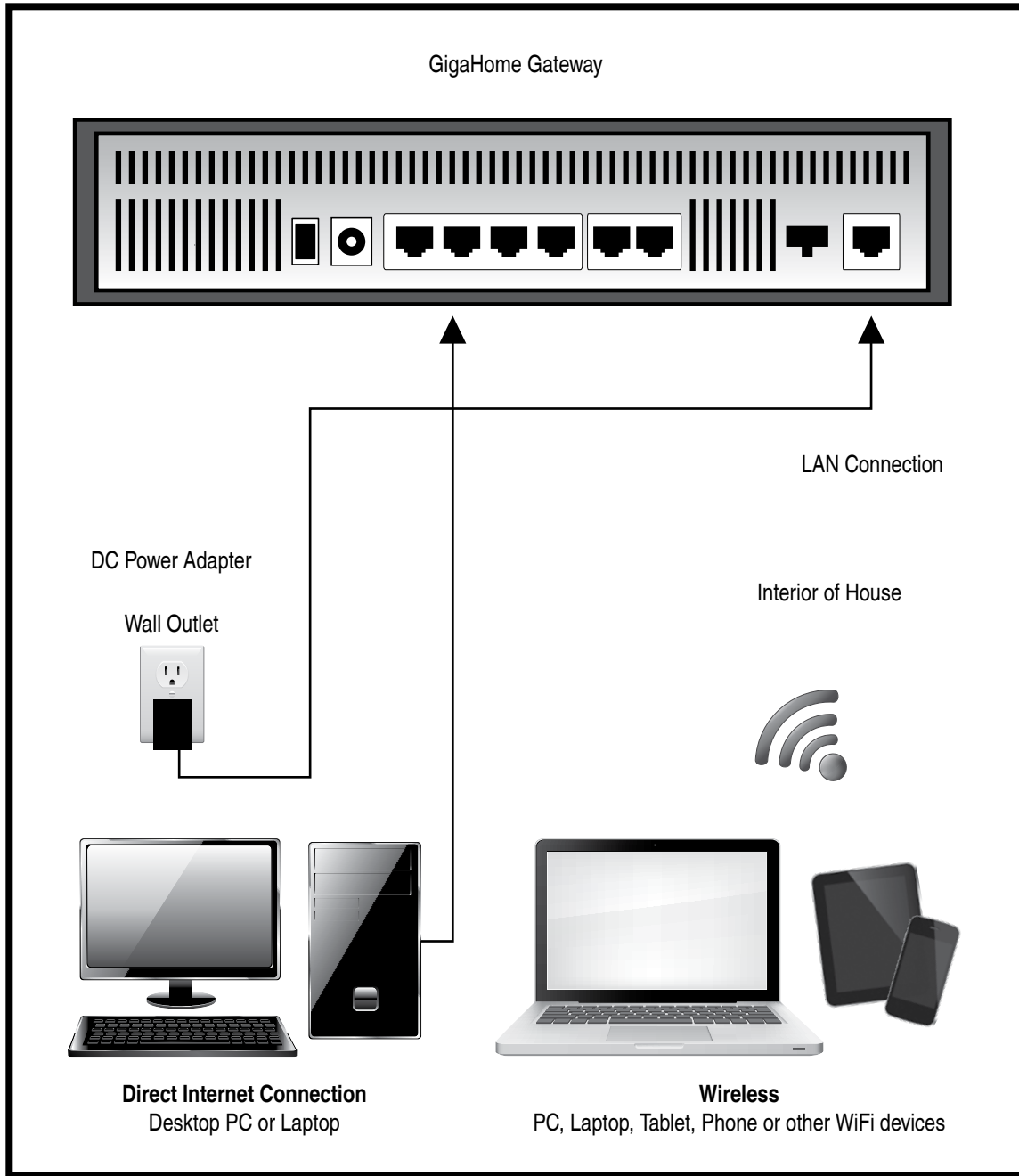
RS Fiber Air In-Home Installation Equipment

Your RS Fiber Air technician will set up your equipment as detailed in the following images. Please do not unplug or move any of the following equipment:



- Equipment may not look as pictured above.

RS Fiber Air In-Home Installation Equipment, Continued



RS Fiber Air Service and Rental

Air service can be requested at your location. Air Service and Rental covers service to location, repairs of RS Fiber installed wiring, and replacement of equipment including: mounting hardware and receiver.

A service call fee is chargeable when not subscribed to Air Service and Rental. See Service and Operation Rates for applicable charges. Air Service and Rental does not cover customer and non-RS Fiber installed wiring, intentional or accidental damage/abuse of equipment and wiring, customer education/operator-device error, and alterations to RS Fiber installed wiring or equipment.

Internet

Products And Services

RS Fiber provides residential Internet access through fiber-to-the-home and RS Fiber Air rural broadband Internet service. Not all services are available to all areas. Call your local Customer Care Representative for details.

Internet Features:

- Utilize up-to 6 free email accounts with RS Fiber EdgeWave™ spam filter.
- Get free Internet and computer support over the phone.

GigaHome WiFi and Mesh Units

Looking to stream, play games, download, listen to music, check email, surf the web, and more from your personal computer or internet-ready streaming devices and video game consoles within your home? Now you can – wirelessly with RS Fiber's GigaHome WiFi! We've got the most reliable network and the highest capacity in the area.

Want to extend your WiFi to places you thought it could never possibly reach? You can do that too with Mesh WiFi! Blanket your home in WiFi and boost your service everywhere inside and even around it outside! With the addition of Mesh Units to your GigaHome Gateway, now you can experience whole-home coverage and the same Internet speeds and reliability in every corner of your home – and beyond.

Visit rsfiber.coop/residential/internet to learn more.

Getting Started With Your RS Fiber EdgeWave™ Spam Filter Service

Protect your confidential information from phishing attempts and your computers and network from harmful viruses with RS Fiber's EdgeWave™ spam filter. Access and manage your account from anywhere through the easy-to-use online interface.

For more information on EdgeWave™ Spam Filter, please see the RS Fiber EdgeWave™ Spam Filter guide which is available online at www.rsfiber.coop/support/internet or for pick up at your local office.

Getting Started With Your RS Fiber Webmail Service

Access, manage, and view your emails, contacts, calendar, and more with an RS Fiber webmail account. The easy-to-use interface and abundant options provide any user with everything they need from a webmail account. Plus, gain peace of mind by protecting your personal information from phishing attempts and your computers and network from harmful viruses with an EdgeWave™ spam filter.

For more information on Email, please see the RS Fiber Webmail guide which is available online at www.rsfiber.coop/support/internet or for pick up at your local office.

Policies And Procedures

Broadband Internet Service Disclosures

Updated June 2018

Consistent with FCC regulations,¹ RS Fiber Cooperative ("RS Fiber") provides this information about our broadband Internet access services. We welcome questions or comments about this information. You may contact us at support@rsfiber.coop or (800) 628-1754.

Network Practices

General Description. We provide a variety of broadband Internet access service offerings to our residential and business customers. We provide the services over our broadband network and through third-party fiber optic lines connecting to the Internet. We also contract with one or more companies for certain network monitoring and management services. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management practices do not target any specific

Broadband Internet Service Disclosures, Continued

content, application, service, or device. As network management issues arise and as technology develops, we may employ additional or new network management practices. We will update these disclosures as necessary.

Related documents and disclosures. Use of our Internet service is also governed by:

- RS Fiber Internet Acceptable Use Policy, available at www.rsfiber.coop/about-us/policies
- RS Fiber Cable Privacy Statement, available at www.rsfiber.coop/about-us/policies

Congestion Management. We describe in this section network management practices used to address congestion on our network.

Congestion management practices used.

Network monitoring. We monitor our network for utilization trends. We monitor network traffic and congestion on a daily basis. We use this information to plan increases in bandwidth availability, port additions, or additional connectivity to the Internet. We place no limitations on data usage.

Types of traffic affected. Our congestion management practices do not target any specific content, application, service, or device.

Purposes of congestion management practices. Our Internet network is a shared network. This means that our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our Internet service increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.
- Help us identify potential bandwidth abusers.

Congestion management criteria. Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for our Internet service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary to meet advertised speeds.

Effects on end user experience. Because our Internet service network is a shared network, periods of high network demand may result in Internet traffic congestion. Our network monitoring practices are continually conducted and adjustments made accordingly to provide end users with the best possible experience

Typical frequency of congestion. Congestion tends to occur during periods of peak demand for higher bandwidth applications, however, because of continual network monitoring, we are able to make adjustments to ensure that customers are not adversely affected during peak periods. Generally, the frequency of congestion tends to increase from 7 pm – 11 pm, especially on Friday and Saturday nights as well as holidays.

Application-Specific Practices. We do not manage congestion by restricting or managing any specific protocol ports, fields, or applications.

Device Attachment Rules. This section addresses any limitations on attaching lawful devices to our network.

Fiber-to-the-Home Internet Service. Our fiber-to-the-home service requires connection of a residential gateway device and Optical Network Terminal (ONT) to our network. We provide and install the ONT, and you can obtain a residential gateway device from us or you may purchase one from most retail electronics sellers.

Terrestrial Fixed Wireless Service. Our terrestrial fixed wireless service requires connection of a residential gateway device to a directional radio antenna that receives a signal from our tower. We install the directional antenna, and you can obtain the directional radio antenna and residential gateway device from us, or you may purchase the residential gateway device one from most retail electronics sellers.

Network and End User Security. This section provides a general description of the practices we use to maintain security of our network and end users, including triggering conditions..

Practices used to ensure network and end-user security, including triggering conditions. In general, we promptly address any event originated by a customer or customer equipment that negatively affects others' use of the network. Our practice is to first contact the customer causing the problem, and if we received no response, we terminate that customer's service until the problem is corrected.

Broadband Internet Service Disclosures, Continued

Practices used to ensure network security, including triggering conditions Hostile port blocking. We do not block ports, unless our network comes under attack from viruses or other “malware.” In such cases, we block that specific port until the attack ceases, at which time we remove the block. In all other instances we allow the customers to manage their own connections to the Internet without interference due to port blocking by us.

Virus and Spam filtering. We filter all outbound email traffic for viruses and spam. Our inbound virus and spam filtering is performed by a third-party provider. Our contractor performs industry standard virus scanning and prevention techniques on our email platform for mail inbound from the public network. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given either to the sender or the intended recipient(s).

Misuse of System Resources. To protect and maintain high availability of all its servers, activities designed to cause harm to or monopolize the resources of any server in our network are strictly prohibited.

Practices used to ensure end-user security, including triggering conditions.

Hostile port blocking. We do not block ports unless our network comes under attack from viruses or other “malware.” We allow customers to manage their own connections to the Internet without interference due to port blocking by us.

Virus and Spam filtering. We offer customers antivirus software and spam filtering services.

Performance Characteristics

General Service Description. Our fiber-to-the-home Internet service product includes wiring, an Optical Network Terminal (ONT) and a residential gateway device. Our fixed terrestrial wireless Internet service product includes wiring, a directional radio antenna, and residential gateway device. Through our Internet service products, we serve as a local Internet service provider. Our Internet service products enable residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

Fiber-to-the-Home Internet service technology. We deliver our fiber-to-the-home service over our fiber optical network. Customers access our network using a residential gateway device. To connect from our network to the Internet, we use equipment called an Optical Network Terminal (ONT) and a residential gateway device that acts as a gateway to the Internet for our customers’ personal computer or routers. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Terrestrial Fixed Wireless Internet service technology. We deliver our fixed terrestrial wireless Internet service over our network. Customers access our network using a directional antenna, typically mounted on the roof, and a residential gateway device. We use a high-capacity T-carrier to broadcast the signal from a tower, and the directional radio antenna mounted on the roof of our customers’ home or office receives the signal from the tower. To connect from our network to the Internet, we connect the directional radio antenna to a residential gateway device that acts as a gateway to the Internet for our customers’ personal computer or routers. This is a shared network, which means that our customers share upstream and downstream bandwidth.

Expected and Actual Speeds and Latency. We offer customers a variety of Internet service levels. We provide a description of the expected maximum transfer speeds associated with each service level in Rate Guides, available at www.rsfiber.coop/support/documents-links. We provision all Internet service levels approximately 200 kbps greater than each level of service to ensure customers generally experience transfer speeds corresponding to the level of service to which they subscribe. We test our network routinely to address any issues concerning network congestion. Our goal is to provide the customer with the speeds they have subscribed to.

Speed. The speeds we identify for each Internet access service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers’ modems and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, and more.

Latency. Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer’s computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.



Broadband Internet Service Disclosures, Continued

Actual speed and latency performance. Actual speed and latency performance for our cable modem Internet service, fiber-to-the-home, and terrestrial fixed wireless Internet service follows.

Fiber-to-the-Home service. The FCC has reported that customers of fiber-to-the-home based broadband Internet services receive mean download speeds that are within 114% of advertised speeds during non-peak hours, and 113.5% of advertised speeds during peak hours.² In addition, the FCC has reported that these same customers experience average latency³ delays of 17 milliseconds, increasing by an average of 18 milliseconds during peak hours. Our data indicates our fiber-to-the-home service latency ranges from 1 to 3 milliseconds.

Terrestrial Fixed Wireless service. RS Fiber fixed wireless-based broadband Internet services receive mean download speeds that are within 95% of advertised speeds during non-peak hours, and 93% of advertised speeds during peak hours. Our data indicates our terrestrial fixed wireless service latency ranges from 1 to 9 milliseconds.

Customer Speed Test. We provide a customer speed test for our customers, available at www.rsfiber.coop. Should a customer experience a problem, we will dispatch a service technician within a 24 hour period.

Suitability of the Service for Real-time Applications. Each of our Internet services are suitable for typical real-time applications including messaging, voice applications, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact us at info@rsfiber.coop or (800) 628-1754.

Commercial Terms

Prices. Monthly prices for our Internet access service are available at www.rsfiber.coop/support/documents-links.

Privacy Policies. From time to time, we may need to disclose anonymized network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law. We reserve the right to do so. For further information on our privacy policies, see our Internet Acceptable Use Policy and Cable Subscriber Privacy located at www.rsfiber.coop/about-us/policies.

Illegal or Indecent Content. Use of any RS Fiber service to make any illegal, indecent or obscene content available via transmission, storage, or display of such material is prohibited. Accounts maintaining such content are subject to suspension or termination without notice.

Inspection of network traffic. We routinely monitor network and traffic patterns.

Virus and Spam filtering. We filter all outbound email traffic for viruses and spam. Inbound email traffic filtering is a subscription based service provided by a third party provider. We make available to customers a filtering service, at their option, that is all inclusive for website protection.

Storage of network traffic information. Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular cable modem or customer equipment sending or receiving the traffic. We store DHCP information for at least 6 months.

Provision of network traffic information to third parties. We may disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law.

Use of network traffic information for non-network management purposes. Not applicable.

Redress Options; end-user complains and questions. End users or edge providers with complaints or questions relating to these disclosures should contact our Network Operations Manager or use our website customer care link, available at www.rsfiber.coop/about-us/contact, to submit complaints or questions. We will endeavor to answer questions promptly via email or voice. For complaints, we will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.

¹47 CFR 8.3 and In re: Preserving the Open Internet, Broadband Industry Practices, Report and Order, 22 FCC Rcd 17905 (2010). ²The FCC has defined peak hours measured during "busy hour" as weeknights between 7:00 pm and 11:00 pm local time. ³The FCC has defined latency is the total length of time it takes a signal to travel from an origination point to the nearest server, plus the time for an acknowledgement of receipt to travel back to the origination point. The nearest server is the server providing the minimum round trip time.

Internet Acceptable Usage Policy

RS Fiber Cooperative (RS Fiber) provides Internet access, email, hosting, and other website related services to its customers. To protect the interests of all its customers and to ensure optimal service levels at all times, RS Fiber has developed the following Acceptable Use Policy (AUP) for customers as a guide to their rights and responsibilities when utilizing any and all of the services provided by RS Fiber. Use of any of the services offered by RS Fiber to any customer will constitute acknowledgment of and agreement to the terms outlined in this document. Residential Internet service is limited to a single residential unit only. This AUP may be revised in part or in full and at its sole discretion by RS Fiber. Continued use of services offered by RS Fiber after such changes or enhancements to the AUP have been made will constitute acceptance of any revisions that may have been made to the AUP. It is RS Fiber's policy to never request private information from you such as your password, driver's license, or social security number through an email correspondence. Should you receive such a request, please consider carefully before replying as **THESE ARE NOT COMING FROM RS FIBER**. However, RS Fiber is required by FCC regulation to inform you, the customer, by electronic methods when available, that a change has been made to your account. If you should receive such a message and you have not made a change to your account, then please contact us immediately.

Responsibility for Compliance

You are solely responsible for all activities that occur under your account. You have sole responsibility for ensuring that anyone who uses RS Fiber's services through your account understands and complies with this AUP. You are solely responsible for any violations of this AUP, whether by you or by anyone using the services through your account.

Use of Content

All services provided by RS Fiber may be used strictly for lawful purposes only. RS Fiber does not monitor, censor, edit, or take any responsibility whatsoever for customer content or communications from within the network controlled by RS Fiber, except in as much to determine if violations of the AUP have occurred once suspected violation has been brought to the written attention of the Abuse team at RS Fiber. Customers are fully and solely responsible for the content and use of their service as provided by RS Fiber and each and every customer should ensure that their use falls within the guidelines of this AUP. RS Fiber cannot and will not monitor, censor, edit or otherwise interfere with information or content customers may retrieve from sources outside the RS Fiber network, even when such information is made available to customers through material deliverable to any site or service maintained by RS Fiber, such as email. Because of this, RS Fiber will not be responsible for injury or liability to any customer resulting from communications that may be offensive, misleading, illegal, or otherwise unsuitable in the view of the customer. Customers further agree to indemnify and hold harmless RS Fiber or any of its subsidiaries from claims resulting from the use of any provided service, which damages the customer of any other party.

Commercial Advertising – Email

The sending of unsolicited email (spamming) from RS Fiber server or referencing a domain hosted by RS Fiber in any spam, whether originating from the RS Fiber network or not, is forbidden. Should any such abuses be found whatsoever, RS Fiber reserves the right to immediately and without notice terminate the account of the offending customer. Sites that promote, sell, or otherwise provide access to spam software products or email lists or bulk email addresses are not permitted on any RS Fiber server.

Misuse of System Resources

To protect and maintain high availability of all its servers, activities designed to cause harm to or monopolize the resources of any server in the RS Fiber network are strictly prohibited. This includes, but is not limited to, the use of programs that consume excessive CPU time; use of server space for backup or storage of material unrelated to the website of an account; use of any provided mail services other than for the customer's own account; resale of disk space without an appropriate re sellers agreement; use of servers to engage in any malicious or illegal activity, including unauthorized access to remote systems or providing the means for such access or engaging in any activity that can be used as a means to begin remote system penetration; distribution of viruses, worms, or any other electronic destructive resource; or maintaining or creating any free for all type sites.

Illegal or Indecent Content

Use of any RS Fiber service to make any illegal, indecent, or obscene content available via transmission, storage, or display of such material is prohibited. Accounts maintaining such content are subject to suspension or termination without notice. Please see *Consequences of Unacceptable Use*.

Privacy of Children

We are committed to protecting the privacy of children. The general RS Fiber websites are not intended for or designed to attract children under the age of 13. However, at rsfiber.coop/tv2go we provide a link to WATCH Disney Channel. You can access Disney's "Children's Online Privacy Policy" directly from the WATCH Disney Channel website under Privacy Policy/Your California Privacy Rights, Q9. Please visit rsfiber.coop/privacy-policy to review RS Fiber's Website Privacy Policy.

Internet Acceptable Usage Policy, Continued

Intellectual Property

Any activity that infringes on copyrights, trademarks, service marks, patents, software ownership, or trade secrets (collectively, "Intellectual Property Rights") held by any third party entity is prohibited. RS Fiber may remove or suspend accounts that infringe on Intellectual Property Rights held by third parties when notified that such infringement exists or is alleged to exist. Accounts that repeatedly engage in such violations are subject to termination without notice. Material that infringes on the privacy or rights of others, or that otherwise represents a reasonable, credible threat, is prohibited. Disputes between parties where clear legal decisions cannot be determined by individual claims must be settled between those parties and valid legal documentation must be provided for action related to content on sites within the RS Fiber network. In no instance will RS Fiber be responsible for individual site material for which no authoritative documentation has been provided.

Other Activities

Any activity not defined above, but judged by RS Fiber at its sole discretion to be harmful to other customers or general operations of the network, will be addressed on a case-by-case basis.

Consequences Of Unacceptable Use

RS Fiber reserves the right to suspend or terminate customer's access to its services upon notice of a violation of this policy. Indirect or attempted violations of this policy, and actual or attempted violations by a third party on behalf of customer, shall be considered violations of this policy by customer.

Copyright Complaints

The RS Fiber Cooperative official designated agent to respond to allegations of copyright infringement in accordance with the Digital Millennium Copyright Act, is identified below, along with contact information. The act requires the complainant to include certain information in a complaint, and providing that information in the initial contact may help speed resolution of the complaint. If RS Fiber receives more than one Notice of Copyright Infringement on the customer's part, the customer may be deemed a 'repeat copyright infringer.'

Digital Millennium Copyright Act

The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either electronic mail or paper letter) and must include the following elements:

- A physical or electronic signature
- Identification of the infringed work
- Identification of the infringed material
- Contact information for the complainant, e.g. address, phone number, electronic mail address
- A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner or the law
- A statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act

Filing a Copyright Counter-Notification

You will want to consult an attorney for legal advice. However, if you believe that your service was not used to commit the alleged infringement, you believe that you have legal ownership of the material in question, or you have another legal right to file a counter-notice, you can file a copyright counter-notification with RS Fiber Cooperative.

- When you file a copyright counter-notification, RS Fiber will forward your notification to the copyright holder or its designated agent. This means that your notice, including your name, address, and contact information will be shared with the copyright holder or its designated agent.

Visit rsfiber.coop/about-us/policies and view the DMCA (Digital Millennium Copyright Act) Counter-Claim document for information on how to file a copyright counter-notification.

Agent Contact Information:

Authorized Agent Subsentio LLC
Phone: (877) 510-4357, Option 4
Email: copyright@hbc.com

Phone

Products, Services, And Features

RS Fiber has reliable local and unlimited long distance Phone service. With advanced features and multiple options to customize your service, there is something for everyone!

Additional Service Options

RS Fiber 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 your local Customer Care Representative today to get connected to any or all of these services.

3-Way Calling

3-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

900/976 Blocking

Prevent unwanted long distance charges by restricting calls that begin with 900 or 976 service!

Account Codes

Account codes allow you to automatically assign costs to appropriate persons, departments, or projects. When dialing long distance, the caller is prompted to dial their code (from a list of valid codes you provide). If a valid code is entered, then the long distance call is connected, and the code and call information is included on your bill. This feature can also be used to prevent unauthorized persons from placing calls from restricted phones.

Anonymous Call Rejection/Call Blocking

Block incoming calls from callers who block their identity or block incoming calls from specific telephone numbers.

Automatic Callback

Return a call to the last party who called or attempted to call you. Automatic Callback remembers the number and will automatically redial it for you if possible.

- This service is available per use or as a monthly subscription.

Call Forwarding

If you are away from your home, send your calls to wherever you are. Call Forwarding allows you to receive phone calls at any location.

Call Forwarding-Busy Line

Forward your calls to another phone number when your line is busy.

Call Forwarding-No Answer

Allow incoming calls to ring (you decide the number of rings) and if the call is not answered within set number of rings, the call will be forwarded to another number.

Call Forwarding-Remote Activate

Access and change your call forwarding configuration from any phone.

Call Forwarding-Selective/Preferred

Route specified incoming calls to an alternate number.

Call Reminder

Schedule the telephone to ring at a predetermined time to remind you of something important.



Call Screening

Block unwanted and harassing calls by automatically rejecting numbers from a pre-assigned list you determine. Blocked callers receive an announcement stating that their call is not accepted by the called party.

Call Trace

Call Trace records a caller's phone number and other information. If you receive a phone call that is unwanted such as an obscene, threatening or harassing phone call, take action! Use Call Trace. RS Fiber will provide the call record to your local police authority if you request legal action to be taken. This feature is enabled on your line automatically.

- This service is billed per use. The trace you request will only be sent to official authorities such as the local police. The customer may not receive a copy of the trace.

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you to another incoming call with a beep. You can put the original call on hold while you answer the second call.

Caller ID

Caller ID Name and Number allows you to view the name and the number of the person or company trying to reach you.

Caller ID On Call Waiting

Gives you the benefits of the Caller ID service you've selected, plus the added bonus of seeing who's calling when you're already on the phone. (Requires both Caller ID and Call Waiting services.)

Directory Assistance - Dial 411

Rates and surcharges do apply for directory assistance calls. RS Fiber provides up to 50 free directory assistance calls to the blind.

Distinctive Ring

Keep incoming calls organized with this handy feature that allows up to three different phone numbers to ring on a single line. A special ring pattern is assigned to each phone number that identifies which number is being called. Great for home-based businesses, teenagers, or sharing voice and fax lines.

Find Me Follow Me - Included with Call Management Portal

Allow incoming phone calls to be received at different locations, on different phones. "Find Me" refers to the ability to receive incoming calls at any location. "Follow Me" refers to the ability to receive calls at any number of designated phones, whether ringing all at once, or in sequence.

Home Intercom

This feature is enabled on all lines. To operate the service, dial your own phone number and hang up the phone. After you hang up the phone, all phones on your line will ring. When the phones are answered by two or more people, conversation may begin.

Long Distance

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

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

After you've established service, it's a good idea to verify your long distance carrier. For your InterLATA carrier, simply dial toll free **(700) 555-4141** and for your IntraLATA carrier dial your 3-digit area code (these are the first 3 digits of your 10-digit phone number) and then **555-4141** from your phone line. You will receive a recorded message stating which carrier is assigned to that line.

For example: Brownton customers dial **(320) 555-4141**; Winthrop customers dial **(507) 555-4141**.

Casual Billing

No matter which long distance carrier you choose, it is very important that you select a calling plan. Your local Customer Care 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 phone, several long distance blocking restrictions are available. Call your local Customer Care Representative for details.

Non-Listed Number

A non-listed phone number is a number that is not listed under a directory assistance service, such as 411. If you choose to have your number removed from the directory service, please let your local Customer Care Representative know. Charges for non-listed numbers will apply.

Non-Published Number

A non-published phone number is a number that does not appear in a published directory of phone numbers, such as White Pages. If you choose to have your number removed from the the published directory, please let your local Customer Care Representative know. Charges for non-published number will apply.

Operator Services

Rates and surcharges do apply for Operator assisted calls such as Person-to-Person, Collect and Third Party.

Per-Call Block For Caller ID

Per-Call Block is enabled on every line. The feature must be activated before each outgoing call you would like to block.

Phone Directory and Listing

As a customer of RS Fiber, you will continue to receive a free issue of the local phone directory for your area. Your listing will also be included in the directory free of charge. Charges will apply for additional directory listings.

Repeat Dialing

Let your phone dial that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

Selective Call Acceptance

Selective Call Acceptance gives you the privacy you want, whenever you want. Just turn on your Selective Call Acceptance, and only the people on your list of preferred callers can get through.

SimRing - Included with Call Management Portal

Allow incoming calls to have multiple destinations ring simultaneously. The first destination to be answered is connected.

Toll Blocking

Prevent unwanted local toll or long distance charges by restricting calls with toll charges. A free service!

Virtual Phone

With RS Fiber's Virtual Phone service, you get a local phone number with a listing in the phone book and advanced voicemail functionality, without the cost of a traditional phone line. Virtual Phone provides easy access for message retrieval through the VM2-Go (Voicemail 2-Go) online portal. Setup is fast and easy and no special equipment is needed! With Basic Virtual Phone, incoming calls go directly to your customized voicemail box. With Premium Virtual Phone, you can choose to forward your calls to a traditional landline, mobile phone, or voicemail box, and get advanced features including voicemail to email, call forwarding, call screening, and more!

For more information on Virtual Phone, please see the RS Fiber Virtual Phone guide which is available online at www.rsfiber.coop/support/phone or for pick up at your local office.



Voicemail

Never miss another important call. RS Fiber Voicemail takes your messages anytime you can't answer the phone. The best part is you can access your messages from anywhere through an easy-to-use telephone interface!

VM2-Go (Voicemail 2-Go) - Included with Call Management Portal

VM2-Go, a feature-rich system, allows you to access your messages via a telephone interface, voicemail to email, or listen and manage online.

For more information on Voicemail and VM2-Go, please see the RS Fiber Voicemail and VM2-Go guides which are available online at rsfiber.coop/support/phone or for pick up at your local office.

Voice Conferencing

Get reliable, user-friendly voice conferencing.

Getting Started With Your Phone Service

Calling Feature Quick Reference

Features

- To use Anonymous Call Rejection, press ***77**.
- To cancel Anonymous Call Rejection, press ***87**.
- To use Automatic Callback, press ***69**.
- To use Call Forwarding, press ***72**.
- To cancel Call Forwarding, press ***73**.
- To use Call Forwarding-Busy Line, press ***90**.
- To cancel Call Forwarding-Busy Line, press ***91**.
- To use Call Forward-No Answer, press ***92**.
- To cancel Call Forward-No Answer, press ***93**.
- To use Call Trace, press ***57**.
- To cancel Call Waiting, press ***70**.
- To use Per-Call Block for Caller ID, press ***67**.
- To cancel Per-Call Block for Caller ID, press ***82**.
- To use Repeat Dialing, press ***66**.
- To cancel Repeat Dialing, press ***89**.

Features That Require Lists:

- Call Screening
- Selective Call Acceptance
- Selective Call Forwarding
- Distinctive Ring

Options:

- To repeat the instructions, press **0**.
- To review the numbers on your list, press **1**.
- To turn the service on or off press **3**.
- To add a number to your list, press **#**.
- To delete a number from your list, press *****.
- To delete all numbers from your list, press **08**.
- To add the last incoming number to your list, press ***01#**.

Anonymous Call Rejection/Call Blocking

To Use Anonymous Call Rejection

1. Press ***77** on the phone's keypad.
2. Listen for the confirmation announcement.
3. Once you have a confirmation announcement, hang up the phone.

To Cancel Anonymous Call Rejection

1. Press ***87** on the phone's keypad.
2. Listen for the cancellation announcement.
3. Once you have the cancellation announcement, hang up the phone.

- Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

Automatic Callback

1. Press ***69** on your phone's keypad.
2. Listen for an announcement that will tell you the phone number of the party who last called you.

- There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area served by call return, you will hear a recording advising you that the call cannot be made. After a call during which you heard a "Call Waiting" tone, you can use "Automatic Callback" to return a call to the call waiting number.

Call Forwarding

To Use Call Forwarding

1. Press ***72** on the phone's keypad, then listen for a tone and a steady dial tone.
2. Dial the phone number to which all calls will be forwarded.
3. Listen for the tone, then hang up the phone.

To Cancel Call Forwarding

1. Press ***73** on the phone's keypad, then listen for a tone.
2. Hang up the phone.

Call Forwarding-Busy Line

To Use Call Forwarding-Busy Line

1. Press ***90** on the phone's keypad.
2. After hearing a dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

To Cancel Call Forwarding-Busy Line

1. Press ***91** on the phone's keypad.
2. You will receive a confirmation tone.
3. Hang up the phone.

Call Forwarding-No Answer

To Use Call Forwarding-No Answer

1. Press ***92** on the phone's keypad.
2. After the dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

To Cancel Call Forwarding-No Answer

1. Press ***93** on the phone's keypad.
2. Listen for the tone, then hang up the phone.

To Change The Number Of Rings

1. Pick up the phone receiver and listen for the dial-tone.
2. Press ***94** on the phone's keypad.
3. Listen for the tone.
4. Enter the desired number of rings (from 0-9).
5. Listen for the confirmation tone, then hang up the phone.

- Each ring is equivalent to approximately 6 seconds. Programmable Ringing may only be activated from your voicemail equipped phone line. The default number of rings is 4. Please check with your local Customer Care Representative for the availability of Programmable Ringing in your area. This service may not be available for customers that are using multiline or consecutive hunt groups.

Call Forwarding-Remote Activate

To Use Call Forwarding-Remote Activate

1. Dial the appropriate access number:

Arlington coming soon	Brownton (320) 331-3726	Buffalo Lake (320) 389-0009	Fairfax (507) 596-1009
Gaylord (651) 702-7071	Gibbon (507) 834-7071	Green Isle (507) 570-1071	Henderson coming soon
Lafayette (507) 543-7071	New Auburn (320) 510-7071	Stewart (320) 446-2720	Winthrop (507) 614-7071

2. After hearing the recording, enter the phone number you would like calls to be forwarded from and your assigned security PIN number.
3. Listen for the tone then press ***72** on the phone's keypad.
4. At the dial tone, dial the number to which calls are to be forwarded.
5. Listen for acknowledgement tone, then hang up the phone.

To Cancel Call Forwarding-Remote Activate

1. Dial the appropriate access number:

Arlington coming soon	Brownton (320) 331-3726	Buffalo Lake (320) 389-0009	Fairfax (507) 596-1009
Gaylord (651) 702-7071	Gibbon (507) 834-7071	Green Isle (507) 570-1071	Henderson coming soon
Lafayette (507) 543-7071	New Auburn (320) 510-7071	Stewart (320) 446-2720	Winthrop (507) 614-7071

2. After hearing the recording, enter the phone number that is being forwarded and your security PIN number.
3. Press ***73** and listen for the tone, then hang up the phone.

Call Screening

To Use Call Screening

1. Press ***60** on your phone's keypad.
2. Listen to the voice instructions to guide you through the steps on how to turn Call Screening off or make changes to your Call Screening list.

Call Screening Options

- To repeat the instructions for the Screening feature, press **0**.
- To review the Call Screening list, press **1**.
- To turn Call Screening on or off, press **3**.
- To dial a number to add to the list, press **#**.
- To dial a number you would like deleted from the list, press *****.
- To delete the last number you heard on the list, press **07**.
- To delete all numbers on the Call Screening list, press **08**.
- To delete private numbers from the list, press **09**.
- To add the last incoming number to the list, press **#01#**.
- After all of the options have been completed, hang up the phone.

Call Trace

To Use Call Trace

1. Hang up the phone after receiving the annoying call.
2. Lift the receiver and listen for the dial tone.
3. Press ***57** on the phone's keypad and then listen for the tone or announcement.

- After requesting a Call Trace, please call RS Fiber before the end of the next business day if you want the call investigated. You can contact your local Customer Care Representative at the number in the front of this book. You will not receive the trace record. At your instructions, RS Fiber will forward the call record to the local police authority. It is important you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number. If a Call Waiting tone is received during a call being traced, tracing will occur on the Call Waiting call rather than the original calling number.

Call Waiting

To End An Existing Call And Answer A Waiting Call

1. Hang up the phone and then allow the phone to ring and answer it.

To Hold An Existing Call And Answer A Waiting Call

1. Pick up the phone and if you hear a tone, press the switch hook or press the call waiting/flash key (if available on your phone set). The original call will be placed on hold and you can speak with the second caller.

To Cancel Call Waiting Before Making A Call

1. Press ***70** on the phone's keypad and then listen for three beeps and a steady tone.
2. Dial the desired phone number.

Caller ID

Use Caller ID To:

- See who is calling before you answer the phone
- Enhance security and help eliminate harassing calls
- Store the numbers and names of people who have called you
- Review the information later and return the calls at your convenience

To Use Caller ID

1. Wait for the start of the second full ring of your phone to answer.
2. The number and name of the calling party will appear on your display unit.

- This service requires a special display device connected to or on your phone in order for you to see the calling information (equipment not included.)

Caller ID On Call Waiting

Use Caller ID On Call Waiting To:

- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation
- Save money by avoiding interruption of long distance calls to answer unwanted calls
- Return calls you may receive while you're on the phone, rather than interrupt calls
- Enhance security and help eliminate harassing calls

To Use Caller ID On Call Waiting

1. When a call comes in, you will hear two signals. First, you will hear the traditional Call Waiting beep that alerts you to an incoming call.
2. Following that, you will hear a short tone which lets you know that Caller ID data is being downloaded to your display unit. The person with whom you are speaking will not hear any tone.
3. The 2nd calling party's number and name will appear on your display unit.

- This service requires a Caller ID on Call Waiting capable display device connected to or on your phone in order to see the calling party information (equipment not included.) Caller ID on Call Waiting is only active on your line while you are engaged in a phone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Caller ID on Call Waiting feature on a per-call basis by performing the Cancel Call Waiting procedure. Incoming calls then receive a busy signal or will be sent directly to your Voicemail box if you have this service. No calling information will be displayed.

Per-Call Block For Caller ID

To Use Per-Call Block for Caller ID

1. Press ***67** on the phone's keypad.

To Cancel Per-Call Block for Caller ID

1. Press ***82** on the phone's keypad.

- A Permanent Call Block is available for some professionals and government workers with proper documentation. To disable Permanent Call Block for Caller ID, press ***82**. This will allow your name and number to be viewed on a per-call basis.

Repeat Dialing

To Use Repeat Dialing

1. Once you receive a busy signal, hang up the phone, then lift the receiver and listen for dial tone.
2. Press ***66** on the phone's keypad.
3. Listen for an announcement telling you the number is busy.
4. Hang up the phone.
5. You will hear a short-short-long ring when the line is free.
6. Your call will automatically be made when you lift the handset.
7. Pick up the phone handset and listen for the ringing.
8. Wait for the receiving party to answer and begin your conversation.

To Cancel Repeat Dialing

1. Press ***86** on the phone's keypad and listen for the tone or announcement.

- While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled. You can use this feature for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

Selective Call Acceptance

To Set Up Selective Call Acceptance

1. Select up to 15 important numbers you want on your Selective Call Acceptance list.
2. Press ***64** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Acceptance.
 - a. Follow voice prompts to turn Selective Call Acceptance on or off.
 - b. Enter the Selective Call Acceptance numbers from your list.
 - c. Make any changes necessary to your Selective Call Acceptance list.

Selective Call Acceptance Options

- To repeat the recorded instructions press ***64**.
- To review the numbers on your list press **0**.
- To turn Selective Call Acceptance on or off press **3**.
- To add a number to your list press **#** and follow the instructions.
- To delete a number from your list press ***** and follow the instructions.
- To clear your list press ***08#** and follow the instructions.
- To remove private entries only press ***09#** and follow the instructions.

To Remove A Number From Your List

1. Dial **1** on your phone's keypad to review your list of Selective Call numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press ***** to remove the number.

- If the number is in an area not served by Selective Call Acceptance, a message tells you that your call can't be made.

Selective Call Forwarding

The First Time You Use Selective Call Forwarding

1. Select up to 15 important numbers you want for Selective Call Forwarding.
2. Press ***63** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Forwarding.
 - a. Follow voice prompts to turn Selective Call Forwarding on or off.
 - b. Enter the Selective Call Forwarding numbers from your list.
 - c. Make any changes necessary to your Selective Call Forwarding list.

Selective Call Forwarding Options

- To repeat the instructions press **0**.
- To review the numbers on your list press **1**.
- To remove a number from your list press ***** then dial the number.
- To turn Selective Call Forwarding on or off press **3**.

To Add Numbers To Your Call Forwarding List

1. Press **#** on the phone's keypad and follow the voice prompts.

To Remove A Number From Your List

1. Dial **1** on your phone's keypad to review your list of Selective Call Forwarding numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press ***** and follow the voice prompts.

To Clear Your List

1. Press **08*** on your phone's keypad and follow the voice prompts.

Policies And Procedures

What Is An Extended Area Service (EAS) Call?

Extended Area Service (EAS) refers to local calls. Local calls are calls that you can make by dialing a 7-digit number to predetermined areas near your home. Monthly charges for EAS may be applicable and will be billed as a separate line item. This fee is not included in your local service fee and the amount will vary by community. EAS calls for customers of RS Fiber include the following communities:

- Arlington EAS: Green Isle
- Brownton EAS: Glencoe, Stewart
- Buffalo Lake EAS: Hector
- Fairfax EAS: Fairfax
- Gaylord EAS: New Sweden
- Green Isle EAS: Arlington
- Henderson EAS: Big Lake, Cambridge, Cokato, Enfield, Hastings, Howard Lake, Kilkenny, Le Center, Le Sueur, Lindstrom, Lonsdale, Maple Lake, Montgomery, Monticello, Monwave, New Prague, North Branch, Northfield, Norwood Young America, Princeton, Scandia Marine, St. Croix, Beach, Stillwater, Taylor Falls, Twin Cities, Winsted, Zimmerman
- Lafayette EAS: New Sweden, New Ulm
- New Auburn EAS: Brownton, Lester Prairie, Plato, Silver Lake
- Norwood Young America EAS: Big Lake, Cambridge, Cokato, Enfield, Hastings, Henderson, Howard Lake, Kilkenny, Le Center, Le Sueur, Lindstrom, Lonsdale, Maple Lake, Montgomery, Monticello, Montwave, New Prague, North Branch, Northfield, Plato, Princeton, Scandia Marine, St. Croix Beach, Stillwater, Taylors Falls, Twin Cities, Winsted, Zimmerman
- Stewart EAS: Brownton, Buffalo Lake
- Winthrop EAS: Winthrop

National Do Not Call Registry

The National Do Not Call list is database maintained by the federal government. Under federal law, you may elect to use the National Do Not Call database to register your objection to receiving phone solicitations.

To Register For The National Do Not Call Registry:

Phone: **(888) 383-1222**

TTY: **(866) 290-4236**

Website: **www.donotcall.gov**

RS Fiber E911 Service Policy

As a new customer, you can expect to enjoy the many benefits of RS Fiber Cooperative (RS Fiber) telephone service. Among these services is RS Fiber's reliable and easy to use E911 service, which operates much like those provided by traditional telephone companies. RS Fiber hopes that the need never arises; but in the event that you ever need to access emergency services such as fire, police or ambulance, you can do so from your telephone by dialing 911. When you dial 911, your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate emergency service. To help emergency services quickly find you, your telephone number and address will be electronically routed to the operator.

RS Fiber's E911 service will not operate if RS Fiber Cooperative service has been suspended for any reason.

You will not be able to use RS Fiber's E911 service if your RS Fiber telephone service has been suspended for any reason including, for example, non-payment. RS Fiber's E911 service may not operate if your RS Fiber broadband connection is disrupted.

RS Fiber E911 service may not operate during a power outage.

Your RS Fiber telephone network is supported by a backup system that provides emergency power in the event of a power outage. This backup system is designed to ensure the full-time availability of E911 services, but if power is unavailable you still may not be able to make 911 calls.

RS Fiber Provided Telephone Equipment:

To ensure that 911 calls are properly routed do not move or relocate the RS Fiber provided customer premises equipment installed by an RS Fiber technician, whether within or outside of your home. If you use RS Fiber's services from an address that is different from the address where the RS Fiber equipment is installed, RS Fiber's E911 service will not function properly. E911 service also will not function properly if the RS Fiber provided customer premises equipment becomes disabled or damaged. In the event that the RS Fiber provided customer premises equipment becomes disabled or damaged or you are moving and need to change your service address, you must contact RS Fiber at **(800) 628-1754** or stop in and see us at any of our local retail offices. Do not remove or move the RS Fiber installed customer premises equipment; RS Fiber has trained technicians for this purpose.

National Do Not Call Registry, Continued

You must maintain alternative means of contacting E911 services in the event of any of the above occurrences. You should inform all users or potential users of your telephone about the E911 service limitations.

Third Party Applications And Services:

Certain third party applications, such as Magic Jack or Vonage that use an Internet connection may under certain circumstances, such as (1) if our network or facilities are not operating or (2) if normal electrical power to the cable modem is interrupted would prohibit the use of 911 services. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, the cable modem will not function until normal power is restored.

For that reason, RS Fiber is not responsible for compatibility of third party application products.

Caller ID Spoofing Tips

If you have caller ID, you probably assume whatever shows up on the display is accurate and reliable. That could be a big mistake—and a costly one.

How Spoofing Works

For tech savvy scam artists, caller ID is a favorite tool. Caller ID spoofing, where the caller manipulates the information that shows up on caller ID, making it seem like they are calling from anywhere they choose, is increasingly common. Scammers use it to trick victims into handing over their money or personal information. (Much like the fake disaster relief agencies we reported on yesterday.)

Caller ID spoofing doesn't require a computer genius. In fact, it's easier than you might think. There are lots of web sites that sell spoofing "calling cards" which make spoofing as simple as just punching in some numbers. Other sites enable spoofing via a web-based system.

"It's as easy as making a phone call," says Robert Siciliano, CEO of IDTheftSecurity.com. "Most caller ID spoofing services only require a credit card to sign up and don't care or police how the service is used."

Scams Involving Spoofing

In one common spoofing scenario, the unwitting victim gets a call from what appears to be the local courthouse or law enforcement agency. The caller claims the person has missed jury duty, failed to pay their taxes or otherwise gotten in trouble. Naturally, the person receiving the call becomes upset and disputes this, at which point the caller helpfully offers to clear up the mistake—once the victim provides their Social Security number and other personal info.

Other variations of this scam involve crooks who appear to be calling from Western Union, a sweepstakes company (like those Publishers Clearing House scammers) or a bank.

Be warned: Spoofing can also be used by legit debt collectors and telemarketers. Although in the latter case, this violates federal regulations. The FCC prohibits telemarketers from blocking or disguising their caller ID information.

What Is Being Done?

Lawmakers have made several attempts to address this issue, though so far without any success. The latest attempt is a bill sponsored by Sen. Bill Nelson of Florida. The Truth in Caller ID Act of 2009, which would ban the transmission of phony caller ID numbers, was referred to the Committee on Commerce, Science and Transportation in January. Sue Macomber, a consumer advocate with the Utilities Consumer Action Network and a previous target of an attempted spoofing scam, says government action is urgently needed and encourages people to urge their lawmakers to support related legislation. "Ten states have supported taking action to prevent caller ID spoofing from being used against consumers who can easily become victims," says Macomber. "With the stalling of action, victims continue to be abused and stalkers tauntingly use this method of operation to commit their crimes."

How You Can Protect Yourself

The first step in guarding against caller ID spoofing is to know it exists and not simply take what the callers ID says for granted. Scammers will say anything to get you to divulge data. It is always suggested, if you feel you are being swindled, to hang up and call back. But don't call back the number they give you. Call a number that you get online or in the phonebook.

For More Information:

Visit the FCC's website at www.fcc.gov/cgb or rsfiber.coop/support/documents-links for RS Fiber's policy.

Caller ID Spoofing Tips, Continued

Your Local RS Fiber Contact Information:

Phone: **(800) 628-1754**

Physical Address: **310 Main Avenue, Gaylord, MN 55334**

Mailing Address: **PO Box 326, Gaylord, MN 55334**

Minnesota Telephone Assistance Plan (TAP)

TAP provides eligible persons with a monthly credit off their phone bill. For more information call your local customer service representative.

Phone Equipment Distribution Program

This program provides assisted phone devices to people who are hearing impaired, speech impaired and physically disabled. To make a relay call dial **7-1-1** or **(800) 627-3529**.

For More Information Relating to TAP:

Phone: **(800) 657-3663**

TTY: **(888) 206-6555**

Email: **ted.program@state.mn.us**

Website: **tedprogram.org**

MN Relay System

The Minnesota Relay System (MRS) is a telecommunications service for speech and hearing-impaired customers.

Communicate With Anyone Who Has A Phone

To use the Minnesota Relay System, the call you're making must begin or end in Minnesota and direct dial service (dialing one plus the area code and number) must be available on the phone you're using. The MRS allows you to make calls anywhere in the world. MRS allows Telecommunications Device for the Deaf (TDD) users to communicate directly to the person they called. By dialing the MRS 800 number, the TDD user will be connected to a Communications Assistant who then translates the TDD messages. Similarly, TDD users who would like to listen to the person they called may ask for Hearing Carryover. This allows them to listen to the person's voice and type a reply on the TDD. Again, the Communications Assistant will translate the TDD message.

Your Calls Are Private

Calls you make through the MRS are confidential. Communications Assistants are professionally trained to follow the strictest code of ethics and regulations.

How To Make Emergency Calls

1. Dial **9-1-1** from your phone.
2. TTY callers should dial **9-1-1** directly or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls.
3. After 9-1-1 dispatchers answer the call, pressing the space bar may help to inform the dispatcher this is a TTY call.
4. Dial 9-1-1 directly, as using Minnesota Relay for 9-1-1 calls may result a delay in getting your urgent message through.

How To Place A Call

1. Dial **7-1-1** from your phone.

Phone Numbers For Minnesota Relay

- TTY/Voice/HCO/ASCII **(800) 627-3529**
- VCO Direct **(800) 627-3024**
- STS **(877) 627-3848**
- Spanish Relay **(877) 627-5448**

For More Information On Minnesota Relay:

Minnesota Relay Consumer Relations

Phone: **(651) 602-9005**

TTY: **(800) 657-3775**



Phone Number Porting

If you are switching your telephone provider within the same geographic location and want to keep your current number, we will contact your previous telephone provider and “port” (or move) your number to RS Fiber service. When you move to a new geographic location, it is not always possible to keep the same number. Please contact RS Fiber at **(800) 628-1754** to find out if you can keep your current number. The ability to port your phone number is protected under the Federal Communications Commission’s “local number portability” rules.

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 phone bill to verify that your service has not been switched without your authorization. At your request, RS Fiber 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 both sides of the attached form and return it with your RS Fiber bill payment.