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763.314.0100 | FiberNetMonticello.com

GENERAL PHONE INFORMATION

ADDITIONAL SERVICE OPTIONS

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

VOICEMAIL

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

TELEPHONE DIRECTORY & LISTING

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

OPERATOR SERVICES & DIRECTORY ASSISTANCE

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

CHOOSING A LONG DISTANCE CARRIER

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

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

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

CASUAL BILLING

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

TOLL RESTRICTIONS

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

NATIONAL DO NOT CALL REGISTRY

The National Do Not Call list is a 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 telephone solicitations.

Register:

- Phone: (888) 383-1222 TTY: (866) 290-4236
- Online: donotcall.gov

MINNESOTA TELEPHONE ASSISTANCE PLAN (TAP)

TAP provides eligible persons with a credit of \$1.75 per month of their phone bill. For more information call us at 763-314-0100.

STOP YOURSELF FROM BEING SLAMMED!

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

RESTRICTION OF USE OF CUSTOMER PROPRIETARY INFORMATION

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

FiberNet Monticello
Attention: Subscriber Policy
118 6th Street West, Suite A
Monticello, MN 55362

Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency.

All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct • Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: mn.relay@state.mn.us

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:

www.fcc.gov/complaints

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

mn.gov/dhs/ted-program

Voice: 1-800-657-3663

TTY: 1-888-206-6555

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA, who uses speech recognition technology, repeats what the other party says, which is then transmitted as text to the CTS user's phone.

Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service.

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. The HCO user types his or her conversation on a text telephone for the CA to read to the other person, and listens directly to the other person's response.

Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with the speech disability so that the other person on the call can understand them.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

Text-to-Voice (TTY): 1-800-627-3529

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties - in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/guides/video-relay-services.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

900 Pay-Per-Call Services: 1-900-230-3324

This service allows a relay user to connect to any pay-per-call service.