

**SECTION 1: MEMBER APPLICATION (BUSINESS)**

Date: \_\_\_\_\_ Contact Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

Tax ID Number: \_\_\_\_\_

Primary Contact: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip \_\_\_\_\_ County: \_\_\_\_\_

Street Address: \_\_\_\_\_

(Randolph Communications cannot install telephone service without a valid street address)

Have you had telephone service with us before? Yes \_\_\_ No \_\_\_

If yes, previous telephone number: \_\_\_\_\_ Date disconnected: \_\_\_\_\_

Has there been service at this address before? Yes \_\_\_ No \_\_\_

Do jacks need to be installed? Yes \_\_\_ No \_\_\_ If yes, how many: \_\_\_\_\_

List in telephone directory as: \_\_\_\_\_

Telephone Number:  Published  Non-Published (\$1.50/month)

Directory Requested: \_\_\_ Yes \_\_\_ No

The Applicant will grant to Randolph Communications (RC) a right-of-way easement to construct, operate and maintain a telephone line or system on the land described above and in or upon all streets, roads or driveways abutting said land. In this application, the undersigned agrees to the rules and regulations of the Cooperative as set forth in the exchange tariff, and to any general changes in rules or rate for the service furnished under this application. This application becomes a contract when accepted by the Cooperative. The Corporation's By-laws are available at the business office. I (we) authorize Randolph Communications to conduct a credit check to determine my (our) credit worthiness and ability to pay for services ordered. If my (our) credit rating is found to be unsatisfactory, a security deposit will be required. Failure to establish credit worthiness will result in the applicant being required to post a security deposit. If applicant does not want to disclose their social security number they can furnish three credit references. **There is an \$90 set-up fee, which we will bill on your first telephone bill.** Any additional work requested or required beyond the outside protector will result in additional charges (i.e. installation of a new telephone jack). There is a \$99 Early Termination Fee (ETF) for internet and \$199 ETF for TV service, which may be waived by meeting certain credit qualifications. If a 36-month commitment is not desired then the applicant is required to pay the installation fees up front as well as any deposits that may be required. Connections to additional computers, wired or wireless, will incur additional fees. Please note that RC bills one month in advance for all services except toll and one-time purchases, such as computer services. Home Wi-Fi will be an additional \$4.99/mo or \$8.99/mo based on structure of home. If more adapters are needed then additional fee will incur. Your first bill will include that one month in advance and any days between when the service was installed and when billing is run. The applicant also understands that a \$10 membership fee is due at the time the order is placed.

If at any point RC determines there is a health or service hazard that would prohibit service or equipment installation or repair, and/or, is a result of repeat equipment failure that may/may not be as a result of negligence of the customer, RC has the discretion to remove leased equipment, discontinue service, or discontinue upgrading equipment and services at customer home or business, pending Supervisor approval. Should a customer have inside wire maintenance in a bundle, then the inside wire maintenance would become void within the bundle. I acknowledge I have read and am in agreement with the RC policies that can be found at [www.rtmc.net](http://www.rtmc.net).

Primary Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Secondary Signature to provide full account access: \_\_\_\_\_

RC Witness: \_\_\_\_\_

**For Office Use Only**

Telephone Number: \_\_\_\_\_

Member Number: \_\_\_\_\_

Security Deposit: \_\_\_\_\_ Date Paid: \_\_\_\_\_

Acct #: \_\_\_\_\_ Directory \_\_\_\_\_

Rev. 11.7.17

**Payment Options**

SmartHub (Online Bill Pay)

Automatic Draft

Credit Card – Visa, MasterCard or Discover

Mail

Drop Box

Drive Thru

**SECTION 2: SECURITY (REQUIRED)**

**CPNI Password:** \_\_\_\_\_ (main account password)

**Security Questions** (answer at least two of the questions below):

- 1. The model/make of your first car? \_\_\_\_\_
- 2. The 1<sup>st</sup> elementary school you attended? \_\_\_\_\_
- 3. The name of best friend in high school? \_\_\_\_\_
- 4. Your favorite holiday? \_\_\_\_\_
- 5. Your favorite animal? \_\_\_\_\_
- 6. Your school's mascot? \_\_\_\_\_

**SECTION 3: Long Distance Authorization (REQUIRED)**

(This is for your long distance service)

**LETTER OF AUTHORIZATION**

**Billing Name & Address:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Yes, I understand that by signing and returning this form, I authorize RTTI to switch me to RTTI Long Distance for my **Intra-LATA** and **Inter-LATA** (calls made to destinations within and outside my Local Access and Transport Area – see current telephone directory for NC LATA map) and International calls. I understand that there may be a fee for making this change, but RTTI will compensate me for that fee. I designate RTTI to act as my agent to make this change. Please switch the telephone number(s), including Fax and Modem lines, listed below to RTTI Long Distance.

I acknowledge that RTTI is my long distance provider and understand that RTTI does not offer connections to third party long distance providers.  
(\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

**PIC FREEZE REQUEST / AUTHORIZATION**

In order to be protected from any unauthorized switching of my **Intra-LATA** and **Inter-LATA** Carrier choice of RTTI, I hereby authorize RTTI to apply a "PIC FREEZE" to my Intra-LATA and Inter-LATA long distance account on these Telephone Numbers:

(\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_; (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

I understand that there is no charge for this service, and that I will be unable to change carriers unless my "PIC Freeze" is removed at my request by contacting my local telephone company's business office.

**Signature(s)** \_\_\_\_\_ **Date** \_\_\_\_\_

# RANDOLPH COMMUNICATIONS MEMBER BUSINESS AGREEMENT

Taxes & Fees  
Not Included in Plans

## SECTION 4:

**BUNDLED SERVICES:** *Select Option 1 or 2 below for a Bundled Service.*

\* Requires Fiber

### Option 1 – DOUBLE PLAY BUNDLES (*check one*):

#### Business PER MINUTE Bundles

- \$79.95 (Voice @ \$0.06/min. & 6 Mbps x 768 Kbps)

VoiceMail: # of rings before voicemail answers \_\_\_\_\_

- I do not want voicemail with my bundle.

OR

### Business UNLIMITED Bundles (*Fiber Only Options. Check one.*)

- \$89.95 (Unlimited Voice & 6 Mbps x 768 Kbps)
- \$99.95 (Unlimited Voice & 8X2 Mbps)\*
- \$119.95 (Unlimited Voice & 15X3 Mbps)\*
- \$139.95 (Unlimited Voice & 25x5 Mbps)\*
- \$179.95 (Unlimited Voice & 50x5 Mbps)\*
- \$229.95 (Unlimited Voice & 100x10 Mbps)\*

*Note: A stuttered dial tone indicates a message. Voicemail instructions are available in the Directory or online. When choosing a Bundle, RTTI must be selected as your long distance carrier. Actual internet speeds will vary depending upon computer, network, software & geographical limitations. Other restrictions may apply.*

### Option 2 – VOICE ONLY BUNDLES (*check one*):

- \$39.95 – Per Minute Plan (Voice @ \$0.06/minute)  
\_\_\_\_\_ - Number of Lines

- \$49.95 – Unlimited Plan (Unlimited Long Distance)  
\_\_\_\_\_ - Number of Lines

*Each Voice Bundle Includes: Unlimited Local Access, Regulatory Fees, Value Voicemail, Call Forwarding, Caller ID Name/Number, Anonymous Call Rejection, 3-Way Call User Transfer, Call Return, Repeat Dialing, Inside Wire Maintenance, Rollover Services.*

## **NON-BUNDLED SERVICES** *If a Bundle Option was not selected, then select one or more options below.*

### PHONE ONLY: BASIC PHONE (REQUIRED):

- Basic Phone (\$29.50 single line) *local and per minute long distance*
- Voice Unlimited - \$58.00

### Long Distance Plans: (if no plan selected then Basic rate applies)

- Economy Plus (\$3.95/mon. per line)
- Advanced Plan (\$4.95/mon. per line)
- Responsible Dialing Plan (\$5.95/mon. per line or \$9.95 per 2 lines)  
*(see page 4 for per minute rates)*

### INTERNET (*check one*): (*For internet only, phone is required*)

- \$49.95 - Premium (3 Mbps/768 Kbps)
- \$59.95 - Fast (6 Mbps/768 Kbps)
- \$69.95 - Ultra (8 Mbps/2 Mbps)\*
- \$77.95 - Turbo (15x3 Mbps)\*
- \$97.95 - Express (25x5 Mbps)\*
- \$137.95 - Ultimate (50x5 Mbps)\*
- \$177.95 - Extreme (100x10 Mbps)\*

### BUSINESS MyTV ONLY:

#### Office Packages:

- \$46.50 – Basic Office (2 TV's)
- \$56.50 – Expanded Office (2 TV's)
- \$79.50 – Premier Office (2 TV's)

#### Tavern Packages:

- \$49.50 – Basic Tavern (2 TV's)
- \$79.50 – Premier Tavern (2 TV's)

#### ADD-ON'S:

- \$4.95 – HD Access
- \$3.99 – Each add'l TV (3<sup>rd</sup>, 4<sup>th</sup>, etc.) x \_\_\_\_\_
- \$13.00 IP Access (*required for non-internet subs.*)

*A La Carte programs available for Business Office and Tavern Packages (i.e. Music, Golf, etc.)*

- MAINTENANCE PLANS** (*select one if bundle not selected*):  \$2.95 Phone Only  \$2.95 TV Only  \$4.95 Phone & Internet  \$6.95 Phone/Internet/TV

## SECTION 5:

### INSTALLATION PLANS (*select one*):

- 36-Month Commitment – FREE Installation on Internet & MyTV
- \$99 – Internet Installation (no commitment)
- \$199 – MyTV Installation (no commitment)

**REQUIRED:** To aid with INTERNET installation, complete: (\*Add'l charges may apply):

Email Address/Username: \_\_\_\_\_@rtmc.net

Password: \_\_\_\_\_ (*at least 8 characters including 1 number*)

Home #: \_\_\_\_\_

Best Contact #: \_\_\_\_\_

Network multiple computers? Y\*/ N

Jack near computer? Y/ N\*

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Need Help Paying Your Phone Bill?

### **What is Lifeline?**

Lifeline is a government benefit program supported by the Universal Service Fund that provides a discount on phone service for qualifying low-income consumers. Lifeline helps ensure that eligible consumers have the opportunities and security that phone service brings, including being able to connect to jobs, family, and emergency services.

### **Who Qualifies?**

The Lifeline program is available to eligible low-income consumers in every state, territory, commonwealth, and on Tribal lands. Consumers with proper proof of eligibility may be qualified to enroll. To participate in the program, consumers must have an income that is at or below 135% of the federal Poverty Guidelines or participate in a qualifying state, federal or Tribal assistance program. These programs are:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit Programs
- Tribal-specific programs: Bureau of Indian Affairs General Assistance, Food Distribution Program on Indian Reservations (FDPIR)

Federal rules prohibit eligible low-income consumers from receiving more than one Lifeline discount per household. An eligible consumer may receive a discount on either a wireline or wireless service, but not both. A consumer whose household currently is receiving more than one Lifeline service must select a single Lifeline provider and contact the other provider to de-enroll from their program. Consumers violating this rule may also be subject to criminal and/or civil penalties.

### **How to Apply for Lifeline?**

If you do not have service and want to apply for Lifeline:

- Contact the local telephone company to place an application for service and fill out the Lifeline forms.
- Your service will be installed when your telephone company receives the approved form. At that time, the monthly Lifeline discount will begin. Your monthly Lifeline discount will begin only when the approved form has been received.

## **RTTI Calling Plans**

### **Basic Plan – No Monthly Fee**

Peak<sup>1</sup>

15 cents/min. Interstate  
20 cents/min. Instate  
InterLATA & IntraLATA

Off Peak<sup>2</sup>

10 cents/min. Interstate  
15 cents/min. Instate  
InterLATA & IntraLATA

<sup>1</sup> Peak – 7 am to 6:59 pm, M-F

<sup>2</sup> Off Peak – 7 pm to 6:59 am, M-F

Weekends and Major Holidays are Off Peak

### **Economy Plan- 3.95/mo. Per Line**

10 cents/min. Interstate<sup>4</sup>  
12 cents/min. Interstate InterLATA and IntraLATA  
36 hours a day – 7 days a week

### **Responsible Dialing Plan**

**\$5.95/mo. Per line or \$9.95 per 2 lines**

6 cents/min. Interstate<sup>4</sup>  
10 cents/min. Instate InterLATA and IntraLATA  
36 hours a day – 7 days a week

### **Advanced Plan - \$4.95/ mo. Per Line**

7 cents/min. Interstate<sup>4</sup>  
11 cents/min. Instate Inter and IntraLATA  
36 hours a day – 7 days a week

### **RTTI Statement of Rates, Terms, and Conditions**

A complete statement on which RTTI offers service is set forth in RTTI's Statement of Rates, Terms and Conditions (RTC) for Provision of Service, which is available for public inspection at RTTI's offices and via the RTTI link at [www.rttmc.net](http://www.rttmc.net). Acceptance of service from RTTI shall be deemed an agreement by Customer that the customer shall accept service from RTTI on the terms set forth in RTC, as such are currently and hereafter revised, and which are available for public inspection. The purpose of this Notice is to inform Customers of certain provisions of the RTC, which shall in no way limit, waive, or restrict the applicability of all terms and conditions contained in the RTC.

1. Customer is responsible for the payment of all charges for any and all services or facilities provided by RTTI to the customer and for compliance with all applicable terms of the RTC. If objection in writing is not received by RTTI within 30 days after the bill is rendered, Customer's account shall be deemed correct and binding upon the Customer.
2. RTTI retains the right to deny service to any customer who fails to comply with the rules and regulations of the RTC, or other applicable rules, regulations or laws.
3. Customer shall indemnify and hold RTTI harmless from and against: (1) all claims, liability, damage and expense, including attorneys' fees, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by the Customer using RTTI's Services; (2) any other claim resulting from any act or omission of the Customer relating to use of RTTI's facilities; and (3) the payment of all charges for service ordered by the Customer from a Local Exchange Carrier or other entities for telecommunications services and/or facilities connecting the Customer to RTTI.]
4. Customer shall reimburse RTTI for damages to the RTTI's facilities caused by negligence or willful act of Customer.
5. Customer understands that the services are furnished subject to the conditions that there will be no abuse fraudulent and/or illegal use thereof.
6. In addition to all recurring, non-recurring, minimum, usage, surcharge or special charges, Customer shall also be responsible for and shall pay all applicable federal, state and local taxes or surcharges, including sales, use, excise, gross earnings, and gross income taxes. All such taxes shall be separately shown and charged on bills rendered by RTTI or its billing agent. Such taxes and/or surcharges may be included as allowed by an applicable federal or state law or regulation.
7. A credit check will be mandatory and a security deposit may be required.
8. Payment will be due as specified on RTTI's bill to Customer. Commencing after that due date, a late charge will be applied to all amounts past due. Service may be denied or discontinued at RTTI's discretion for nonpayment of amounts due to RTTI past the due date. Restoration of Service will be subject to all applicable charges.
9. In the case where Customer submits a check to RTTI for payment, the check is returned for insufficient funds, or is otherwise not processed for payment, there will be a charge as set forth in the RTC. Such charge will be applicable on each occasion when a check is returned or not processed.

### **Fiber Connections and Power Supply's**

In the event of power failure, a battery backup provides temporary power to your Optical Network Terminal (ONT). To maintain full backup charge, keep your backup equipment plugged in at all times. It is recommended to limit the use of your phone to voice emergency calling only. Typically battery back-ups provide up to 8 hours of use during a power outage but the more you utilize your phone the quicker your back up unit will end. You may also be able to make 911 calls from your mobile device. Additional power supplies available for purchase.

## Randolph Communications Terms and Conditions

I agree to subscribe to the RC High-Speed Internet Plan checked above, beginning on the date of installation of service. The monthly recurring rate as indicated. Standard installation charges will apply, unless other installation promotions are in place at the time of installation. I understand that if I do not fulfill the term commitment for this agreement, I am required to pay a \$499 early termination fee based on the selected commitment term that will be pro-rated. Other charges and conditions may also apply. A credit check will be completed to determine if other up-front fees are required. Standard installation includes connection of the internet service to one (1) computer. Additional computers may be networked to the internet service for an additional fee(s). Any internet or TV customer who does not sign a 36-month commitment must pay a non-refundable \$499.00 installation fee up front.

I understand and agree that I have requested RC to analyze and configure my computer system for Internet services. I understand that I will be charged for home Wi-Fi which will be an additional \$4.99/mo or \$8.99/mo based on structure of home or business. I understand it is my responsibility to make sure that my computer system has been completely backed-up prior to any installation of hardware and/or software necessary to access high-speed data services. The actual connection speeds experienced by the customer will vary. I understand that RC shall not be responsible or liable for (1) Any file loss or corruption; (2) Hardware/software failure or corruption; (3) Any hardware or software configurations which may make the system unusable; and/or (4) Electrical surges that may cause damage to connected devices. RC is not responsible for any problems with my computer following the installation or repair of data services. I understand that if there is a modem failure within the commitment window, RC will replace the modem with a comparable unit. If the modem becomes inoperable after the commitment window, then I agree to replace the modem at my expense. RC is not responsible for problems with my computer following the installation of high-speed data service pursuant to this agreement. I hereby waive any claims I may have to bring any action against RC for any of the aforementioned failures, losses or defects. I acknowledge and understand these Terms and Conditions. No other agreement, verbal or otherwise, shall be binding upon the parties hereto.

**Unlimited Long Distance Terms & Conditions** - Customers may subscribe to local service provided by Randolph Communications and Randolph Telephone Telecommunications Inc. (RTTI) long distance. Calls not included in the Unlimited packages will be billed at tariff rates. The unlimited plan is for residential voice calls terminating within the continental U.S. (excludes Hawaii & Alaska) only. This plan may not be used to place calls to on-line data services, or Internet access services. The plan may not be used for commercial use or for any services that do not involve a person-to-person conversation or voice message. Calling card services, calls to International exchanges, calls to 900 numbers, Directory Assistance, operator services, data calls, calls to Hawaii & Alaska and any other use of the line not included. RC reserves the right to discontinue or change service to customers on the Unlimited Long Distance Plan if the Company determines that the long distance calling patterns are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential customer usage, the customer may be subject to discontinuation of this service and additional fee or offered an alternative plan at the Company's sole discretion. Additional regulatory charges apply with package. This package may not be used to qualify for any other tariff packages; all other tariff discounts do not apply. Billing month-to-month and rates are subject to change. RC reserves the right to discontinue the plan at its sole discretion with due notice to the customer. All elements of bundle must be retained to qualify for package pricing.

**Bandwidth, Data Storage and Other Limitations** - RC offers multiple packages of Service with varying speeds and features and bandwidth usage limitations (not all packages are available in all areas). You must comply with the current bandwidth, data storage, electronic mail and other Limitations of Service that correspond with the package of Service you selected. In addition to complying with the limitations for specific features, you must ensure that your activities do not improperly restrict, inhibit, or degrade any other user's use of the Service, nor represent (in RC's sole judgment) an unusually great burden on the network itself. In addition, you must ensure that your use does not improperly restrict, inhibit, disrupt, degrade or impede RC's ability to deliver the Service and monitor the Service, backbone, network nodes, and/or other network services. If you use excessive bandwidth (as determined by RC), RC may terminate, suspend, or require you to upgrade the Service and/or pay additional fees.

RC reserves the right to manage its network for the greatest benefit of the greatest number of subscribers including, without limitation, the following: rate limiting, rejection or removal of "spam" or otherwise unsolicited bulk email, anti-virus mechanisms, traffic prioritization, and protocol filtering. You expressly accept that such action on the part of RC may affect the performance of the Service. RC reserves the right to enforce limits on specific features of the Service including, without limitation, email storage (including deletion of dormant or unchecked email) and web hosting maximums. Visit Limitation of Services to learn the limits on specific features of the Service

**Limitation of Liability** - It is understood that RC is not an insurer, and that customer is responsible for obtaining any insurance coverage. Customer agrees to look exclusively to customer's insurer to recover for injury or damage in the event of any loss or injury, and releases and waives all right of recovery against RC arising by way of subrogation. The amount payable to RC hereunder is based upon the value of the services and the scope of liability as herein set forth and is unrelated to the value of the customer's property or property of others located in the customer's premises. The customer's exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever, including RC's negligence, shall be a refund of any service charges and fees paid to RC by the customer up to the time the damage is discovered. RC shall in no event be liable for any consequential or incidental damages of any nature, including without limitation, damages for personal injury, damages to property, or loss of business. Unless a longer period is required by applicable law, any action against RC in connection with this system must be commenced within one year after the cause of the action has accrued. The provisions of this paragraph shall apply if loss, damage or injury irrespective of cause or origin, results directly or indirectly to person or property from performance or nonperformance of obligations imposed by this contract or from negligence, active or otherwise, strict liability, violation of any applicable consumer protection law or any other alleged fault on the part of RC, its agents or employees. It is further agreed that the limitation on liability, expressed herein, shall inure to the benefit of and apply to all parent, subsidiary and affiliated RC companies. In the event any person not a party to this agreement shall make any claim or file any lawsuit against RC in any way relating to the equipment or services that are subjects of this agreement, including for failure of its equipment or services that are the subjects of this agreement, including for failure of its equipment or service in any respect, customer agrees to indemnify and hold harmless RC from any and all such claims and lawsuits including the payment of all damages, expenses, costs and attorney's fees.

**Limited Warranty** - If any equipment supplied by RC pursuant to this Service Agreement is found to be defective in material or workmanship within twelve (12) months of the date of completion or installation, then any such equipment will be repaired or replaced at RC's option with new or functionally operative equipment. Labor and material required to repair or replace such defective equipment will be free of charge for a period of twelve (12) months following the completion of the original installation. This limited warranty does not apply to: a) damage resulting from accidents, acts of God, alteration, misuse, tampering or abuse; b) failure of the customer to properly follow operation instructions provided at the time of installation or at a later date; and c) trouble due to interruption of commercial power or to the phone service. The foregoing limited warranty is in lieu of all other warranties, express or implied, including but not limited to, any implied warranties of merchantability or fitness for a particular purpose. No agent, employee or representative of RC, nor any other person, is authorized to modify this warranty in any respect. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

**Acknowledgment & Consent** - Customer hereby acknowledges that RC has the capability to identify the URLs of the sites on the web that the customer accesses through his/her RC High Speed Data Service. Customer hereby consents to RC's access to and use of that information to improve its High Speed Data Service offerings. If the customer does not consent to such access to and use of this information, customer can request to be designated as "anonymous." RC will continue to track such usage information on an aggregated basis, and will not associate such usage with customer's name or account number.

**General** - RC assumes no liability for delays in installation of equipment and line, or for interruption of service due to strikes, riots, floods, fires, acts of God or any causes beyond the control of RC. RC is not required to supply service to customers during an interruption of service should the problem persist. Customer grants permission to RC to enter his/her premises if necessary to perform service to equipment as agreed herein. This agreement constitutes the entire agreement between the customer and RC. In executing this agreement customer is not relying on any advice or advertisement of RC. Customer agrees that any representation, promise, condition, inducement or warranty, express or implied, not included in writing in the agreement shall not be binding upon any party, and that the terms and conditions hereof applied as printed without alteration or qualification, except as specifically modified in writing. The terms and conditions of this agreement shall govern notwithstanding any inconsistent or additional terms and conditions or any purchase order, service or other document submitted by the customer. Customer understands that should the power fail while being serviced on fiber optics then phone service will be lost once battery back-up loses power.

**Inside Wire/Internet/MyTV Maintenance**: Phone plan includes all wiring inside the home that was installed to code, and also covers the maintenance and/or replacement of the battery back-up for fiber-optic subscribers. **MyTV**: All coax and cat5 wiring and remote controls. A limit of two remote control replacements available within a 12-mon. period if deemed that equipment was faulty. \$47.50 service fee applies. **Internet**: All wiring to modem, DSL filters. If no plan is chosen then then customer is acknowledging responsibility for payment of all charges for service calls to the customer's premise if it is determined that the trouble is caused by the inside wiring, jacks or customer-owned equipment and not the company's equipment. Customers who do not select maintenance plan will be charged \$90 per hour for labor and material costs on service calls for interior wiring and equipment issues. At any time RC staff deems equipment is not safe and could cause harm to employee(s) then RC reserves the right to revoke inside wire maintenance. RC reserves the right to revoke inside wire maintenance should a customer abuse the replacement of wiring due to uncleanness and biohazards that result in multiple equipment replacements.

**Term & Termination**: This agreement will have either a month to month term or 36-month term as selected by you when order is placed. At the end of Agreement's initial Term, Agreement will automatically renew for successive one mon. period ("Renewal Terms") unless either party provides the other party of its intent not to renew. If I choose to discontinue bundling services, current rates apply for all components unless customer is discontinuing internet or TV. Any 36-mon. commitment not fulfilled must pay the following penalties are as follows: \$99 for internet and \$199 for TV. All fees apply as stated unless special promotion is active at the time order is placed.

**Randolph Communications**  
**YOUR RIGHTS ON CUSTOMER PROPRIETY NETWORK INFORMATION (CPNI)**

Federal regulations permit Randolph Communications to use information about your telecommunications services to recommend other categories of products and services to you, unless you notify us otherwise. This applies to information about telecommunications services you buy from Randolph Communications, including the types of services you receive, how much you use them, how we provide them to you, and calling/billing records. Randolph Communications will use this information to offer you valuable new and additional services, including packages or bundles containing both Randolph Communications and Randolph Communications subsidiary products and services.

This information will be used by only those companies now or in the future that design, market or sell, or assist in the design, marketing or sale of (1) Randolph Communications communications-related services or (2) Randolph Communications subsidiaries communications-related services sold as part of a package or bundle with Randolph Communications communications-related services, including our agents, authorized sales representatives, joint venture partners/participants and independent contractors. Those companies include Randolph Communications, Randolph Telephone Telecommunications, Inc. and any other current or future direct or indirect subsidiaries of Randolph Communications that provide, design, market or sell or assist in the design, marketing or sale of any of the services described at the beginning of this paragraph.

Randolph Communications will protect the confidentiality of this information regardless of whether you approve or disapprove the uses described in this Notice. Under Federal law, you have the right to have your account treated confidentially and to restrict our use of this information, and Randolph Communications has a duty to protect the confidentiality of that information.

Due to rule changes made by the Federal Communications Commission (FCC), you will need to establish a password and a series of authentication questions in order to discuss call detail information with Randolph Communications on customer-initiated telephone calls. If you do not wish to establish a password, Randolph Communications will only be able to discuss call-detail records with you by calling you at your telephone number of record or by mailing the information to your address of record in order to comply with these federal regulations.

If you wish to prohibit our use of this information as described in this notice, call us at 336-879-5684 or e-mail us at [csrep@rtmc.coop](mailto:csrep@rtmc.coop) with your request within 30 days of your receipt of this notice. Your denial of approval for Randolph Communications to use this information will not affect the provision of any services to which you subscribe. Your approval or denial of approval for the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

We look forward to being able to serve your communications needs more efficiently with new and existing products and services based on the information we know about your account.

## How Do I Pay My Bill?

Randolph Communications has made it easier than ever to make a payment. Choose any of the five options below.

1. **Mail your payment to:** Randolph Communications, 317 East Dixie Drive, Asheboro, NC 27203
2. **Visit any location:**
  - a. **Headquarters** - 317 East Dixie Drive, Asheboro, NC 27203
  - b. **Liberty** - 211 West Swannanoa Avenue, Liberty, NC 27298
3. **Call 24/7 using RTMC ExpressPay (Available 24/7):** *(Please have Randolph Communications account information ready)*  
 Toll Free – 855-382-9920 (Visa, MC, Discover, Debit or Credit Card)
4. **Pay On-Line at [www.rtmc.net](http://www.rtmc.net), “Pay My Bill”**
5. **Automatic Draft**



**Connecting Our Community**



Randolph Communications  
 317 East Dixie Drive  
 Asheboro, NC 27203

336.879.5684 or 336.622.7900  
[www.rtmc.net](http://www.rtmc.net)



### Auto Draft Authorization Agreement for Pre-arranged Payments Debits

#### Choose Draft by Checking or Credit Card

This is my authorization for Randolph Communications to automatically debit my:  
Company Name

Credit Card  Debit Card  Visa  MasterCard  Discover

\_\_\_\_\_ (Card Number) \_\_\_\_\_ (Expiration Date)

Card Holder's: \_\_\_\_\_ Last three digits listed on signature line on back of card for Visa and MC or 4 digits on back for Discover card

Zip Code: \_\_\_\_\_ Address: \_\_\_\_\_  
(House address not PO Box address)

Checking  Savings Account \_\_\_\_\_ ( \_\_\_\_\_ )  
(Please attach a voided check) Account Number Bank Transit/ABA No.

at \_\_\_\_\_ in \_\_\_\_\_  
Financial Institution City State Zip

I understand that this authorization will be in effect until I notify Randolph Communications in writing that I no longer desire this service, allowing it reasonable time to act on my notification. I also understand that if corrections in the debit amount are necessary, it may involve an adjustment (credit or debit) to my account.

I have the right to stop payment within 3 business days of a debit entry by notifying Randolph Communications before the account is charged. If an erroneous debit entry is charged against my account, I have the right to have the amount of the entry credited to my account by my institution, if, within 60 days following the date on which I as sent a statement of account, I give Randolph Communications a written notice identifying the entry, stating that it is in error and requesting credit back to my account.

THIS AUTHORIZATION IS NONEGOTIABLE AND NONTRANSFERABLE.

Member # \_\_\_\_\_

\_\_\_\_\_ CUSTOMER BILLING NAME

\_\_\_\_\_ CUSTOMER PHONE NUMBER

\_\_\_\_\_ DATE

\_\_\_\_\_ CUSTOMER SIGNATURE

**Complete the above form with your credit card or checking account information.  
Date, sign and return the form to:**

Randolph Communications  
317 East Dixie Drive  
Asheboro, NC 27203

Credit/Debit card drafts will be made on the 17<sup>th</sup> of the month for bill Cycle 1, on the 1<sup>st</sup> of the month for bill Cycle 2, on the 8<sup>th</sup> of the month for bill Cycle 3 and on the 16<sup>th</sup> of the month for bill Cycle 4. Deductions will begin the month we receive your authorization. **Visa, MasterCard and Discover Only.** If the draft date falls on a weekend or bank holiday, the draft will be processed the next business day.

Checking/Savings account drafts the bill Cycle 1 drafts will be made on the 13<sup>th</sup> of the month. For bill Cycle 2 on the 28<sup>th</sup> of the month, for bill Cycle 3 on the 5<sup>th</sup> of the month and for bill Cycle 4 on the 12<sup>th</sup> of the month and will begin the second month following the month we receive your authorization. The month your telephone bill is drafted, your telephone bill will state "Pay By Bank" in the "Enter Amount Paid" section of your telephone bill. If the draft date falls on a weekend or bank holiday, the draft will be processed the next business day.

Bill Cycle 1 includes 464, 581, and 879 exchanges.  
Bill Cycle 2 includes 361, 381, 461, and 857 exchanges.  
Bill Cycle 3 non-members  
Bill Cycle 4 includes 622 exchange.

	Credit Card	Bank Drafts
<i>Cycle 1</i>	17 <sup>th</sup>	13 <sup>th</sup>
<i>Cycle 2</i>	1 <sup>st</sup>	28 <sup>th</sup>
<i>Cycle 3</i>	8 <sup>th</sup>	5 <sup>th</sup>
<i>Cycle 4</i>	16 <sup>th</sup>	12 <sup>th</sup>

Be sure to **enclose a voided check**. Please include your bank's mailing address or phone number if at all possible. Should you have any questions, please call our office at (336) 879-5684 or email [csrep@rtmc.net](mailto:csrep@rtmc.net).