

Open Internet Disclosure:

The following policies apply to mass market mobile broadband Internet services offered by Red River Rural Telephone Association (dba Red River Communications) through Telispire. Red River Rural Telephone Association also offers enterprise level services that can be individually tailored to customer needs. Information on enterprise services can be obtained by contacting support@redrivercomm.com or calling 701-553-8309. It is Red River Rural Telephone Association's policy to provide robust and reliable access to the Internet for all of its mass market end user customers. Because network resources are shared by all users, Red River Rural Telephone Association discloses and identifies the following policies governing its mass market mobile Internet service. These policies are designed to: (i) ensure that shared network resources are allocated fairly among all users; (ii) allow users and prospective users to understand service policies and any significant limitations on the service; and (iii) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe. Red River Rural Telephone Association does not block access to, nor discriminate against, any lawful website or Internet application. Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Service Agreement. By using Red River Rural Telephone Association's mobile Internet service, the customer accepts, agrees to be bound by and to strictly adhere to, these policies. The customer also agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

I. ACCEPTABLE USE POLICY

Red River Rural Telephone Association's [Acceptable Use Policy](#) applies to use of its landline and mobile Internet broadband network.

Additionally, as the underlying facilities provider for the mobile broadband service, the Acceptable Use Policy of its [underlying facilities provider](#) is also applicable to the mobile broadband service.

II. NETWORK MANAGEMENT; RELATED DEVICE AND PRIVACY POLICIES

All traffic management for the mobile broadband service is controlled by its [underlying facilities provider](#). Accordingly, Red River Rural Telephone Association's mobile broadband service adheres to the network management practices of its underlying facilities provider.

Device Attachment Policies. Red River Rural Telephone Association's device attachment rules and restrictions are consistent with the device attachment rules and restrictions of its [underlying facilities provider](#).

Except as disclosed herein, Red River Rural Telephone Association does not impose any further device attachment rules or limitations in addition to those of its facilities provider.

Privacy Policies. While Red River Rural Telephone Association collects personally identifiable information in order to provide the mobile broadband service and to bill for this service, Red River Rural Telephone Association does not collect any information concerning the customer's visited websites, application usage or other Internet activity.

However, customers should be familiar with the privacy policies of Red River Rural Telephone Association's [underlying facilities provider](#).

Questions regarding network management, including related policies regarding device attachments and privacy, should be directed to Red River Rural Telephone Association at support@redrivercomm.com or call 701-553-8309.

III. COMMERCIAL TERMS

Pricing. Pricing and terms for mobile broadband service is listed on your service agreement and at Red River Rural Telephone Association's [website](#). Terms include, but are not limited to, all monthly prices for all tiers of service, usage-based fees, early termination fees ("ETFs"), fees for additional network services, and any other possible fees related to your mobile broadband service.

Minimum Terms

- a. Your service agreement indicates whether you have agreed to a minimum service term for your service and, if so, the number of months in the term. YOU WILL BE SUBJECT TO AN EARLY TERMINATION FEE IF YOU CANCEL SERVICES BEFORE THE END OF THE MINIMUM SERVICE TERM (OR IF WE TERMINATE YOUR SERVICE EARLY FOR CAUSE UNDER THE AGREEMENT). The Early Termination Fee, which is noted on your service agreement, will decrease as detailed on your service agreement for each month of the minimum service term that you complete.*
- b. If your service plan does not include a minimum service term or, if it does and you reach the end of the minimum service term, your service term will be "month-to-month" and will not be subject to an Early Termination Fee if you cancel your service.*
- c. If your service term is month-to-month, Red River Rural Telephone Association can change the price of your service by providing you at least one billing cycle's notice of the change.*

Maximum Monthly Data Caps

a. Your service agreement indicates whether you are subject to a maximum monthly data cap on your service. The cap states the aggregate number of megabytes of data that you may send and receive using the service in a single billing cycle. If your use of the services exceeds the cap in any billing cycle, you will be subject to an additional charge. The amount of this charge appears on your service agreement.

b. Red River Rural Telephone Association will attempt to contact each customer via e-mail or SMS if it is notified by the underlying facilities provider that monthly caps are exceeded. However, it is each customer's responsibility for keeping track of his or her data use. Red River Rural Telephone Association makes current data usage information available to its customers. You may track your usage [online](#). Unused data in a given billing cycle does not "roll over" to future billing cycles.

Changing or Cancelling Service

a. If you cancel your service, in addition to any applicable Early Termination Fee, you must pay for your use of the service up until the date on which you cancelled, including charges for exceeding any data cap that applied to your account, and applicable taxes.

b. If, during the minimum service term, you decide to change to another Red River Rural Telephone Association mobile service plan (for example, one with different rates or usage allowances) or to add additional services such as international roaming to your plan, then Red River Rural Telephone Association has the right to restart the minimum service term from the beginning of the change in plan or addition of service.

c. If, during the minimum service term, Red River Rural Telephone Association changes the terms of your service and the changes are materially disadvantageous to you, you may terminate the service without paying an Early Termination Fee by providing written notice to Red River Rural Telephone Association within 30 days of the effective date of the change.

Redress. All end users and edge providers that have questions or complaints regarding Red River Rural Telephone Association's mobile broadband service should contact support@redrivercomm.com or call 701-553-8309. An "edge provider" refers to any content, application, service, and device provider, which generally operates at the edge rather than the core of the network.