

Internet Add-Ons

Free E-mail Accounts (@netins.net)

- 1. User Name: _____ Real Name: _____
- 2. User Name: _____ Real Name: _____
- 3. User Name: _____ Real Name: _____
- 4. User Name: _____ Real Name: _____
- 5. User Name: _____ Real Name: _____

_____ **SecurIT Plus 1st Computer \$6.95 Additional Computers \$5.95/each**
(qty)

SecureIT Plus is a fully automated and guaranteed computer protection service. It is a single service that is made up of a suite of technologies that are fully managed and supported to protect your computer. This service provides removal of viruses, spyware and adware, firewall protection and hard drive maintenance and optimization. A guaranteed protection with monthly e-mail reporting and free technical support.

_____ **Managed WiFi Router \$4.95**
(qty)

Managed WiFi is highly recommended, but is not required. Managed WiFi is a premium service whereby Oran Mutual Telephone Company will provide you with a router and actively manage the WiFi network in your home or business, so that you enjoy optimal performance of your network. As part of its Managed WiFi service Oran Mutual Telephone Company will also assist with set-up and connection of customer owned devices.

_____ **WiFi Extender \$2.00**
(qty)

The WiFi Extender is recommended when you have hard to reach areas including large homes, garages, basements and more. By adding an extender, it increases your router's range and provides those areas with a stronger signal. Up to 2 extenders can be used with your router and they are only available with the Managed WiFi.

Telephone Service

Do you want to add nationwide long distance*? YES or NO

*All plans: \$.14 each additional minute. Minimum 1 minute charge. Additional minutes billed per 30 seconds. No fee to change plans.

If yes, select a plan:

- _____ \$.17 per minute plan No Monthly Fee
- _____ \$.10 per minute plan \$3.95/month
- _____ 100 minutes \$7.00/month
- _____ 250 minutes \$17.50/month
- _____ 500 minutes \$35.00/month
- _____ 750 minutes \$52.50/month

Do you want your name and phone number listed in the phonebook? YES or NO

Do you want a preferred carrier freeze placed on your telephone service*? YES or NO

*A preferred carrier freeze prevents a change in a subscriber's long-distance service without the consent of the subscriber.

Please select all services you want BLOCKED:

- _____ 900 Numbers (prevents 900 calls going out)
- _____ 3rd Numbers Charged Calls (prevents another party from charging to your account)
- _____ Collect Calls (prevents collect calls from coming in)

INTERNET SERVICES AGREEMENT

- 1. Services.** Oran Mutual Telephone Company will provide to Customer the Internet Services and Managed WiFi Services identified in the Application or otherwise requested by Customer (the "**Services**"). By agreeing to the terms of this Agreement, Customer agrees to accept and timely pay for the Services.
- 2. Terms and Conditions of Services.** Oran Mutual Telephone Company' provision and Customer's receipt and use of Services shall be subject at all times to compliance with this Agreement which includes Oran Mutual Telephone Company' "**Acceptable Use Policy**" or "**AUP**" and the complete terms and conditions of Internet Service (the "**Internet Service Terms**"). The AUP and the Internet Service Terms, which are incorporated herein by reference and which may be amended from time to time by Oran Mutual Telephone Company in its sole discretion, shall be posted on Oran Mutual Telephone Company' web site at <https://readlyntelco.com> (the "**Web Site**"). A copy of the AUP and the Internet Service Terms is available at no charge upon request. In the case of a conflict between the provisions in this document and the AUP or the Internet Service Terms, the AUP and/or the Internet Service Terms shall control.
- 3. Use of Services.** Services are furnished to Customer for use only at the Service Address identified in the Application (the "**Premises**"). Customer may not resell, sublease or rent the Services to others. Neither Customer nor any user (whether or not use was authorized) of the Services ("**User**") may use the Services for any unlawful or improper purpose or in such a way that interferes with Oran Mutual Telephone Company' or any of its affiliate's networks, business operations or other customers. Customer is responsible for any content that is posted or transmitted on or through the Services via Customer's account. Customer acknowledges and agrees that Oran Mutual Telephone Company has no control over and is not responsible for any content or programming transmitted to Customer through the Services. Customer agrees to use the Services in a manner consistent with all applicable local, state, national and international laws and regulations ("**Applicable Law**").
- 4. Equipment; System.** Customer is solely responsible for providing all equipment, devices and software necessary to use the Internet Services. Oran Mutual Telephone Company shall provide a wireless router for use of Managed WiFi Services. Oran Mutual Telephone Company is not responsible for, and makes no representations, warranties or assurances that any Customer provided equipment, devices or software will be compatible with the Services or any equipment, devices or software provided by Oran Mutual Telephone Company. Under no circumstances shall Oran Mutual Telephone Company be liable to Customer or any third party for damage to equipment, devices and software used by Customer or any User. Any in Premises equipment provided by Oran Mutual Telephone Company ("**Equipment**") and the system of wires, cables, fiber and additional Premises equipment owned by Oran Mutual Telephone Company (the "**System**") used to provide the Services, shall remain Oran Mutual Telephone Company' sole property. Title to the Equipment and the System shall remain with Oran Mutual Telephone Company at all times and Customer shall have no rights or interest therein. Under no circumstances may Customer move or relocate the Equipment or System for use at another location. Customer shall keep the Equipment and System in good condition. If Customer fails to return in good condition any Equipment within ten (10) days of the date of termination of this Agreement by either scheduling an appointment for Oran Mutual Telephone Company to retrieve the Equipment (which shall be billed at Oran Mutual Telephone Company' current hourly rates) or by Customer returning the Equipment to Oran Mutual Telephone Company' office, Customer will be responsible for the Equipment replacement charges. The replacement charges for unreturned or damaged Equipment are the then-current replacement costs of the same or like equipment. Customer must notify Oran Mutual Telephone Company promptly of any Equipment or System failure or malfunction. Oran Mutual Telephone Company shall repair or replace Equipment and the System, except that Customer shall be responsible for all costs incurred by Oran Mutual Telephone Company to repair or replace the Equipment and/or System if such repair or replacement is caused by Customer's or any User's negligent or willful conduct. Customer agrees that no other person or entity besides Oran Mutual Telephone Company shall repair or replace the Equipment or System without the express written consent of Oran Mutual Telephone Company.
- 5. Default.** Customer shall be in "**Default**" of this Agreement if: (i) Customer or a User has tampered with or abused Equipment or the System; (ii) Customer or a User has violated Oran Mutual Telephone Company' AUP; (iii) Customer fails to make payment of any charges when due and fails to make such payment within five (5) business days after Oran Mutual Telephone Company provides Customer with notice that payment has not been made; or (iv) Customer breaches any of the other terms and conditions of this Agreement and said breach is not cured within five (5) business days after Oran Mutual Telephone Company provides Customer with notice of such breach.
- 6. Remedies.** Unless prohibited by Applicable Law, Oran Mutual Telephone Company may, at its option and without notice or demand, exercise all or any one or more of the following remedies in the event of a Default: (i) suspend Services, in which case standard charges for the Services and Equipment shall continue to accrue until the account is canceled by Customer; and (ii) terminate this Agreement. A reactivation fee of \$25.00 per Service applies if any Service has been suspended or terminated.
- 7. Term.** This Agreement shall commence on the installation date of the Equipment (the "**Effective Date**"). This Agreement shall have a term of month-to-month.
- 8. Termination.** Customer may terminate this Agreement at any time upon notice to Oran Mutual Telephone Company, which termination shall be effective on the next business day after receipt of such notice; and (ii) Oran Mutual Telephone Company may terminate this Agreement upon thirty (30) days' notice to Customer. Notwithstanding anything to the contrary herein: (i) Oran Mutual Telephone Company may terminate this Agreement and/or Services immediately upon notice to Customer if Customer is in Default; and (ii) Oran Mutual Telephone Company may terminate this Agreement and/or Services at any time, without notice to Customer to the extent permitted in Oran Mutual Telephone Company' AUP. Termination of this Agreement and/or Services for any reason does not release Customer from the obligation to pay all charges due under this Agreement.
- 9. Fees.** The monthly fees for Services are as set forth in the Application. Notwithstanding, Oran Mutual Telephone Company reserves the right, in its sole discretion, to increase the monthly fees for Services upon not less than thirty (30) days' notice to Customer. Customer's use of a Service after the effective date of any rate increase shall constitute Customer's acceptance and agreement to such rate increase.
- 10. Payment.** Prior to the Effective Date any installation fees and the monthly fees for Services for the first month are due. Oran Mutual Telephone Company shall bill Customer monthly in advance for the recurring monthly fees associated with the Services. Customer is responsible for payment of all charges on the bill issued by Oran Mutual Telephone Company including, without limitation, taxes, regulatory charges, and regulatory cost recovery charges, all of which are subject to change without notice. Customer agrees to make payments by the due date on the monthly bill. Payments are late if not received by Oran Mutual Telephone Company by the due date. UNLESS CUSTOMER GIVES NOTICE TO ORAN MUTUAL

TELEPHONE COMPANY OF A GOOD FAITH BILLING DISPUTE WITHIN SIXTY (60) DAYS AFTER PAYMENT OF A DISPUTED AMOUNT IS DUE, CUSTOMER WAIVES ANY RIGHT TO CHALLENGE THE DISPUTED AMOUNT. Oran Mutual Telephone Company may charge Customer the actual costs incurred with respect to any authorized demand by Oran Mutual Telephone Company for payment of a bill from Customer's designated financial institution which is rejected by the financial institution (e.g., NSF charge) plus a reasonable administrative processing fee not to exceed the actual costs. Oran Mutual Telephone Company reserves the right to require Customer to pay a deposit for the establishment or continuation of Services.

11. Changes to this Agreement. From time-to-time Oran Mutual Telephone Company may change the terms and conditions of this Agreement. Oran Mutual Telephone Company will provide notice of material changes via the Web Site, Customer's email address, bill insert, letter, or other writing. Customer is responsible to check for such notices on **AT LEAST** a monthly basis. Any change to this Agreement shall become effective thirty (30) days after notice from Oran Mutual Telephone Company. Customer's use of any of the Services after the effective date of any change shall constitute Customer's acceptance and agreement to such change. If Customer does not agree to be bound by any change, Customer may terminate Services as provided in Section 8, above.

12. WARRANTIES. SERVICES AND EQUIPMENT ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITH NO WARRANTIES. ORAN MUTUAL TELEPHONE COMPANY EXPRESSLY DISCLAIMS TO THE FULLEST EXTENT PERMITTED BY LAW ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR ANY WARRANTY ARISING BY USAGE OR TRADE, COURSE OF DEALING, OR COURSE OF PERFORMANCE. ORAN MUTUAL TELEPHONE COMPANY MAKES NO WARRANTIES OR GUARANTEES AS TO CONTINUOUS AVAILABILITY OF THE SERVICES, ANY SPECIFIC FEATURES OF THE SERVICES, TRANSMISSION SPEEDS OF THE INTERNET SERVICES (EVEN IF INITIAL TESTING INDICATED THAT THE CUSTOMER LINE QUALIFIED FOR A PARTICULAR SPEED OR SERVICE), OR THAT THE SERVICES WILL BE PRIVATE, UNINTERRUPTED OR ERROR FREE. ORAN MUTUAL TELEPHONE COMPANY IS NOT RESPONSIBLE FOR CIRCUMSTANCES BEYOND ITS CONTROL INCLUDING, WITHOUT LIMITATION, ACTS OR OMISSIONS OF OTHERS, OR ACTS OF GOD.

13. INDEMNIFICATION. CUSTOMER AGREES TO DEFEND, INDEMNIFY AND HOLD HARMLESS ORAN MUTUAL TELEPHONE COMPANY AND ITS AFFILIATES, MEMBERS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, AND UNDERLYING SERVICE, NETWORK, EQUIPMENT AND SOFTWARE PROVIDERS FROM AND AGAINST ANY AND ALL CLAIMS, DAMAGES, LIABILITIES, COSTS AND EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES) ARISING OUT OF, RELATING TO, OR IN CONNECTION WITH THE USE OF THE SERVICES AND EQUIPMENT, THE CONTENT SUBMITTED, POSTED OR UPLOADED TO OR THROUGH THE SERVICES, ANY VIOLATION OF THIS AGREEMENT (INCLUDING THE AUP AND THE INTERNET SERVICE TERMS), APPLICABLE LAW, OR ANY RIGHTS OF ANOTHER. THESE OBLIGATIONS WILL SURVIVE TERMINATION OF THIS AGREEMENT AND CUSTOMER'S USE OF THE SERVICES AND EQUIPMENT. ORAN MUTUAL TELEPHONE COMPANY RESERVES THE RIGHT TO ASSUME THE EXCLUSIVE DEFENSE AND CONTROL OF ANY MATTER SUBJECT TO INDEMNIFICATION, IN WHICH EVENT CUSTOMER WILL COOPERATE WITH ORAN MUTUAL TELEPHONE COMPANY IN ASSERTING ANY AVAILABLE DEFENSES.

14. LIMITATION OF LIABILITY. ORAN MUTUAL TELEPHONE COMPANY AND ITS AFFILIATES, MEMBERS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, AND UNDERLYING SERVICE, NETWORK, EQUIPMENT AND SOFTWARE PROVIDERS, SHALL IN NO EVENT BE LIABLE OR RESPONSIBLE TO CUSTOMER OR ANY OTHER PERSON OR ENTITY FOR ANY FAILURE OR DELAY IN PERFORMANCE TO THE EXTENT THAT SUCH FAILURE OR DELAY IS DUE TO ANY CAUSE(S) BEYOND THE CONTROL OF ORAN MUTUAL TELEPHONE COMPANY, ITS AFFILIATES, MEMBERS, OFFICERS, EMPLOYEES, CONTRACTORS, AGENTS, AND UNDERLYING SERVICE, NETWORK, EQUIPMENT AND SOFTWARE PROVIDERS, AND SHALL IN NO EVENT BE LIABLE OR RESPONSIBLE TO CUSTOMER OR ANY OTHER PERSON OR ENTITY IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR ANY INDIRECT, INCIDENTAL, SPECIAL, RELIANCE OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES FOR WORK-STOPPAGE, LOSS OF DATA, LOSS OF GOODWILL, LOST PROFITS, LOST OPPORTUNITY, BUSINESS INTERRUPTION, OR ANY OTHER COMMERCIAL DAMAGES AND ANY AND ALL DAMAGES RELATED TO THE FAILURE OR MALFUNCTION OF THE STATEWIDE EMERGENCY SERVICES NUMBER (911), ARISING OUT OF, RELATING TO, OR CONNECTION WITH THIS AGREEMENT OR THE INSTALLATION, REPAIR, REPLACEMENT, INSPECTION, REMOVAL, USE OR FAILURE OF THE SERVICES OR EQUIPMENT, EVEN IF ORAN MUTUAL TELEPHONE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS LIMITED BY LAW, ORAN MUTUAL TELEPHONE COMPANY' SOLE LIABILITY, IF ANY, FOR ANY CLAIM ARISING OUT OF, RELATING TO, OR IN CONNECTION WITH THIS AGREEMENT OR THE INSTALLATION, REPAIR, REPLACEMENT, INSPECTION, REMOVAL, USE OR FAILURE OF THE SERVICES OR EQUIPMENT, SHALL IN NO EVENT EXCEED AN AMOUNT EQUAL TO THE PROPORTIONATE CHARGE APPLICABLE TO THE PERIOD TO WHICH THE SERVICE WAS AFFECTED. THESE LIMITATIONS WILL APPLY REGARDLESS OF ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY AND TO THE FULLEST EXTENT PERMITTED BY LAW.

15. Collection Costs; Attorneys' Fees. To the extent permitted by Applicable Law, Customer agrees to reimburse Oran Mutual Telephone Company for its costs, including reasonable attorneys' fees, collection fees, litigation related costs and similar expenses incurred by Oran Mutual Telephone Company with respect to collection of payment.

16. Governing Law and Venue. This Agreement will be governed by and construed in accordance with the laws of the State of Iowa, without giving effect to conflict of law provisions. Any controversy, claim, or dispute between the parties arising out of or relating to this Agreement, the Services or Equipment may be tried solely in a state or federal court having jurisdiction in Fayette, Bremer, and Buchanan Counties in Iowa, and the parties irrevocably consent to the exclusive jurisdiction (including personal jurisdiction) and venue of such courts.

17. Notice. Whenever in this Agreement it is required or permitted that notice be given by Oran Mutual Telephone Company or Customer to the other party, notice shall be provided in the following manner: (i) To Oran Mutual Telephone Company: by calling Oran Mutual Telephone Company at 319-279-3375; by delivering written notice to Oran Mutual Telephone Company' office at 121 Main Street, Readlyn, Iowa 50668; or by depositing written notice in the U.S. Mail, postage prepaid, addressed to Oran Mutual Telephone Company, PO Box 159, Readlyn, Iowa 50668; and (ii) To Customer: by the Web Site; depositing written notice in the U.S. Mail, postage prepaid, addressed to the Customer at the Premises or the mailing address set forth in the Application; or sending written notice to Customer's email address.

18. General Provisions. This Agreement including the AUP and the Internet Service Terms (both located on the Web Site) represent the entire agreement between Oran Mutual Telephone Company and Customer. This Agreement supersedes any inconsistent or additional promises, representations or warranties made to Customer by any employee or agent of Oran Mutual Telephone Company. Customer shall not assign this Agreement or any right, interest or obligation hereunder without Oran Mutual Telephone Company' prior written consent. Oran Mutual Telephone Company may freely assign this Agreement in whole or in part. This Agreement shall be binding upon the parties' successors and permitted assigns. Failure to enforce any right or remedy available under this Agreement is not a waiver. If any provision or portion of this Agreement is held invalid or unenforceable, the remainder of this Agreement will continue in full force and effect.

STANDARD AGREEMENT FOR LOCAL EXCHANGE (TELEPHONE) SERVICE

1. **SERVICE AGREEMENT.** This standard agreement (this "Agreement") governs your service relationship with Oran Mutual Telephone Company (together with any subsidiaries or affiliates providing your service or related facilities, "we," "us," or the "Company") for regulated local exchange services and facilities ("Service"). Previously, the Company provided Service pursuant to a Local Services Tariff filed with and approved by the Iowa Utilities Board. As a result of recent changes to applicable law and regulations, the Company no longer files or maintains a Local Services Tariff. Instead, we now provide Service pursuant to this Agreement, including the additional Terms of Service incorporated herein by reference.
2. **ACCEPTANCE.** Your acceptance of this Agreement occurs upon any of the following: (a) you provide a written or electronic signature expressly accepting this Agreement; (b) you orally or electronically order and/or activate Service; or (c) you use Service, following notification that this Agreement will apply to your ongoing use of such Service.
3. **ADDITIONAL TERMS OF SERVICE.** We provide Service pursuant to a certificate of public convenience and necessity issued by the Iowa Utilities Board. We provide Service subject to our "Services Catalog", including: (a) this Agreement (b) our Rules and Regulations for Local Exchange Service, which are incorporated herein by reference; (c) our applicable Service Guides and Rate Schedules, which are incorporated herein by reference and (d) applicable rules and regulations of the Iowa Utilities Board. Current versions of our Rules and Regulations, Service Guides and Rate Schedules are available in electronic form on our website at www.readlyntelco.com. Current versions of these documents are also available at our business office(s) and will be provided or made available to you upon request. Our Rules and Regulations, Service Guides and Rate Schedules contain the specific prices and charges, service descriptions and other terms and conditions not set forth herein which apply to Service. This Agreement incorporates by reference the prices, charges terms and conditions included in our other Services Catalog.
4. **RIGHTS AND RESPONSIBILITIES.** This Agreement is our standard service agreement. Under this Agreement, we agree to provide and bill for Service, and you agree to use and pay for Service, as provided herein and in our other applicable Terms of Service. Our rights and responsibilities, and your rights and responsibilities, are as set forth in this Agreement and our other applicable Terms of Service.
5. **TERM.** This Agreement shall commence on the date of your acceptance and shall continue month-to-month (or, in some cases for an established minimum term) as provided in our applicable Terms of Service. Either party may terminate this Agreement or any Service in accordance with our applicable Terms of Service. Termination of this Agreement or any Service shall not waive or release your obligation to pay for Service provided prior to such termination as well as any other applicable fees and charges, as provided in our Terms of Service.
6. **RATES; PAYMENT.** Nonrecurring and recurring charges for Service are as set forth in our applicable Terms of Service. Except as otherwise noted, Service pricing is exclusive of applicable local, state and federal taxes and regulatory fees, assessments and surcharges. All Service charges, along with applicable local, state and federal taxes and regulatory fees, assessments and surcharges, will be itemized on your invoice. Failure to pay invoices when due may result in late payment penalties or suspension or disconnection of Service as provided in our applicable Terms of Service.
7. **CHANGES TO TERMS.** We reserve the right to change our Terms of Service (including rates or any other terms and conditions of Service) upon written notice to you. The notice may be provided on your monthly bill, as a bill insert, by email, on our website, or by other written communication or other form of notice permitted or required by applicable laws and regulations. If you elect not to cancel your Service and continue to use Service after the communicated effective date of any such changes, your continued use of Service will constitute acceptance of the modified Terms of Service.
8. **CHANGES TO SERVICE.** We may, from time to time, modify the Service to reflect improvements and other changes and modifications to our network. In addition, we reserve the right to discontinue or limit Service as required to comply with or satisfy our obligations under applicable laws or regulations, including when changes to or interpretations of such laws and regulations have a material, adverse effect on the business, technical or economic feasibility of providing Service, as determined by us in our reasonable judgment.
9. **ACCESS TO SERVICE PREMISES.** We may enter into, upon and over your Service premises periodically during the term of this Agreement to install, connect, inspect, maintain, repair, alter, disconnect and remove our facilities and equipment used to provide Service. To the extent the same is consistent with your ownership of the premises, you grant the Company a temporary and permanent easement to construct, install, maintain, and/or replace Service facilities and to install, connect, inspect, maintain, repair, alter, disconnect and remove all facilities and equipment necessary to provide Service. In the event you are not the owner of the premises upon which installation is requested, you warrant to the Company that you have obtained the consent of the owner of the premises for the Company to install and maintain its facilities and equipment as contemplated herein.
10. **CREDIT CHECK; DEPOSITS.** In connection with your request or application for any Service, we may conduct an investigation into your creditworthiness, including obtaining one or more reports or ratings from one or more independent credit reporting or credit scoring agencies. We may require a deposit for you to establish or maintain Service. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history, our Terms of Service and any applicable laws or regulations. If Service is canceled or disconnected for any reason, we may, subject to our Terms of Service and applicable law and regulations, apply your deposit toward payment of outstanding charges.
11. **SERVICE ACCOUNTS.** Service accounts are assigned to customers only, and the customer in whose name the account is established will be treated as the account owner for all purposes. Account owners may designate one or more "authorized users" who will have access to account information and may make certain account changes in accordance with our policies and applicable laws and regulations. As the owner of the account, you are responsible for designating (or changing the designation) of any authorized users. You will hold the Company harmless from any claims arising from account instructions given or inquiries made by you or any authorized user. You are responsible for keeping all account and billing data with the Company up-to-date and accurate. Furnishing false data to the Company is grounds for immediate disconnection of Service and may subject you to civil or criminal liability.
12. **FEDERAL LIFELINE PROGRAM.** The Company is an eligible telecommunications carrier (ETC) within all or portions of its service area, meaning that it provides certain services supported by the federal Universal Service Fund, including the federal "Lifeline" program for qualifying low-income consumers. Single line, local residential service is a Lifeline-eligible service. Lifeline is a government benefit program which provides a monthly credit toward a qualified low-income subscriber's telephone bill. Only eligible low-income consumers may enroll in the Lifeline program. Consumers who meet eligibility criteria must also complete documentation necessary for enrollment. Lifeline assistance is non-transferable, and eligible subscribers may receive assistance from only one wireline or wireless telecommunications provider per household. If you believe you may qualify for the Lifeline program, please visit our website at www.readlyntelco.com or contact us to discuss program details, eligibility requirements

or to request a Lifeline application. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. To report Lifeline fraud, you may contact the Federal Communications Commission Lifeline Fraud Tip Line: 1-855-4LL-TIPS (or 1-855-455-8477) or Lifeline@fcc.gov.

13. DISCLAIMER OF WARRANTIES. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN OUR TERMS OF SERVICE, WE MAKE NO WARRANTIES WITH RESPECT TO ANY SERVICE OR FACILITIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES CONCERNING THE SPECIFIC FUNCTION OF ANY SERVICE OR FACILITIES, OR THEIR RELIABILITY, AVAILABILITY, OR ABILITY TO MEET YOUR SPECIFIC NEEDS. TO THE EXTENT PERMITTED BY LAW, WE EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF SATISFACTORY QUALITY, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR APARTICULAR PURPOSE.

14. LIMITATION ON REMEDIES. In addition to any other limitation on remedies or limitations of liability set forth in our Terms of Service or in applicable law or regulations, the Company shall not be liable for any delay or failure to provide Service at any time or from time to time, or any interruption or degradation of Service quality that is caused by any of the following: (a) an act or omission of an underlying carrier, service provider, vendor or other third party; (b) equipment, network or facility failure, including failure caused by the loss of power; (c) equipment, network or facility upgrade or modification; (d) force majeure events such as (but not limited to) acts of God, acts of nature, strikes, fire, war, riot, acts of terrorism and government actions; (e) equipment or facility shortage; (f) equipment or facility relocation; (g) any act or omission by you or any person using your Service; (h) theft, fraud or abuse of Service; or (i) any other cause that is beyond the Company's reasonable control. THE EXTENT PERMITTED BY LAW, OUR TOTAL LIABILITY FOR ANY CLAIM UNDER THIS AGREEMENT, INCLUDING FOR ANY EXPRESS OR IMPLIED WARRANTIES, IS LIMITED TO THE AMOUNT YOU PAID US FOR THE AFFECTED SERVICE OR FACILITIES, WHETHER SUCH CLAIM OR REMEDY IS SOUGHT IN CONTRACT OR TORT, INCLUDING NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. TO THE EXTENT PERMITTED BY LAW, WE SHALL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL OR TREBLED OR ENHANCED DAMAGES, INCLUDING, BUT NOT LIMITED TO LOST PROFITS, LOST BUSINESS, OR OTHER COMMERCIAL OR ECONOMIC LOSS, WHETHER SUCH DAMAGES ARE CLAIMED FOR BREACH OF CONTRACT, NEGLIGENCE OR OTHERWISE AND WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

15. INDEMNIFICATION. You agree to indemnify the Company and our affiliates, officers, agents and employees from any liability or expense arising from claims, losses, damages, suits, judgments, litigation costs and attorneys' fees arising from or related to your abuse or misuse of Service, or any other violation of this Agreement or our other Terms of Service.

16. ADDITIONAL SERVICES. Our telecommunications and communications services are diverse, and not all services we provide are regulated services. This Agreement and the other Terms of Service identified herein apply only to local exchange services regulated by the Iowa Utilities Board. The Company may also offer or provide other products and services, including unregulated telecommunications or communications services. Unless otherwise specified, such products and services are not covered by this Agreement or our other Terms of Service referenced herein, but may be subject to other service contracts or terms and conditions of service provided or made available to customers in connection with those products and services.

17. GOVERNING LAW. This Agreement, and our contractual and service relationship with you, shall be deemed to have been made in and shall be governed by and construed in accordance with the substantive laws of the State of Iowa, without regard to the principles of conflicts of law.

18. INCORPORATION AND INTEGRATION. Our Terms of Service are incorporated into this Agreement. This Agreement, along with our other Terms of Service, constitute the entire agreement between the parties concerning our contractual service relationship, there being no prior written or oral promises or representations not incorporated herein or therein.

19. NO IMPLIED WAIVER. Our failure to exercise or enforce any provision of or rights under this Agreement or our other Terms of Service shall not constitute a waiver of any such provision or right.

20. SEVERABILITY. If any part or provision of this Agreement or our other Terms of Service is held, in whole or in part, to be invalid, illegal, or unenforceable by any law or regulation of any governmental or regulatory authority, or by the final determination of any court of competent jurisdiction, that part or provision will be construed consistent with applicable law or regulation as nearly as possible, and the remaining parts and provisions will remain in full force and effect. Such invalidity or non-enforceability will not invalidate or render unenforceable any other part or provision of this Agreement or our other Terms of Service.

21. ASSIGNMENT; BINDING EFFECT. This Agreement shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns; provided, however, you may not assign or transfer your rights or obligations under this Agreement without our express written consent. Unless consent is granted, all accounts must be closed and reopened under the name of a new customer for issuance of a new account number.