



RANDOLPH COMMUNICATIONS
3733 Old Cox Road, Asheboro NC, 27205
336-879-5684 ~ Fax: 336-879-2100

SECTION 1: BUSINESS APPLICATION

Date: _____ Contact Number: _____ Email Address: _____

COMPANY NAME: _____

Company Tax ID: _____

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: _____

Long Distance Carrier for IntraLATA & InterLATA/Interstate calls: _____

List in telephone directory as: _____

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

By signing below, the customer agrees to a 24-month term to the services selected and understands that there is a \$72.50 installation fee per phone line due on first bill. Upon acceptance of this agreement by Randolph Communications, the customer is bound to this 24-month term and subject to a \$69.95 per month Early Termination Fee times the months remaining in the term should the customer cancel service before the end of the initial term. If the customer cancels after Randolph has accepted the agreement but prior to service installation, the Early Termination Fee still applies for the full 24 months. In addition, there is a \$99 Internet installation fee, which may be waived by meeting certain credit criteria. Customer agrees to reimburse Randolph Communications for this fee (if initially waived) in addition to the Early Termination Fee should the service be discontinued prior to the end of the 24-month term. MyTV early termination fee is \$199.00.

The subscriber hereby requests Randolph Communications to furnish, install and maintain telephone service at the subscriber's premise(s). The subscriber agrees to pay the Company pursuant to the rates, terms and conditions set forth in the Company's General Subscriber Services Tariff or, if the service is not offered pursuant to tariff, at the rates, terms and conditions for the service as provided by contract or on the Company's website – www.rtc.net. The subscriber further agrees to pay the Company pursuant to the rates, terms and conditions for all supplemental services or equipment which the Company may furnish upon written or verbal order.

The Applicant will grant to RTMC 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 making 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 rates for the service furnished under this application. This application becomes a contract when accepted by RTMC. RTMC by-laws are available at the business office.

I acknowledge I have read and am in agreement with the Randolph Communications Acceptable Use Policy that can be found at www.rtc.net. 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. If applicant does not want to disclose their social security number they can provide three credit references that are in good standing.

Authority to Perform Credit Check: Yes ___ No ___

Primary Signature: _____ Date: _____

Secondary Signature (Optional) _____ RC Witness: _____

Payment Options – eBill ~ ExpressPay ~ Automatic Draft ~ Credit Card ~ Mail ~ Drop Box

For Office Use Only	
Telephone Number: _____	Acct Number: _____
Security Deposit: _____	Date Paid: _____

SECTION 2: INSIDE WIRE MAINTENANCE

Inside Wire Maintenance Plan* (Initial one if not selecting a bundle): Yes _____ No _____

\$2.95 Phone Only \$4.95 Bundle (Phone/Internet OR Phone/MyTV)

\$6.95 Triple Play FULL Coverage (Phone, Internet & MyTV)

(Initialing **YES** covers the following — Phone Only: All wiring inside the home that has been installed to code. This plan will also cover the maintenance and/or replacement of the battery back-up for fiber-optic subscribers. MyTV Add-On: All Coax and Cat5 wiring, set top boxes, battery back-up for fiber optic subscribers, and remote controls. Internet: All wiring to modem and internet filters. Initialing **NO** acknowledges that customer has refused the Inside Wire Maintenance Plan offered by Randolph Communications and shall be responsible 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 \$75 per hour for labor, premise visit and material costs on service calls for interior wiring and equipment issues. *When selecting a bundle package, inside wire and internet maintenance is included.

SECTION 3: ADDITIONAL SERVICES

SecureIT Plus Computer Protection (Initial one): Yes _____ No _____ (\$4.95/month)

FileHopper Plus (File Back-up): Yes _____ No _____ (5GB - \$3.95/mon.; 50GB - \$5.95/mon.; 250GB - \$14.95/mon.)

Password Genie (Password Manager): Yes _____ No _____ (\$1.95/month)

SECTION 4: SECURITY (REQUIRED)

CPNI Password: _____

Security Questions:

1. The model/make of your first car? _____

2. The 1st 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? _____

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 Telephone Telecommunications Inc., 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 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.

Randolph Telephone Telecommunications Inc. (RTTI)
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 **Inter-LATA** (calls made to destinations 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.

Yes, I understand that by signing and returning this form, I authorize RTTI to switch me to RTTI Long Distance for my **Intra-LATA** (regional toll calls made to destinations within my Local Access and Transport Area – see current telephone directory for NC LATA map). 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 understand that I may choose only one (1) Inter-LATA and one (1) Intra-LATA long distance company for each telephone number.

(_____) _____ - _____ (_____) _____ - _____

PIC FREEZE REQUEST / AUTHORIZATION

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

In order to be protected from any unauthorized switching of my **Intra-LATA** Carrier choice of RTTI, I hereby authorize Randolph Communications to apply a "PIC FREEZE" to my Intra-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** _____

Printed Name(s) _____

Calling Plans

Basic Plan – No Monthly Fee

Peak¹

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

Off Peak²

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

¹ Peak – 7 am to 6:59 pm, M-F

² 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. Interstate⁴
12 cents/min. Interstate InterLATA and IntraLATA
24 hours a day – 7 days a week

Advanced Plan - \$4.95/ mo. Per Line

7 cents/min. Interstate⁴
11 cents/min. Instate Inter and IntraLATA
24 hours a day – 7 days a week

Responsible Dialing Plan

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

6 cents/min. Interstate⁴
10 cents/min. Instate InterLATA and IntraLATA
24 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. 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.

TELEPHONE FEATURES

CALLING FEATURES	TO USE, PRESS:	TO CANCEL, PRESS:
Anonymous Call Rejection	*77	*87
Call Forwarding	*72	*73
Call Forwarding Busy Line	*90	*91
Call Forwarding No Answer	*92	*93
Call Forwarding Remote Activation	*72	*73
Call Return	*69	N/A
Call Waiting	N/A	*70
Caller ID	N/A	N/A
Caller ID Blocking Per Call	*67	N/A
Distinctive Ring/Call Selector	*61	N/A
Repeat Dialing/Automatic Callback	*66	*86
Selective Call Rejection/Call Block	*60	N/A
Selective Call Acceptance	*64	N/A
Speed Calling 30	*75	N/A
Personal Ring	N/A	N/A
Preferred Call Forwarding	*63	N/A
Three Way Calling	N/A	N/A
VoiceMail	N/A	N/A

Other Services	
Business Networking	Camera Surveillance
Computer Services	MyTV
Phone Systems	Wireless

*Note: Actual internet speeds will vary depending upon computer, network, software and geographical limitations. Other restrictions may apply.

Randolph Communications Terms and Conditions

I agree to subscribe to the Randolph Communications 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 an early termination fee based on the selected commitment term. Other charges and conditions may also apply. A credit check will be made to determine eligibility. Standard installation includes connection of the INTERNET service to one (1) computer. Any INTERNET customer who does not qualify for the free installation promotion must pay a non-refundable \$99.00 installation/equipment fee up front. Additional computers may be networked to the INTERNET service for an additional fee(s).

I understand and agree that I have requested Randolph Communications to analyze and configure my computer system for Internet services. 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 Randolph Communications 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. Randolph Communications 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, Randolph Communications 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. Randolph Communications 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 Randolph Communications 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 CustomChoice Unlimited package 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. Randolph Communications 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. Randolph Communications 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 - Randolph Communications 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 Randolph Communications 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 Randolph Communications 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 Randolph Communications), Randolph Communications may terminate, suspend, or require you to upgrade the Service and/or pay additional fees.

Randolph Communications 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 Randolph Communications may affect the performance of the Service. Randolph Communications 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 Randolph Communications 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 Randolph Communications arising by way of subrogation. The amount payable to Randolph Communications 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 Randolph Communications negligence, shall be a refund of any service charges and fees paid to Randolph Communications by the customer up to the time the damage is discovered. Randolph Communications 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 Randolph Communications 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 Randolph Communications, 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 Randolph Communications companies. In the event any person not a party to this agreement shall make any claim or file any lawsuit against Randolph Communications 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 Randolph Communications 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 Randolph Communications 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 Randolph Communications'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 Randolph Communications, 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 Randolph Communications has the capability to identify the URLs of the sites on the World Wide Web that the customer accesses through his/her Randolph Communications High Speed Data Service. Customer hereby consents to Randolph Communications'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." Randolph Communications 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 - Randolph Communications 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 Randolph Communications. Randolph Communications is not required to supply service to customers during an interruption of service should the problem persist. Customer grants permission to Randolph Communications 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 Randolph Communications. In executing this agreement customer is not relying on any advice or advertisement of Randolph Communications. 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.

Inside Wire/DSL/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 three remote control replacements available within a 12-mon. period if deemed that equipment was faulty. **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 \$75 per hour for labor and material costs on service calls for interior wiring and equipment issues. At any time RTMC staff deems equipment is not safe and could cause harm to employee(s) then RTMC reserves the right to revoke inside wire maintenance. RTMC 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: Termination Fee -This agreement will have either a month to month term or other term ("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. Any 24-mon. commitment not fulfilled, including Bundle commitments, must pay the full early termination penalty as noted on pg. 1 of this agreement. Penalties are as follows: Phone - \$69.95; Phone/Internet Bundle - \$69.95, plus \$99 internet; Phone/Internet/MyTV - \$69.95, \$99 internet, plus \$199 MyTV.

IMPORTANT NOTICE TO RTMC CUSTOMERS

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY IF YOU DO NOT WISH YOUR NAME AND TELEPHONE NUMBER TO BE DISPLAYED WHEN YOU MAKE A CALL

This notice is to inform you that the Caller ID and other related features offered by Randolph Communications Telecommunications Inc. could affect the privacy of your telephone service. Your name and/or telephone number may be delivered to the person you call if they subscribe to Caller ID or Call Return. If you do not wish your name and/or telephone number to be delivered to the party you call, or if you do not wish your number announced or call returned automatically by a Call Return subscriber, use one of the following blocking options:

1. Per-Call Blocking (automatically available free of charge)

The Per-Call blocking option stops your name and number from being sent to a Caller ID customer one call at a time. To use Per-Call blocking, pick up the receiver, press *67 on your touch-tone phone or dial 1167 if you are calling from a rotary phone, listen for a confirmation tone followed by a dial tone, and dial the number you wish to call. Use this option only on calls when you don't want your name and number displayed.

2. Per-Line Blocking (available free upon request)

This option prevents your name and number from being displayed on all calls made from your telephone without dialing any additional number before placing a call. If you have Per-Line blocking, you can temporarily unblock your line on a single call so that your name and/or number will be displayed if the person you are calling has Caller ID service. To temporarily unblock your line before making a call, lift the receiver, listen for dial tone and press *82 on a touch-tone phone or dial 1182 on a rotary phone. After hearing a confirmation tone and dial tone, dial the desired number.

These blocking options are provided without charge, but you do not have to use either one. If you have questions regarding the above services, please call the customer care center at (336) 879-5684, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Anonymous Call Rejection (ACR)

ACR enables the subscriber to reject calls from callers who have blocked delivery of their name and number to the called party, using either Per-Line or Per-Call Blocking. If you use one of the above options to block delivery of your name and number and call someone who subscribes to ACR, your call may be intercepted and sent to the following recorded announcement.

"The party you are trying to reach is not accepting calls from private numbers. Please hang up and dial *82, then the number you are trying to reach."

If you hear this recorded announcement when you call someone, you can complete the call by unblocking delivery of your name and number. To deliver your name and number and place the call again, dial the call as instructed by the recorded announcement, or as described below.

- If your line is equipped with Per-Call Blocking and you encounter the ACR announcement, place the call by dialing the telephone number without first dialing *67 on your touch-tone phone or 1167 on a rotary phone.
- If you subscribe to Per-Line Blocking and you hear the ACR announcement, place the call by pressing *82 on your touch-tone phone or by dialing 1182 on a rotary phone and then dial the telephone number you wish to call.

Call Return

Call Return enables a Randolph Communications Telecommunications Inc. subscriber to place a call to the telephone number associated with the most recent call received by pressing *69 on a touch-tone phone or 1169 on a rotary phone. This feature may also announce the number of the caller to the called party. However, a call cannot be returned and the number cannot be announced using this feature if the most recent call came from a subscriber who blocked the delivery of their name and number using Per-Line or Per-Call blocking. Customers who attempt to use Call Return to call someone who blocks delivery of their name and number will hear a recorded announcement indicating that the call cannot be completed.

Calls to 800, 877, 888, 900 and 950 Numbers

Some 800, 877, 888, 900 and 950 number subscribers and some local government E911 providers also subscribe to a service that delivers the caller's telephone number on all calls. This service, called Automatic Number Identification (ANI), uses a different technology from Caller ID and cannot be blocked.

The FCC ordered that this practice can continue; however, it placed limits on how your number can be used. ANI subscribers may not reuse or sell the information obtained from this service without your permission except to offer products or services directly related to the original call. You may ask the ANI subscriber not to call you in the future and your request must be honored by telemarketers.

Privacy Director

Privacy Director is not a service offered by Randolph Telephone Telecommunications Inc., however, a subscriber you try to call outside our service territory may subscribe to it. Privacy Director works with Caller ID and automatically intercepts calls from unavailable, unknown, blocked or private calls, and requires those callers to identify themselves before the subscriber's phone rings. Callers who have used Per-Line or Per-Call blocking to block delivery of their name and number will be given the option to unblock delivery of their name and number or state their name. Callers whose calling number is unavailable or unknown will be asked to state their name. Once the caller responds to these prompts, Privacy Director rings the subscriber's telephone and the subscriber decides if they want to accept the call. If the caller refuses to provide calling information, the call is disconnected without the subscriber's telephone ever ringing. Automated collect calls cannot be processed by the Privacy Director Service, however, callers may use a live operator to place collect calls to a Privacy Director subscriber. If you call a subscriber with Privacy Director, you will hear an announcement that you may be billed even if your call is not answered. If you are using a wireless phone, or if it is a long distance or another type of usage-sensitive call, you must hang up immediately to avoid charges. If you continue the call, charges will apply even if the line is busy or the phone is not answered. There will be no charge to the caller for local calls that do not normally incur usage type charges.

These telephone features and others are described in the front of your telephone directory. Check out the directory or call us at (336) 879-5684 to learn how RTTI can provide a solution for all of your communications needs.

How Do I Pay My Bill?

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

1. **Mail your payment to:** Randolph Communications, 3733 Old Cox Road, Asheboro, NC 27205
2. **Visit any location:**
 - a. **Headquarters** - 3733 Old Cox Road, Asheboro, NC 27205
 - b. **Retail Location** - 177 NC HWY 42 N, Asheboro, NC (Specialty Shops across from Staples)
 - c. **Liberty** - 211 W Swannanoa Avenue, Liberty, NC
3. **Call 24/7 using RC ExpressPay (Available 24/7):**
Toll Free – 855-382-9920 (Visa, MasterCard, Discover Debit or Credit Card)
4. **Pay On-Line at www.rtmc.net, "Pay My Bill"**
5. **Automatic Draft**



Connecting Our Community

Randolph Communications
3733 Old Cox Road
Asheboro, NC 27205

336.879.5684 or 336.622.7900

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 NONNEGOTIABLE 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
3733 Old Cox Rd
Asheboro, NC 27205

Credit/Debit card drafts will be made on the **17th** of the month for bill **Cycle 1**, on the **1st** of the month for bill **Cycle 2**, on the **8th** of the month for bill **Cycle 3** and on the **16th** 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 **13th** of the month. For bill **Cycle 2** on the **28th** of the month, for bill **Cycle 3** on the **5th** of the month and for bill **Cycle 4** on the **12th** 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 241, 381, 461, and 857 exchanges.
Bill Cycle 3 nonmembers
Bill Cycle 4 includes 622 exchange.

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.

	Credit Card	Bank Drafts
Cycle 1	17 th	13 th
Cycle 2	1 st	28 th
Cycle 3	8 th	5 th
Cycle 4	16 th	12 th