

## Long Distance Service & Billing Disclosure

### How Do I Set Up or Change My Long Distance Service?

1. Contact WRT or the long distance provider/company of your choice to sign up for service.
2. Authorize your long distance company to contact WRT to set up or change your long distance service.
3. If you have a PIC FREEZE in place, contact WRT to remove the PIC FREEZE and authorize the change to your long distance service. You may also request a new PIC FREEZE form from WRT at this time.

### Billing Name & Address Disclosure

The FCC requires our company, under certain circumstances, to release the Billing Name and Address (BNA) of telephone customers to telecommunications service providers. The main reason for releasing BNA information is to ensure proper billing for collect, third number billed or calling card calls. Our company is required to provide the information to the telecommunications service provider that handled the call, if it is requested by the carrier.

BNA can also be released to telecommunications service providers for other reasons, such as verification for presubscription, servicing your account, to prevent fraud or when you move from one location to another.

If you have an unlisted or non-published telephone number, you have a choice. If you do not want your BNA released by our company, we need affirmative notification from you within 30 days. If you provide us with such notification, your ability to make calling card calls or to receive collect calls or third number billed calls could be denied. Should you have questions regarding this matter, please call our business office.

### ***DIAL 811 BEFORE YOU DIG - It's the Law!***

Do you plan to do any digging on your property? Whether it's excavation or installing a fence, you must call 811 at least 48 hours before you dig to get all underground facilities located. The service is FREE and it's the LAW! Simply Dial 811 or visit [www.ndonecall.com](http://www.ndonecall.com) in North Dakota or [www.onecall.sd.gov](http://www.onecall.sd.gov) in South Dakota.

## Customer Proprietary Network Information Notification

### CPNI -

#### Customer Proprietary Network Information

The FCC has adopted rules to protect your privacy with regard to telecommunications information that is personal to you. This information is called "Customer Proprietary Network Information" or "CPNI" and includes the type of services you subscribe to, the equipment and facilities used, and the numbers, dates, times and duration of the calls you place.

From time to time WRT may make new features and services available that may enhance the services to which you are already subscribed. Allowing us to use your CPNI gives WRT the ability to give you more personalized service and offer you the products and services that best fit your needs.

**Who will be able to use this information?** If you allow us to use your CPNI, it will ONLY be used by WRT and its subsidiary companies, West River Long Distance and WRT WestNet Internet. We DO NOT sell or in any way provide this information to any other company, other than the 911 records we are required by law to provide if you are a telephone customer.

**Will WRT protect my information?** YES! Under federal law, you have the right, and we have the duty, to protect the confidentiality of this information. Therefore, your account will be treated confidentially, regardless of whether you consent or not to allow us to continue to provide you with educational mailings.

**What action is necessary on my part?** If you agree to let WRT use your CPNI, no action is necessary.

**What if I do not agree?** If you want to restrict use of your CPNI, you must contact WRT at 748-2211 or 1-800-748-7220 within 30 days of receipt of this notice. You may miss the opportunity to learn of new services, new packaging that could reduce your monthly bill, and other information that keeps you informed of the happenings at WRT. Your decision on the use of CPNI by WRT will remain valid until you change it, which can be done at any time by contacting WRT.

CONTACT US! ☎701.748.2211  
 email: [WRT@westriv.com](mailto:WRT@westriv.com) • [www.westriv.com](http://www.westriv.com)  
 social: [www.facebook.com/myWRT](http://www.facebook.com/myWRT)

Proudly Serving You Since 1952

**FYI** for  
your  
information

- Telephone Assistance
- Do Not Call
- Non-Discrimination
- Customer Proprietary Network Information
- Dial Before You Dig
- Long Distance Service
- Policies & By-Laws

**WRT**

we are technology • voice • data • wireless • more

## Assistance Available

WRT offers federal telephone assistance programs for qualifying low-income subscribers ~ Lifeline, Tribal Lifeline & Tribal Link-Up.

**LIFELINE:** The Lifeline program provides a monthly credit of \$9.25 on the basic service portion of the participant's telephone bill. The credit applies on the main home telephone line listed in the name of the eligible telephone company subscriber. Lifeline subscribers may also block long distance calls on their telephone line at no charge.

**TRIBAL LIFELINE:** The Tribal Lifeline program provides up to \$25.00 in federal support to qualifying residents of Tribal Lands and applies on the main home telephone line listed in the name of the eligible telephone company subscriber.

**TRIBAL LINK-UP:** Tribal Link-Up support is available to qualifying consumers residing on Tribal Lands and covers 100% of the charges (up to \$100) that the carrier customarily assesses for installing/connecting subscribers to the network.

**WHO IS ELIGIBLE?** Applicants are eligible if they participate in at least one of the following public assistance programs or have a household income that is at or below 135% of the Federal Poverty Guidelines (documentation required):

- Federal Public Housing Assistance (FPHA) or Section 8
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid
- National School Lunch Program's free lunch program
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF) or Tribal TANF
- Supplemental Nutrition Assistance Program (SNAP)

**TRIBAL LIFELINE & LINK-UP APPLICANTS ARE ELIGIBLE** if they participate in at least one of the programs listed above or participate in the additional programs listed:

- Bureau of Indian Affairs (BIA)
- Head Start (income eligible)

If you are on Lifeline or Link-Up and are no longer eligible for any of these low-income programs or if your household income no longer meets the requirements set forth in the Federal Poverty Guidelines, you are obligated by law to notify WRT of your ineligibility. The FCC prohibits consumers from receiving more than one Lifeline subsidized wireless telephone or discounted home telephone  
**- ONLY ONE LIFELINE DISCOUNT AVAILABLE PER HOUSEHOLD.**

## Do Not Call Registry & Non-Discrimination

### National Do-Not-Call Registry

The National Do-Not-Call Registry has been established to offer you a choice about receiving telemarketing calls at home.

Registering will stop most telemarketing calls but it will not stop calls from certain non-profit and political organizations and calls from organizations with which you have established a business relationship.

Consumers can register their residential telephone numbers, including wireless numbers, on the National Do-Not-Call Registry by telephone or by Internet at no cost. The number will be on the Do-Not-Call list the day after registration; however, telemarketers have up to 31 days to remove the number from their call lists.

You may register up to three numbers at one time if registering on the Internet. If registering via telephone, you can register only one number at a time and you must call from the telephone number you are registering. A number can be removed from the Do-Not-Call Registry at anytime.

To register or remove a number from the Do-Not-Call Registry call 1.888.382.1222, for TTY call 1.866.290.4236 or register online at [www.donotcall.gov](http://www.donotcall.gov). Additional information can be obtained at [www.donotcall.gov](http://www.donotcall.gov).

### Non-Discrimination Statement

West River Telecommunications Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

\*USDA is an equal opportunity provider, employer, and lender.\*

## Member Policies & By-Laws

For a complete printing of the RESTATED BYLAWS of the WEST RIVER TELECOMMUNICATIONS COOPERATIVE - see the front pages of the WRT / Missouri Slope Telephone Directory LLP.

### WRT BYLAWS ARTICLE I / MEMBERSHIP

#### SECTION 1.1. MEMBERSHIP.

Any adult person, organization, government, political subdivision or governmental agency, or other legal entity shall become a member of this Cooperative and membership shall be automatic on the date of receipt of retail voice or broadband service. In receiving such services from the cooperative, each member, by such action, agrees to comply with and be bound by the Articles of Incorporation and Bylaws of the Cooperative and any rules, policies and regulations adopted by the Board of Directors. No member may hold more than one membership in the Cooperative, and no membership shall be transferable except as provided in these bylaws. The status of all membership shall be as reflected upon the books of the Cooperative, and no membership certificates will be issued.

#### SECTION 1.2. DEFINITION AND CLASSIFICATIONS.

(a) A condition of membership is Voice or broadband service from the Cooperative at a premise within its established service area. In addition, the Board may determine certain types and amounts of patronage that give rise to the privileges and obligations of membership.

(b) Exchange and Interexchange carriers who participate with the Cooperative in the provision of telecommunications services are neither members nor patrons except as such carriers may receive voice or broadband services.

ADDITIONAL INFORMATION ON WRT BY-LAWS & POLICIES AVAILABLE AT [WWW.WESTRIV.COM](http://WWW.WESTRIV.COM)