



# Lonsdale Telephone Company

126 SOUTH MAIN STREET (PO BOX 358) LONSDALE, MN 55046  
 PHONE (507) 744-2311; FAX (507) 744-5555; EMAIL: [support@lonsdaletel.com](mailto:support@lonsdaletel.com)

<b>Contact #:</b>		<b>Service to Begin:</b>	
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## ESTABLISH NEW SERVICE FOR RESIDENTIAL & BUSINESS CUSTOMERS

To establish your new phone service, simply follow these instructions:

1. Provide Customer information
2. Choose Services-Local; Long Distance; Internet Access; Digital TV; Calling Features
3. Review and Submit Application Pages 1 thru 10

## REQUIRED CUSTOMER INFORMATION: To Order New Local, Long-distance, Internet and Digital TV

Name	First	M	Last
<b>Applicant:</b>			
<b>Co-Applicant (A second person authorized to make purchases or changes to this account):</b>			

New Service	Street/PO Box	Apt#	City	County	State	Zip
<b>Service Address:</b>						
Same billing address?	Yes	No				
<b>Billing Address:</b>						

Is there current service at this address?	Yes	No			
Have you had service with us in the past?	Yes	No	If yes, please provide old phone #		
Do you currently have phone service with us?	Yes	No	If yes, please provide current phone #		
Do you currently have phone service with a different provider?	Yes	No	If yes, please provide current provider name and phone #		

## REQUESTED PERSONAL INFORMATION

	Bank Name	Personal Reference
Applicant:		
CO-Applicant:		

**CHOOSE SERVICES**

- Order new phone services, change existing service, add High Speed Internet, Cable TV, more. . . .
- Service Connections charges do apply when establishing new service (Minimum \$45.00)
- Service charges also apply when making changes to your existing service.
- **All prices DO NOT include taxes and surcharges.**

**LOCAL PHONE SERVICE PRICING:**

Basic Local Service Rates apply to Residential & Business Single Line Service. (\*Does not include State And Federal Taxes; 911, TAP & TeleRelay Fees \$.55; Federal Subscriber Line Charges \$7.04)

**PLEASE SELECT ONE OF THE FOLLOWING CHOICES:**

Flat Rate: \$29.90 (Allows unlimited calling into the METRO area)
Measured Rate: \$20.10 + (\$.10 per minute for each call made in the METRO area)

**CALLING FEATURES**

- Choose from a variety of calling features such as Caller ID; Voice Mail; Call Waiting, and more. . . . .
- Select from list below or call for additional features and charges (Activation Fee is waived when adding a feature for the first time.)

**YOU MAY SELECT ANY OF THE FOLLOWING CHOICES**

Caller ID - \$3.25/month	3-Way Calling - \$1.00/month
Call Waiting - \$1.25/month	Call Forwarding - \$1.00/month
Voice Mail - \$3.25/month	Distinctive Ringing - \$3.50/month
Voice Mail Package (voice mail caller ID call waiting) - \$5.55/month	

**Caller ID Spoofing Customer Awareness Information at the time of Purchase**

- Caller ID service is susceptible to fraud known as “Caller ID ‘spoofing’.”
- Disreputable persons can deliberately falsify the Caller ID number to disguise the identity of the caller.
- Congress is currently considering new laws to take action against spoofers.
- More information is available at “fcc.gov” Search for “spoofing.” Or <http://www.fcc.gov/cib/consumerfacts/callerid.html>

**MINNESOTA TELEPHONE SERVICE DISCOUNT PLANS:**

- If your income is at or below 135 percent of the Federal Poverty Guidelines and if you are currently participating in any of the following programs: Medicaid/Medical Assistance, Food Stamps/Food Support, Supplemental Security Income, Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Program’s free lunch program, or Temporary Assistance for Needy Families, you may qualify for monthly Minnesota Telephone Assistance Plan (TAP) and Lifeline credits on your telephone bill. For more information or an application, contact our business office.

**“TLC” PACKAGES**

<p><b>Full Metro local service</b></p> <ul style="list-style-type: none"> <li>• 50meg Internet Service, Digital Basic IP TV, (280 + Channels) Free HD (over 80 Channels), (includes 3 Set-Top Boxes), Includes Watch TV Everywhere Service &amp; Voicemail &amp; Caller ID</li> </ul>	<p>\$131.30 Per Month</p>
<p><b>Measured local service</b></p> <ul style="list-style-type: none"> <li>• 50meg Internet Service, Digital Basic IP TV, (290+ Channels) Free HD (over 80 Channels), (includes 3 Set-Top Boxes), Includes Watch TV Everywhere Service &amp; Voicemail &amp; Caller ID</li> </ul>	<p>\$121.50 Per Month</p>
<p><b>Upgrade</b> the TLC with <b>100meg</b> Internet Service for an additional</p>	<p>\$35.00 Per Month.</p>
<p><b>Upgrade</b> the TLC with <b>1Gig</b> of Internet Service for an additional \$65.00 per month – *One time installation fee of \$25.00 &amp; monthly lease &amp; maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.</p>	<p>\$65.00 per month *One time installation fee of \$25.00 &amp; monthly lease &amp; maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.</p>

**EXPANDED BASIC PACKAGES**

<p><b>Full Metro local service</b></p> <ul style="list-style-type: none"> <li>• 50 meg Internet Service, Expanded Basic TV(30+Channels) Free HD, includes 1 Set-top Box, Includes Watch TV Everywhere Service</li> </ul>	<p>\$122.30 Per Month</p>
<p><b>Measured local service</b></p> <ul style="list-style-type: none"> <li>• 50 meg Internet Service, Expanded Basic TV(30+Channels), Free HD, includes 1 Set-top Box, Includes Watch TV Everywhere Service</li> </ul>	<p>\$112.50 Per Month</p>
<p><b>Upgrade</b> the TLC with <b>100 meg</b> Internet Service for an additional</p>	<p>\$35.00 Per Month</p>
<p><b>Upgrade</b> the TLC with <b>1 Gig</b> of Internet Service for an additional \$65.00 per month – *One time installation fee of \$25.00 &amp; monthly lease &amp; maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.</p>	<p>\$65.00 per month *One time installation fee of \$25.00 &amp; monthly lease &amp; maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.</p>
<p><b>DVR - 2 Stream</b></p>	<p>\$5.95 Per Month</p>
<p><b>DVR – 4 Stream</b> (may require additional wiring)</p>	<p>\$10.95 Per Month</p>
<p><b>Additional Set-top Box</b> \$4.95 Per Month (\$35.00 provisioning/ hook-up fee per set-top box)</p>	<p>\$4.95 Per Month</p>

## **LIMITED BASIC PACKAGES**

<b>Full Metro local service</b> <ul style="list-style-type: none"><li>• 50 meg Internet Service, Limited Basic TV(30+Channels) Free HD, includes 1 Set-top Box, Includes Watch TV Everywhere Service</li></ul>	\$79.30 Per Month
<b>Measured local service</b> <ul style="list-style-type: none"><li>• 50 meg Internet Service, Limited Basic TV(30+Channels), Free HD, includes 1 Set-top Box, Includes Watch TV Everywhere Service</li></ul>	\$69.50 Per Month
<b>Upgrade</b> the TLC with <b>100 meg</b> Internet Service for an additional	\$35.00 Per Month
<b>Upgrade</b> the TLC with <b>1 Gig</b> of Internet Service for an additional \$65.00 per month – *One time installation fee of \$25.00 & monthly lease & maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.	\$65.00 per month *One time installation fee of \$25.00 & monthly lease & maintenance fee of an included Gigabit Wireless Router- \$5.95 per month.
<b>DVR - 2 Stream</b>	\$5.95 Per Month
<b>DVR – 4 Stream</b> (may require additional wiring)	\$10.95 Per Month
<b>Additional Set-top Box</b> \$4.95 Per Month (\$35.00 provisioning/hook-up fee per set-top box)	\$4.95 Per Month

**BUNDLED TELEPHONE & INTERNET SERVICE**

<b>Full Metro</b>		<b>Measured Metro</b>	
w/Standard 8meg HSI	\$49.85 Per Month	w/Standard 8meg HSI	\$40.05 Per Month
w/ 12meg HSI	\$57.85 Per Month	w/ 12meg HSI	\$48.05 Per Month
w/ 15meg HSI	\$65.75 Per Month	w/ 15meg HSI	\$55.95 Per Month
w/ 30meg HSI	\$72.75 Per Month	w/ 30meg HSI	\$62.95 Per Month
w/ 50meg HSI	\$79.85 Per Month	w/ 50meg HSI	\$70.05 Per Month
w/ 100meg HSI	\$97.65 Per Month	w/ 100meg HSI	\$87.85 Per Month
w/ 1Gig HSI	\$135.40 Per Month	w/ 1Gig HSI	\$125.60 Per Month
<b>(100 meg and 1Gig HSI has a one-time installation fee \$25.00 &amp; monthly lease &amp; maintenance fee of a Gigabit Wireless Router \$5.95/month)</b>			

(Additional wiring may require additional charges)

**HIGH SPEED INTERNET ONLY**

**DIGITAL TV ONLY**

<b>HSI ONLY</b>		<b>DIGITAL TV ONLY</b>	
8meg HSI	35.95 Per Month	Limited Basic IPTV	\$26.95 Per Month
12meg HSI	42.95 Per Month	Expanded Basic IPTV	\$69.95 Per Month*
15meg HSI	49.95 Per Month	Digital Basic IPTV	\$78.95 Per Month*
30meg HSI	59.95 Per Month	*(Price includes Limited Basic Charge)	
50meg HSI	69.95 Per Month		
100meg HSI	87.95 Per Month		
1Gig HSI	129.95 Per Month		
<b>(100 meg and 1Gig HSI has a one-time installation fee \$25.00 &amp; monthly lease &amp; maintenance fee of a Gigabit Wireless Router \$5.95/month)</b>			

(Additional wiring may require additional charges)

**Email:**

Please submit an account name and password only if you are interested in having a e-mail address thru Lonsdale Telephone Company. Password needs to be 8 Alpha-Numeric characters with at least one letter and one number.

Account Name (email address):		Password:	
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- Limited Basic Digital TV includes one Set Top Box, Each additional Set Top Box is \$4.95/month plus a \$35.00 install fee.
- Expanded & Digital Basic TV – Free installation for up to three Set Top Boxes. Each additional Set Top Box is \$4.95/month plus a \$35.00 install fee.
- High Speed Internet - \$25.00 Install & Provisioning Fee.
- Maintenance - \$25.00 per visit.
- Above Prices Do-Not Include State & Federal Taxes

**Long Distance:**

- Choose a Carrier (Please note that for most carriers you will need to contact that carrier to set up separate billing account with them.)

<b>Carrier Name,</b>	<b>CIC #,</b>	<b>Business</b>	<b>Residential</b>
VarTec	0005		
Qwest	0040		
Coast International	0063	800-877-1118	800-877-1118
Broadwing Comm	0071	800-422-1199	800-422-1199
MCI WorldCom	0096	800-921-8102	800-921-8102
Global Crossing	0123	877-672-0188	800-454-4517
NOS Comm	0210	800-959-2992	800-959-2992
Telecom USA (MCI)	0220	800-777-2321	800-777-2321
MCI	0222	800-888-0800	800-444-2222
Cable & Wireless	0223	800-486-8686	
United Carrier Net	0244	800-417-0172	800-691-4041
Onvoy	0264	800-933-1224	800-933-1224
Amerivision/LifeLine	0284	800-800-7550	800-800-7550
AT&T	0288	800-222-0400	800-222-0300
Excel	0297	800-875-9235	800-875-9235
Telecom USA (MCI)	0321	800-777-2321	800-777-2321
American Sharecom	0322	800-735-3003	800-735-3003
U.S. Sprint	0333	800-877-4646	800-877-4646
United Carrier Net	0335	800-417-0172	800-691-4041
U.S. Link	0355	800-450-7283	800-450-7500
Qwest	0358		
VarTec	0373		
Intermedia	0393	800-393-0033	800-393-0033
Qwest	0432		800-860-1020
Global Crossing	0444	800-466-4600	800-482-4848
Dial & Save	0457	800-209-8133	800-875-9235
Qwest	0462		
VarTec	0465		
Qwest	0537		
WorldCom	0555	800-749-9600	877-673-5587
VarTec	0595		
CCC Global Com	0603	800-569-4682	800-569-4682
VarTec	0636/0638		
Sprint	0643	888-465-9516	888-465-9516
Working Assets	0649	800-789-9253	800-584-2567
ITI Oncore	0658	800-825-5533	
Qwest	0665		
Qwest	0690		

McLeod USA	0725	800-593-1177	800-500-8000
Switch 2000	0727	507-345-5670	507-345-5670
Excel	0752	800-875-9235	800-875-9235
Qwest	0757		
Sprint	0780		
McLeod	0795		
MidCom	0810	800-465-9516	800-465-9516
VarTec	0811/0818		
Telecom USA	0826	800-888-0800	800-444-2222
Telecom USA	0832/0835	800-866-3322	800-866-3311
Primis Tel	0848	800-226-4884	800-226-4884
Sprint Visa	0872		
OneStar Long Distance	0873	800-482-0000	800-482-0000
MCI WorldCom	0888	800-444-2222	800-444-3333
VarTec	0899		
MCI WorldCom	0900	800-444-2222	800-444-3333
Norlight	0912	800-297-3788	800-297-3788
McLeod	0937		
WorldCom	0942		
Westinghouse Electric	0946		
Broadwing Communications	0948	800-848-8459	800-848-8459
NO PIC	9411	(If you choose this "carrier", a PIC change charge will apply if you choose to "switch" at a later date)	
Sprint	5046		
Integra	5061	800-820-7880	800-820-7880
Sprint / Williams Commun	5102	888-275-9080	888-275-9080
MCI WorldCom	5110	800-436-6617	800-436-6617
XO Communications	5119	800-575-6398	
Williams Communication	5158		
DBA Premium Route	5264		
Talk America	5453	800-728-3288	800-728-3288
Verizon	5483	800-483-1660	800-483-3737
Broadwing Communications	5508		
Transworld Network	5623	800-950-3015	800-950-3015
Qwest	5635		
Sprint	5792		
LightYear Communications	5957	800-393-7300	800-393-7300
Talk America	6060	800-728-3288	800-728-3288
MCI	6112		
Lonsdale One Plus	6264	800-753-0923	800-753-0923
Advanced Telecom Network	6286	800-444-2222	800-444-3333

Sprint	6398		
Talk America	6678	800-728-3288	800-728-3288
MCI WorldCom	6721	800-436-6617	800-436-6617
Talk America	6746	888-825-5265	888-825-5265
Switch 2000-RCC	6769		
DTI-Digital Tel., Inc	6835	877-742-5384	877-742-5384
NYNEX Long Distance	6953	703-974-3547	703-974-3547
Sprint	6963	888-465-9516	888-465-9516
MCI	7466	888-403-4035	888-403-4035

**PLEASE MARK CARRIER CHOICE HERE:**

Carrier Name:		CIC #:	
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**(You only need to pick a long distance carrier, if you plan on making long distance calls otherwise you can put "None")**

**\*\*\*PLEASE SIGN & DATE BELOW\*\*\***

\*In making this application the undersigned agrees to the rules and regulations of the Telephone Company as set forth in the exchange tariff and to general changes to rules, or rates for the services furnished.

This application becomes a contract when accepted in writing by the Telephone Company.

The Applicant, by signing below, does hereby accept full responsibility for payment of all telephone charges, both local and long distance, as incurred by all other living with or residing at said residence of applicant.

	<b>Signatures:</b>	<b>Date:</b>
<b>Applicant</b>		
<b>Co-Applicant</b>		
<b>Company Representative</b>		



# CPNI

## **Protecting Your Privacy:**

Lonsdale Telephone Company protects the confidentiality of its telecommunications customers consistent with Applicable law, including the FCC's regulations governing Customer Proprietary Network Information (CPNI).

## **What is CPNI?:**

CPNI is information Lonsdale Telephone Company obtains or creates in the normal course of providing local, Long distance, DSL or Digital TV services to you. This information includes the quantity and types of telecommunications services you currently receive, how you use them and related billing information, such as call destination, location and amount of use. CPNI is made available to Lonsdale Telephone Company solely by virtue of our carrier-customer relationship. CPNI does not include your telephone number, name and address since this information is typically published in a telephone directory.

## **What can Lonsdale Telephone Company do with CPNI?:**

Lonsdale Telephone Company is permitted to use CPNI to provide the telecommunications services you purchase, including billing and collections for those services. Lonsdale Telephone Company can also use or disclose CPNI, without your approval, or offer enhancement to telecommunications services of the same type that you already purchase from us. For example, if you purchase Basic Local Telephone Services, Lonsdale Telephone does not need your approval to use your customer information to offer you enhanced services such as voicemail or caller ID Services.

Lonsdale Telephone Company is also permitted by federal law to use, disclose, or permit access to your individually identified customer information in certain circumstances: (1) as required by law or court order; (2) with your approval; (3) in providing or marketing the services from which the customer information is derived or services necessary to or used in such services; (4) to initiate, render, bill and collect for services; (5) for the provisioning of inside wiring, installation, maintenance and repair services; (6) to investigate fraud or to protect against unlawful or abusive use of service and to protect other users.

Examples where disclosure of CPNI is permitted without your approval:

- When you dial 911, information about your location may be transmitted automatically to a public safety agent.
- Certain information about your long distance calls is transmitted to your long distance company for billing.
- We must disclose information, as necessary, to comply with court orders or subpoenas.
- We also will share information to protect its rights or property and to protect users of its services.

## **Disclosure of CPNI:**

Protecting the confidentiality of your CPNI is your right and Lonsdale Telephone Company's duty under federal law. We do not sell or disclose CPNI to anyone outside of Lonsdale Telephone company or to anyone not authorized to represent us to offer products or services, or to perform functions on our behalf, except as may be required or permitted by law or authorized by you. When Lonsdale Telephone Company uses agents, contractors, or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. Lonsdale Telephone Company does not disclose CPNI to any unaffiliated third parties for use in their own marketing.

## **Notice of Your Rights to Restricted CPNI:**

You have the right under federal law to restrict our use or disclosure of and access to your CPNI. You also have the right to grant or deny access to your CPNI. This Notice seeks your consent to permit Lonsdale Telephone Company to use, disclose or permit access to your CPNI for purposes of marketing other communications-related service offerings to which you do not already subscribe. Your approval will be deemed granted unless you otherwise notify us. At no time will your decision to deny approval affect the provision of any telecommunications services from Lonsdale Telephone Company. However, without your approval, our ability to provide you with information on other services will be prohibited.

## **Restricting Our Use of CPNI:**

No action by you is necessary to permit us to access and use your CPNI information to offer you communications related services that may be different from the type of services you currently receive. Your approval to use CPNI may enhance Lonsdale Telephone Company's ability to offer products and services tailored to your needs. You have 35 days from the date of this Notice to advise us if you DO NOT want us to use your CPNI for this purpose before approval is assumed. Only Lonsdale Telephone Company and its authorized representatives will use the CPNI. You may inform us of your decision to approve or deny access by either calling our office; in writing, by returning either the "Opt-Out" or "Opt-In" form attached to this notice or by email @lonsdaletel.com. There is no cost to you for your decision. After 35 days has expired, Lonsdale Telephone Company may begin using your information to offer different products to you. At any time after the 35 days, however, you may change your decision by contacting us. You have the right

to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you change it.

Additional information on CPNI privacy is available from the FCC via the Internet at: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html) or telephone 1-888-225-5322.

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

I have read this CPNI Notice and

**APPROVE** (or) **DO NOT APPROVE**

of the proposed use of CPNI for the customer account specified below. (Check one option)

Customer Name:			
Telephone Number: Office use ONLY			
Customer Billing Address:			
Customer Signature:		Printed Name:	
Date:			

How to contact us:  
Lonsdale Telephone Company  
126 Main Street South; PO Box 358 Lonsdale, MN 55046  
(507) 744-2311  
[www.lonsdaletel.com](http://www.lonsdaletel.com)

# Lonsdale Telephone Company

## Personal Identification Number (PIN) Setup Form

**Per the FCC rules regarding customer proprietary network information (CPNI) as described in the attached notice, this form needs to be completed and returned to our office.**

Reminder: Due to the CPNI FCC rules, if you request call detail information you must supply your PIN before the information can be disclosed. If you do not remember the PIN, the security questions below will be used for verification and a new PIN will be established. If a PIN cannot be supplied for call detail information, there are only a few other ways to obtain the information as mandated by the FCC:

- (1) Have your Lonsdale Tel representative call you back at the telephone number of record
- (2) Have your Lonsdale Tel representative mail you the requested call detail information to the address of record.
- (3) You, the authorized account customer, must come to our business office and show your valid government issued photo ID.

Current Authorized Account Contact Billing/Phone Number: Office use ONLY	
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Billing Name:	
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Contact #:	
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PIN:	
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**Security Questions & Answers:**

Choose two of the below listed security questions and fill in the answers. This will be used to verify you as the authorized account contact if the PIN cannot be remembered. Your Lonsdale representative will ask you the chosen questions and wait for the proper answer (that you complete below) before your PIN can be re-established.

1. What was your first childhood pet's name?	
2. Where were you born? (You can use city and state, just city, state abbreviation, zip code, city nickname, etc.)	
3. What is your favorite color?	
4. As a child, what was your dream job?	
5. What brand of shampoo do you use?	

Authorized By: (Signature of authorized contact currently listed on the account)		Date:	
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Please return the completed form to our office at:

Lonsdale Telephone Co.  
126 South Main Street  
P.O. Box 358  
Lonsdale, MN 55046

For questions regarding this form or the CPNI FCC rules please contact our business office at (507) 744-2311  
*Bonnie Simon, CPNI Compliance Officer Lonsdale Telephone Co*

## Lonsdale Video Ventures, LLC Annual Cable Customer Notice

This notice contains important information concerning your cable television services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures and your rights as a customer. We encourage you to review the following information and contact us at (507)-744-2311 with any questions.

### 1. Customer privacy

- a. **Personally identifiable subscriber information; restrictions on access.** To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under **Disclosure prohibited; exceptions**, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.
- b. **Disclosure prohibited; exceptions.** Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:
  - i. Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other service.
  - ii. Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.
  - iii. Names and addresses to third parties. We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request.
  - iv. Court order. We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.
  - v. Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

2. **Customer rights.** - As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

3. **Complaint procedures.** - At Lonsdale Video Ventures, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

- a. Contact our business office at the phone number listed on your monthly bill. Our business office is open weekdays during normal business hours. An answering service may take your message at other times.
- b. During normal business hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.
- c. If you do not call during our normal business hours, leave a complete message with the answering service. Please leave your name, address, work and home telephone numbers and a brief description of the nature of the problem. When possible, a Service Technician will be dispatched by the next business day to fix the problem. In other cases, the answering service will forward the message to our office, and we will contact you during normal business hours.
- d. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area.
- e. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.
- f. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the address on the attached list.

4. **Services and prices.** - Please contact us at (507) 744-2311 or visit our website at <http://www.lonsdaletel.com/> for information on services and prices including:
  - a. Products and services offered
  - b. Prices and options for subscribing to services
  - c. Channel positions
  - d. Installation and maintenance policies and prices
  - e. Instructions for using our cable service
  
5. **Equipment Compatibility**
  - a. **Set-top boxes.** Some models of TV receivers and other devices (VCRs, DVD Players, TiVo...etc.) may not be able to receive all channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters are available from Lonsdale. If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation and display features such as "Picture-in-Picture."
  - b. **Special equipment.** Scrambling or encryption technologies may affect your reception of signals. We offer special equipment for our customers encountering these problems.
  - c. **Remote control devices.** Remote control devices available from retail outlets may be compatible with our set-top boxes. Remote control devices that may be compatible with some models of our set-top boxes include the Harmony Logitech universal remote control. Unauthorized reception of cable service Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.
  
6. **Unauthorized reception of cable service** - Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. **Reception of any cable service without our express authorization is prohibited.**
  
7. **Copyright Infringement Liability Limitation Act of 1998**
  - a. Lonsdale Telephone Company complies with the Online Copyright Infringement Liability Limitation Act of 1998
  - b. ("Act"). As required by the Act, we have adopted a policy to address broadband accounts involved in repeated copyright infringement. Our repeat infringer policy follows:
    - i. If we receive more than 2 copyright infringement notices within a 60-day period regarding a broadband account, we will suspend that broadband account's service for 60 days;
    - ii. If we receive another copyright infringement notice regarding the same broadband account within 60 days of service suspension, we will terminate that broadband account's service for 3 months;
    - iii. and, If we receive another copyright infringement notice regarding that broadband account, we will permanently terminate service to that broadband account.
  - c. Lonsdale Telephone accommodates and does not interfere with standard technical measures to identify and protect copyrighted works, subject to the limitations of the Act.

## **MINNESOTA RELAY**

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a Minnesota Relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll free number for the type of relay service.

For Information on Minnesota Relay Services: [www.mnrelay.org](http://www.mnrelay.org) or 1-800-657-3775.

### **Types of Relay Services**

**1. Captioned Telephone Service (CTS)**

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also *listening* to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

**2. Internet Protocol Captioned Telephone Service (IP CTS)**

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. [www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service)

**3. Computer (ASCII): 1-800-627-3529**

Computer users can access Minnesota Relay. Set your communications software to the following protocols: 8 Bits; No Parity; 1 Stop Bit; Full Duplex.

**4. Hearing Carry Over (HCO): 1-800-627-3529**

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his or her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

**5. Internet Protocol (IP) Relay: [www.sprintrelay.com](http://www.sprintrelay.com)**

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

**6. Spanish Relay: 1-877-627-5448**

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

**7. Speech-to-Speech (STS): 1-877-627-3848**

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

**8. Standard Telephone: 1-800-627-3529**

A hearing person may use a standard telephone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

**9. Text-to-Voice (TTY): 1-800-627-3529**

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

**10. Video Relay Service (VRS)**

VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller. <http://www.fcc.gov/guides/video-relay-services>

**11. Voice Carry Over (VCO): 1-877-627-3024**

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone. Requires a special telephone.

**12. 900 Pay-Per-Call Services: 1-900-230-3324**

This service allows a relay user to connect to any pay-per-call service.

**Important Information**

**13. Emergency Assistance**

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

**14. Billing Options for Long Distance Relay Calls**

Direct, Collect, Pre-paid calling card, Carrier calling card, Third-party billing

**15. Filing a Complaint Regarding Relay Services**

When filing your complaint please provide: the date and time of the relay call, the CA's identification number, a brief description of your complaint and the resolution you are seeking. E-mail your complaint to [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us) or call 1-800-657-3775. You can also file a complaint with the Federal Communications Commission online at [www.fcc.gov/complaints](http://www.fcc.gov/complaints) or call 1-888-225-5322 (voice), 1-888-835-5322 (TTY), or 1-844-432-2275 (ASL via videophone). TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM. The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability. For more information on the TED Program: [www.mn.gov/dhs/ted-program/](http://www.mn.gov/dhs/ted-program/) or 1-800-657-3663 (voice), 1-888-206-6555 (TTY).

**LONSDALE TELEPHONE COMPANY**  
**HIGH SPEED INTERNET SERVICE**  
**TERMS AND CONDITIONS OF SERVICE**

Lonsdale Telephone Company conditions your use of its High Speed Internet Service ("Service") on acceptance of, and compliance with, the following terms and conditions of service. These terms and conditions are part of Lonsdale Telephone Company's Internet Service Subscription and Service Agreement.

1. **Acceptance of terms and conditions and responsibility for the Service.** You acknowledge that you are accepting these terms and conditions on behalf of all persons who use the Service on your account and that you shall have sole responsibility for ensuring that all other users understand and comply with these terms and conditions and all applicable policies. You acknowledge that you shall be responsible for any transactions made through the Service.
2. **Important information about the Service.** We post information about the Service on our website at [www.lonsdaletel.com/](http://www.lonsdaletel.com/). Our website contains links to the following documents concerning the Service:
  - a. Lonsdale Telephone Company High Speed Internet Service – Terms and Conditions of Service
  - b. Lonsdale Telephone Company High Speed Internet Service - Acceptable Use Policy
  - c. Lonsdale Telephone Company High Speed Internet Service – Product Description and Minimum Equipment Requirements
  - d. Lonsdale Telephone Company High Speed Internet Service-Broadband Internet Service Disclosures

**NOTE:** Lonsdale Telephone Company reserves the right to modify the contents of the documents listed above as needed. You should review these documents periodically to ensure compliance. The documents may be downloaded or printed from the Website. Copies may also be requested by contacting Lonsdale Telephone Company Customer Service at (507)744-2311.

3. **General description of the Service and components.** The Service includes broadband Internet access service, wiring, or installing a DSL modem where fiber is unavailable. The transfer speeds and other components provided with each specific product offering are described in a separate document entitled "Lonsdale Telephone Company High Speed Internet Service – Product Description and Minimum Equipment Requirements" available at [www.lonsdaletel.com/](http://www.lonsdaletel.com/).
4. **Payment terms.** We invoice you monthly in advance for all charges for the Service. Failure to pay the full amount when due may result in termination of services. If services are terminated, a re-connection charge will apply.
5. **Minimum equipment requirements.** The personal computer in which the Service is installed must meet the minimum requirements set by Lonsdale Telephone Company. We provide these requirements in a separate document entitled "Lonsdale Telephone Company High Speed Internet Service – Product Description and Minimum Equipment Requirements" available at [www.lonsdaletel.com/](http://www.lonsdaletel.com/).
6. **Access to premises.** You must provide Lonsdale Telephone Company employees with reasonable access to the premises to install, inspect, repair, maintain, or remove the Service and any Lonsdale Telephone Company equipment.
7. **Limitations on quality of service; credits for interruption of Service.** The Service is provided over a shared network and subject to degraded performance and interrupted service at any time. Reasons for degraded performance and interrupted service include, without limitation, problems with your computer, problems within Lonsdale Telephone Company's network such as network congestion, equipment failures or damage to Lonsdale Telephone Company's network components, and problems outside of Lonsdale Telephone Company's network such as, congestion, equipment failures or damage to network components. Lonsdale Telephone Company will use commercially reasonable efforts to maintain and repair its network and equipment to provide the Service. Lonsdale Telephone Company disclaims any responsibility for quality of service problems caused by your computer or any problems beyond Lonsdale Telephone Company's network. We shall not be liable for any inconvenience, loss, liability, or damage resulting from any interruption of the Services, caused by any circumstances beyond our control. In all other cases of an interruption of the Service, you shall be entitled upon a request made within 30 days of the interruption, to a pro rata credit for any Service interruption exceeding twenty-four consecutive hours after such interruption is reported to us. **THE CREDIT SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR AN INTERRUPTION OF SERVICE.**
8. **Limited liability for damage to property.** Lonsdale Telephone Company is not responsible in any way for any damage to your property, personal computer or peripherals, or to any software, files or data, or the voiding of warranties, that may result from the installation, use, maintenance, or removal of the Service, except for instances of Lonsdale Telephone Company's gross negligence. In no event shall Lonsdale Telephone Company's liability exceed \$1,000.



9. **Restrictions on users of the Service.** You agree that the Service and Lonsdale Telephone Company equipment shall be used only by you and the members of your immediate household living with you at the same address and only for personal, residential, noncommercial purposes. You shall not use Lonsdale Telephone Company equipment at any other address. You shall not resell or permit another to resell the Services.
10. **Restrictions on devices.** You must not connect any device to the Service that:
  - a. harms Lonsdale Telephone Company's network;
  - b. is not compatible with Lonsdale Telephone Company's network;
  - c. enables you or others to access the Service permits access to or use of the Service in violation of these terms and conditions or the Lonsdale Telephone Company Broadband Internet Service Acceptable Use Policy.
11. **Termination of Service; return of modem / router.** Upon termination of the Service, the Lonsdale Telephone Company DSL modem / router must be returned to Lonsdale Telephone Company's Customer Service Center. You may notify Lonsdale Telephone Company, and we will pick up the modem / router. Or, you may drop off the modem / router at Lonsdale Telephone Company's Customer Service Center.
12. **Ownership of wiring.** The wiring and other non-electrical equipment installed on the premises to your home remain the property of Lonsdale Telephone Company. Wiring installed by Lonsdale Telephone Company inside your home is your property. Lonsdale Telephone Company reserves the right to place terminators and other reasonable and necessary devices and components on the wiring inside your home to maintain system security and signal integrity.
13. **Customer responsibility for access to Internet content, applications and services; Lonsdale Telephone Company disclaimer.** You acknowledge that the Service provides full access to the Internet and all content, applications and services available over the Internet. Some content, applications or services may be offensive or inappropriate for certain people. Such content may include information, images, or programs that are unlawful, infringing, abusive, profane, or sexually offensive. You assume all risk, responsibility, and liability for use of the Service to connect to, and access content on, the Internet. Lonsdale Telephone Company and its officers, employees, and agents disclaim any liability for any claims, losses, actions, damages, suits, or proceedings arising out of or otherwise relating to such content or from use or reliance upon information, services, or merchandise accessed on the Internet through the Service.
14. **Customer responsibility for software, content, applications and services downloaded from the Internet; Lonsdale Telephone Company disclaimer.** You assume all responsibility and liability for any software, content, applications, or services you download from the Internet, including any virus or other damaging or destructive attribute. Lonsdale Telephone Company has no responsibility and disclaims any liability for such acts or occurrences. Lonsdale Telephone Company does not endorse or warranty any third party software, applications, services or content that you access through the Service.
15. **Customer responsibility for security; Lonsdale Telephone Company disclaimer.** You assume all responsibility and liability for the security of information on your personal computer and information you transmit or receive through the Service. Lonsdale Telephone Company has no responsibility and disclaims any liability for the security of any information on your personal computer, or the security or accuracy of any information or data transmitted or received through the Service. Lonsdale Telephone Company has no responsibility and disclaims any liability for unauthorized access by third persons to your personal computer, files, or data.
16. **WARRANTY DISCLAIMER; LIMITATION ON DAMAGES.** LONSDALE TELEPHONE COMPANY SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH WARRANTIES ARE HEREBY EXPRESSLY EXCLUDED. NO STATEMENT, ADVICE, OR INFORMATION GIVEN BY LONSDALE TELEPHONE COMPANY, ITS OFFICERS, EMPLOYEES, AGENTS, AUTHORIZED REPRESENTATIVES, AFFILIATES OR CONTRACTORS, OR THEIR RESPECTIVE EMPLOYEES, CREATES A WARRANTY. NEITHER LONSDALE TELEPHONE COMPANY NOR ITS AFFILIATES WARRANTS THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE.
17. **INDEMNIFICATION OF LONSDALE TELEPHONE COMPANY.** YOU AGREE THAT YOU SHALL BE RESPONSIBLE FOR AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS LONSDALE TELEPHONE COMPANY AND ITS EMPLOYEES, AFFILIATES, SUPPLIERS, AGENTS AND CONTRACTORS AND SHALL REIMBURSE US FOR ANY DAMAGES, LOSSES OR EXPENSES (INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEY'S FEES AND COSTS) INCURRED BY US IN CONNECTION WITH ANY CLAIMS, SUITS, JUDGMENTS AND CAUSES OF ACTION ARISING OUT OF:

- a. YOUR USE OF THE SERVICE OR LONSDALE TELEPHONE COMPANY EQUIPMENT;
- b. VIOLATION OR INFRINGEMENT OF CONTRACTUAL RIGHTS, PRIVACY, CONFIDENTIALITY, COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, OR OTHER INTELLECTUAL PROPERTY AND PROPRIETARY RIGHTS ARISING FROM YOUR USE OF THE SERVICE OR ANY UNAUTHORIZED APPARATUS OR SYSTEM; AND
- c. YOUR BREACH OF ANY PROVISION OF THIS AGREEMENT.

18. **Changes to terms and conditions.** We will provide you notice of changes to these terms and conditions consistent with applicable law. The notice may be provided in monthly bill, as a bill insert, in a newspaper, by e-mail, on our website, or by other permitted communication. If you find the change unacceptable, you have the right to cancel the Service. If you continue to receive the Service after the change, this shall represent your acceptance of the change.

**LONSDALE TELEPHONE COMPANY HIGH SPEED INTERNET SERVICE  
ACCEPTABLE USE POLICY**

1. **INTRODUCTION** - Lonsdale Telephone Company is committed to and supports the free flow of information and ideas over the Internet. Lonsdale Telephone Company does not actively monitor nor does Lonsdale Telephone Company exercise editorial control over any Internet content, applications or services. Lonsdale Telephone Company reserves the right to remove any material we reasonably believe:
- a. Is illegal;
  - b. Is potentially illegal;
  - c. Could subject Lonsdale Telephone Company to liability; or
  - d. Violates this Acceptable Use Policy.

**NOTE:** Lonsdale Telephone Company reserves the right to suspend or terminate Service to a subscriber's account for engaging in any violation of this policy.

2. **ACCEPTANCE OF ACCEPTABLE USE POLICY; AMENDMENTS** - As a condition of use of Lonsdale Telephone Company's Service, each customer shall accept and abide by this Acceptable Use Policy and any amendments. Lonsdale Telephone Company reserves the right to amend this Acceptable Use Policy. Amendments shall become effective immediately upon posting on Lonsdale Telephone Company's website at <http://www.lonsdaletel.com/>.

3. **PROHIBITED USES**

- a. **Illegal Use** - Lonsdale Telephone Company's Service may not be used for illegal purposes or in support of illegal activities. Lonsdale Telephone Company reserves the right to cooperate with legal authorities or third parties in the investigation of any suspected crime or civil wrong. Prohibited activities include, without limitation, the following:
  - i. Use of the Services in violation of any law, regulation, or ordinance.
  - ii. Unauthorized copying, distribution or display of copyrighted material.
  - iii. Exporting software or technical information in violation of U.S. export control laws.
  - iv. Posting or emailing of scams such as 'make-money-fast' schemes or 'pyramid/chain' letters.
  - v. Threatening bodily harm or property damage to individuals or groups.
  - vi. Making fraudulent offers of products, items, or services.
  - vii. Attempting to access the accounts of others, or attempting to penetrate security measures of Lonsdale Telephone Company or other systems or networks, sometimes known as "hacking."
- b. **System and Network Security** - Lonsdale Telephone Company's Service may not be used to compromise the security of other systems or networks. Prohibited activities include, without limitation, the following:
  - i. Using the Service to engage in conduct that interferes with Lonsdale Telephone Company's ability to provide service to others, including the use of excessive bandwidth.
  - ii. Harassing others by "mail-bombing" or "news-bombing." "Mail-bombing" constitutes sending more than 10 similar mail messages to the same email address. "News bombing" constitutes sending more than 5Mb of data to a newsgroup.
  - iii. Revealing your account password to others or allowing use of your account by others (other than authorized users in your household). At no time can there be simultaneous use of the same username and password combination.
  - iv. Forging any message header of any electronic transmission, originating or passing through Lonsdale Telephone Company's services. Distributing viruses to or from Lonsdale Telephone Company's systems.
  - v. Using software or any device that would allow your account to stay logged on while you are not actively using Lonsdale Telephone Company's Service or using the account for the purpose of operating a server of any type.
- c. **USENET / Internet Chat** - Lonsdale Telephone Company's Service may not be used to interfere with proper functioning of USENET or chat sites. Prohibited activities include, without limitation, the following:
  - i. Cross-posting advertisements for products, items, or services to ten (10) or more unrelated USENET newsgroups.
  - ii. Disrupting any newsgroup with frivolous, vulgar, or repetitious postings.
  - iii. Posting of binary, or excessively large, unrelated text files to non-binary news groups that have specifically requested such material not be posted in the group's Frequently Asked Questions.
  - iv. Installation of 'auto-responders,' 'cancel-bots' or similar automated or manual routines which generate excessive amounts of net traffic, or disrupt net newsgroups or email use by others.

- v. Engaging in any of the above activities using the service of another provider but channeling such activities through a Lonsdale Telephone Company account or re-mailer, or using a Lonsdale Telephone Company account as a mail drop for responses.

4. **LONSDALE TELEPHONE COMPANY ASSUMES NO LIABILITY**- Lonsdale Telephone Company assumes no liability to subscribers or others for any failure to enforce the terms of this Policy.
5. **VIOLATION REPORTS** - You may report a violation of this policy to us at: [support@lonsdaletel.com](mailto:support@lonsdaletel.com).
6. **COPYRIGHT INFRINGEMENT** - Lonsdale Telephone Company complies with the Online Copyright Infringement Liability Limitation Act of 1998, 17 USC § 512 (“Act”). As required by the Act, we have a policy that reserves our right to terminate services to subscribers who repeatedly infringe copyrights. In the event that we receive a determination that any subscriber or account holder has infringed another’s copyright through the use of our system or network, we reserve the right to terminate service to that subscriber after receiving notice of any further copyright infringement by that subscriber. Lonsdale Telephone Company accommodates and does not interfere with standard technical measures to identify and protect copyrighted works, subject to the limitations of the Act. Notices and counter-notices related to claimed copyright infringements should be directed to the following designated agent:

Name: Bonnie Simon  
Company: Lonsdale Telephone Company  
Address: 126 South Main Street  
Lonsdale, MN 55046  
Phone: 507-744-2311  
Fax: 507-744-5555  
Email: [support@lonsdaletel.com](mailto:support@lonsdaletel.com)

**LONSDALE TELEPHONE COMPANY  
HIGH SPEED INTERNET SERVICE  
PRODUCT DEFINITION AND  
MINIMUM EQUIPMENT REQUIREMENTS**

Lonsdale Telephone offers multiple levels of High Speed Internet Service (“Service”). This document defines the levels of Service, detailing the various components included with the Service. This document also describes the minimum equipment you must have to receive the Service. We reserve the right to change the products and minimum equipment requirements without notice.

**1. 8MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 8Mbps, Upstream – 5Mbps  
2 e-mail addresses, each with a 30mb storage capacity  
24/7 tech support  
Web access to email through: <https://webmail.lonstel.com>  
Dynamically-allocated IP address  
Static IP address available for extra charge

**2. 12MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 12Mbps, Upstream – 5Mbps  
2 e-mail addresses, each with a 30mb storage capacity  
24/7 tech support  
Web access to email through: <https://webmail.lonstel.com>  
Dynamically-allocated IP address  
Static IP address available for extra charge

**3. 15MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 15Mbps, Upstream – 5Mbps  
2 e-mail addresses, each with a 30mb storage capacity  
24/7 tech support  
Web access to email through: <https://webmail.lonstel.com>  
Dynamically-allocated IP address  
Static IP address available for extra charge

**4. 30MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 30Mbps, Upstream – 15Mbps  
2 e-mail addresses, each with a 30mb storage capacity  
24/7 tech support  
Web access to email through: <https://webmail.lonstel.com>  
Dynamically-allocated IP address  
Static IP address available for extra charge

**5. 50MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 50Mbps, Upstream – 25Mbps  
2 e-mail addresses, each with a 30mb storage capacity  
24/7 tech support  
Web access to email through: <https://webmail.lonstel.com>  
Dynamically-allocated IP address  
Static IP address available for extra charge

## 6. **100MEG High Speed Internet Service**

Maximum transfer rate: Downstream – 100Mbps, Upstream – 50Mbps

2 e-mail addresses, each with a 30mb storage capacity

24/7 tech support

Web access to email through: <https://webmail.lonstel.com>

Dynamically-allocated IP address

Static IP address available for extra charge

### **Minimum Equipment Requirements**

#### **PC**

1. PC (Intel or AMD processor)
  - a. Processor Pentium Celeron M or newer (or AMD equivalent)
2. RAM
  - a. 1Gb (more preferred)
3. Operating system
  - a. Windows XP (customer supported - no operating system support available from Lonsdale Telephone)
  - b. Windows Vista (customer supported - no operating system support available from Lonsdale Telephone)
  - c. Windows 7
  - d. Windows 8
  - e. Windows 10
  - f. Linux (customer supported - no operating system support available from Lonsdale Telephone for Linux)
4. Networking
  - a. Available Ethernet port (RJ45 connector)
5. Software
  - a. A functional web browser (ie. Internet Explorer, Mozilla Firefox, Opera, etc.)
  - b. Anti-virus application with current subscription to definitions (ie. Zone Alarm, Norton Anti-Virus, etc.)

#### **MAC**

1. Apple “MAC” Processor
  - a. PowerPC 7455 or newer
2. RAM
  - a. 1Gb (more preferred)
3. Operating system
  - a. MAC OS X and newer
4. Networking
  - a. Available Ethernet port (RJ45 connector)
5. Software
  - a. A functional web browser, Mozilla Firefox web browser (only if access to Lonsdale Telephone’s webmail is necessary)
  - b. Anti-virus application with current subscription to definitions