

LANDLINE TERMS AND CONDITIONS

REGULATIONS AND TARIFFS

Randolph Communications (RC) furnishes all of its various services and adjuncts thereto, subject to its published regulations and tariffs, a public file of which is located in the local Customer Care Center. An RC representative will gladly lend assistance in securing information from such regulations and tariffs.

ADJUSTMENTS

Allowance for failure of service: RC cannot guarantee uninterrupted working of its equipment. In case service is interrupted, otherwise than by negligence or willful act of the subscriber, an adjustment will, upon application by a subscriber, be made in the amount of the charges for such service, equipment and facilities furnished as are rendered useless or inoperative. Any adjustment shall apply only to the period the interruption continues beyond the 24 hours after RC receives notice of the interruption. No adjustment will be allowed if the subscriber requesting such adjustment did not report the outage to RC regardless of duration of outage. No other liability shall in any case attach to RC.

PROFANE, INDECENT, ANNOYING, THREATENING, TELEPHONE CALLS OR FALSE BOMB THREATS BY TELEPHONE

The use of profane, indecent or threatening language to any person over the telephone; annoying or harassing by repeated telephoning; or making certain false statements over the telephone is prohibited by law (NC General Statute 14-196). A false report concerning destructive devices (bomb call) is unlawful (NC General Statute 14-69.1). Such calls should be reported immediately to your county sheriff's office. Making malicious, threatening and abusive calls, including those in which obscene or profane language is used, may constitute cause for disconnecting service and possible criminal prosecution, and civil action by the person called.

FRAUD BY WIRE

It is unlawful to defraud a telephone company for interstate telephone service by means of any scheme; charging toll calls to the number of another subscriber without lawful authority; or charging toll calls to a false and fictitious telephone credit card number. Penalty: fine of not more than \$1,000.00 or imprisonment for not more than 5 years, or both (Felony) (Title 18, US Code Ch 63, s1343).

DAMAGE TO TELEPHONE PROPERTY

A reward will be paid for information resulting in the arrest and conviction of any person or persons for the willful damage, destruction or theft of RC property or assets. Notify the nearest Law Enforcement Officer or RC General Manager.

ENTERING CUSTOMER'S PROPERTY

RC representatives shall at all times have the right to be on the property of the customers for the purpose of making connections or to inspect and repair lines and, upon termination of the service, for the purpose of removing such lines.

CAUTION ...

Caution should be exercised in using telephone equipment during lightning storms, especially in rural areas. RC will not assume responsibility for hearing damage or other Injuries to users or equipment during such adverse weather conditions.

ADVERTISING TELEPHONE NUMBERS

RC reserves the right to change the number of any subscriber. All telephone numbers are the property of RC. The rapid expansion of the telephone system sometimes requires the adding of new area codes.

Residence telephone numbers are installed with the understanding that they will be used for normal social activities and not in connection with any business.

Advertising residence telephone numbers for business purposes will be considered sufficient cause for RC to charge business rates.

PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

Telephone numbers are the property of RC and are assigned to the service furnished to the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with service furnished by RC, and no right to the continuance of service through any particular central office. RC reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever RC deems it necessary to do so in the conduct of its business.