



## **Customer Handbook**

**Handbook is subject to change.**

*Effective 11/01/2018*



## Welcome To RS Fiber!

We are thrilled you have chosen RS Fiber as your telecommunications provider. As an RS Fiber customer, you will be entertained like never before with crystal-clear Video, lightning-fast Internet and advanced entertainment options delivered through our state-of-the-art fiber-optic network.

What makes RS Fiber different? With RS Fiber, you will receive a consistently superior customer experience, on-time appointments, no contracts, local customer service and technical support. What's more, if you are not 100% satisfied in the first 30 days, cancel and owe nothing. Guaranteed.

Inside this Customer Handbook you will find important information about your Internet, Video, Phone, and other RS Fiber services.

You are very important to us and we welcome your questions and comments. Please contact us online at [www.rsfiber.coop](http://www.rsfiber.coop) or by email at [info@rsfiber.coop](mailto:info@rsfiber.coop) or toll free at **(800) 628-1754**.

Sincerely,

A handwritten signature in black ink that reads "Ben Ranft".

Ben Ranft  
RS Fiber General Manager

### CUSTOMER SATISFACTION GUARANTEE

- We guarantee you will love us in the first 30 days or you pay nothing.
- We offer our best values, always, free of gimmicks and misleading promotions.
- We provide you with the right products and services to meet your needs.
- We schedule appointments at your convenience, being mindful of you.
- We treat you as we would members of our own family.
- We quickly address any problem you may experience.



<b>Contact us</b> .....	<b>7</b>
<b>General Information and Billing</b> .....	<b>8</b>
<b>Company Policies and Procedures</b> .....	<b>8</b>
Money-back Guarantee.....	8
Refer-a-Friend.....	8
Moving.....	8
Temporary move (Snowbird Policy).....	8
Terminating Service.....	8
Secondary Listings.....	8
Wiring.....	8
Wire Maintenance Plan.....	9
Equipment.....	9
LAN/WAN Bridge Service and Rental.....	9
Upgrading your Service.....	10
Authorized Viewing.....	10
Maintenance.....	10
Satisfaction Survey.....	10
Dissatisfied with your Service.....	10
<b>Billing and Charges</b> .....	<b>11</b>
Products, Services and Charges.....	11
Descriptions of Select Fees.....	11
Billing and Payment.....	11
<b>Getting Started With Your RS Fiber SmartHub Billing And Payment Service</b> .....	<b>12</b>
<b>Privacy Policy</b> .....	<b>12</b>
For Cable Television, Broadband Internet, and Phone Services.....	12
Subscriber Election Options for Prohibiting or Limiting Disclosure of Personally Identifiable Information (PII).....	14
Frequently Asked Questions.....	15
User Agreement.....	18
Notice to Internet Users.....	18
Customer Complaints.....	19
<b>E911 Battery Backup Policy</b> .....	<b>20</b>
<b>Hosted PBX and SIP Trunk Customers</b> .....	<b>20</b>
<b>Closed Captioning Support</b> .....	<b>21</b>
<b>Internet</b> .....	<b>22</b>
<b>Products and Services</b> .....	<b>22</b>
<b>GigaHome WiFi and Mesh Units</b> .....	<b>22</b>
<b>Getting Started with your RS Fiber EdgeWave™ Spam Filter Service</b> .....	<b>22</b>
<b>Getting Started with your RS Fiber Webmail Service</b> .....	<b>22</b>
<b>Policies And Procedures</b> .....	<b>22</b>
Broadband Internet Service Disclosures.....	22
Internet Acceptable Usage Policy.....	26
<b>Video</b> .....	<b>28</b>
<b>Products and Services</b> .....	<b>28</b>
Basic Lineup.....	28
Essentials Lineup.....	28

Expanded Digital Lineup .....	28
Digital Plus Lineup .....	28
Government Access .....	28
Public Access Channel (Coming Soon) .....	28
HD (High-Definition) .....	28
Music Choice .....	28
Premium Packs .....	28
Programas en Español .....	28
Sports Xtra .....	28
PPV (Pay-Per-View) .....	28
TV2-Go .....	29
VOD (Video-On-Demand) .....	29
WHDVR (Whole-Home Digital-Video-Recorder) .....	29
<b>Video FAQs .....</b>	<b>29</b>
<b>PPV (Pay-Per-View) FAQs .....</b>	<b>30</b>
<b>WHDVR (Whole-Home-Digital-Video-Recorder) FAQs .....</b>	<b>30</b>
<b>VOD (Video-On-Demand) FAQs .....</b>	<b>30</b>
<b>Video Troubleshooting Tips .....</b>	<b>30</b>
<b>Getting Started with your Video Services .....</b>	<b>31</b>
Turning on the System .....	31
Activation Screen .....	31
Digital Video Interactive Program Guide (IPG) .....	32
Navigating the Guide .....	33
Main Menu .....	33
Search Screen .....	35
<b>Getting Started with your WHDVR (Whole-Home-Digital-Video-Recorder) Service .....</b>	<b>36</b>
Schedule a Recording .....	36
Reminders and Recordings .....	37
Parental Controls .....	39
Settings and Preferences .....	42
<b>Getting Started with your RS Fiber TV2-Go Service .....</b>	<b>44</b>
<b>Policies and Procedures .....</b>	<b>45</b>
Privacy Notice .....	45
Closed Captioning Support .....	45
<b>Phone .....</b>	<b>46</b>
<b>Products, Services, and Features .....</b>	<b>46</b>
Additional Service Options .....	46
3-Way Calling .....	46
900/976 Blocking .....	46
Account Codes .....	46
Anonymous Call Rejection/Call Blocking .....	46
Automatic Callback .....	46
Call Forwarding .....	46
Call Forwarding-Busy Line .....	46
Call Forwarding-No Answer .....	46

Call Forwarding-Remote Activate.....	46
Call Forwarding-Selective/Preferred.....	46
Call Reminder .....	46
Call Screening.....	47
Call Trace .....	47
Call Waiting .....	47
Caller ID .....	47
Caller ID On Call Waiting .....	47
Directory Assistance - Dial 411 .....	47
Distinctive Ring.....	47
Find Me Follow Me - Included with Call Management Portal .....	47
Home Intercom.....	47
Long Distance .....	47
Non-Listed Number .....	48
Non-Published Number .....	48
Operator Services .....	48
Per-Call Block For Caller ID .....	48
Phone Directory and Listing.....	48
Repeat Dialing.....	48
Selective Call Acceptance.....	48
SimRing - Included with Call Management Portal.....	48
Toll Blocking .....	48
Virtual Phone .....	48
Voicemail.....	49
Voice Conferencing .....	49
<b>Getting Started with your Phone Service .....</b>	<b>50</b>
Calling Feature Quick Reference .....	50
Anonymous Call Rejection/Call Blocking .....	50
Automatic Callback.....	50
Call Forwarding .....	51
Call Forwarding-Busy Line .....	51
Call Forwarding-No Answer.....	51
Call Forwarding-Remote Activate.....	52
Call Screening.....	52
Call Trace .....	52
Call Waiting .....	53
Caller ID .....	53
Caller ID on Call Waiting .....	53
Per-Call Block for Caller ID.....	53
Repeat Dialing.....	54
Selective Call Acceptance.....	54
Selective Call Forwarding.....	54
<b>Policies And Procedures.....</b>	<b>56</b>
What is an Extended Area Service (EAS) Call? .....	56
National Do Not Call Registry .....	56



Caller ID Spoofing Tips ..... 57

Minnesota Telephone Assistance Plan (TAP)..... 58

Phone Equipment Distribution Program..... 58

MN Relay System..... 58

Stop Yourself from Being Slammed..... 59

Phone Number Porting..... 59

## Contact us

### Phone Hours:

#### Customer Care

8 am-5 pm Monday-Friday

Leave a Message 24/7

• Toll Free: (800) 628-1754

#### Technical Support

Call Us Anytime 24/7

• Toll Free: (800) 628-1754

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## Office Locations:

### Gaylord Office:

Address: 310 Main Ave.

Gaylord, MN 55334

Office Hours: 8 am-5 pm Monday-Friday

### Winthrop Office:

Address: 103 East Second St.

Winthrop, MN 55396

Office Hours: 8 am-5 pm Monday-Friday

### Mailing Address:

Address: PO Box 326

Gaylord, MN 55334

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## Online Resources:

Online Bill Pay: [rsfiber.coop/pay-my-bill](https://rsfiber.coop/pay-my-bill)

Channel Lineups: [rsfiber.coop/channel-guide](https://rsfiber.coop/channel-guide)

Order or Upgrade Service: [rsfiber.coop/order-now](https://rsfiber.coop/order-now)

Services Support: [rsfiber.coop/support](https://rsfiber.coop/support)

Email: [rsfiber.coop/email](mailto:rsfiber.coop/email)

Contact Us: [rsfiber.coop/contact-us](https://rsfiber.coop/contact-us)



## General Information and Billing

### Company Policies and Procedures

#### Money-back Guarantee

You'll love our service or pay us nothing. If you are not 100% satisfied in the first 30 days, cancel and owe nothing!

#### Refer-a-Friend

Save money with the RS Fiber Refer-A-Friend program! When you refer a friend who signs up for services, both you and your friend benefit! Call your local Customer Care Representative or visit [www.rsfiber.coop/raf](http://www.rsfiber.coop/raf) for additional information.

#### Moving

Please call us before you move. This helps us schedule timely installation of services in your new home, provided it's in our service area.

#### Temporary move (Snowbird Policy)

If you will be leaving for an extended period of time, we will be happy to stop billing for the months that you are gone. Just let us know when you will be leaving and when you will return. We will take care of the rest for you. When you do return, you may be required to pay a reconnection fee.

#### Terminating Service

You may cancel your service at any time by notifying us. We will refund advance payments or deposits you have made, less charges. If you have subscribed for a minimum service period and terminate before the end of that period, you will be required to pay the monthly charges you agreed to pay for the remainder of the period. We may terminate your service if you fail to pay your bill when it is due. Restoration of service will require payment of all unpaid charges and a reconnection fee. You are responsible for any equipment we furnish to you, and upon termination of service you must return it to RS Fiber in good condition or pay RS Fiber its replacement value.

#### Secondary Listings

Many phone directory publishers, like DEX, offer a "secondary listing" of your telephone number. A secondary listing is when your telephone number is printed in an additional community phonebook. RS Fiber does not offer a free secondary listing. Numbers will appear only in the region's primary directory.

#### Wiring

As a customer, you have options regarding the wiring within your home that is used to provide telecommunications services. Home wiring is the cable that runs from your TV set to a point approximately twelve inches outside of your home or dwelling unit. Home wiring includes such things as extra outlets, splitters, connections and fittings or wall plates attached to the cable, but does not include such devices as converters, parental lockout devices, etc.

Per FCC regulations, customers have options as it relates to the wiring within their home. This also includes the ability to acquire the wiring within their home upon termination of cable service. As a customer, you can remove, replace, rearrange, or maintain the cable wiring located within the interior space of your dwelling provided that these actions do not interfere with RS Fiber's ability to meet FCC technical standards or to provide services to you or your neighbors. This would include any devices or equipment that may cause a violation of government regulations, or impair the signal such as creating signal leakage.

If you choose to have RS Fiber remove, replace, rearrange, or maintain the wiring inside your home, we will charge you at our published rates for installation, plus material costs.

You also have the option of removing, rearranging, or maintaining the inside wiring yourself or hiring a contractor to do the work for you. It is important that high quality home wiring materials be used and that these materials are properly installed to avoid signal leakage and to maintain signal quality in compliance with the FCC technical regulations. However, if improper materials or installation causes signal degradation and/or leakage, we may be required under federal law to terminate your cable service until the problem can be remedied.

RS Fiber does provide a Wire Maintenance Plan that can protect you from some costs associated with troubleshooting and repair to professionally installed wiring pertaining to your services. For rates and information please contact us at **(800) 628-1754**. We do not provide or repair television(s) or other television-related equipment.

### Wiring, Continued

Outside wiring beyond the twelve inches or any other equipment installed or furnished by us is the property of RS Fiber. By subscribing to RS Fiber service(s), you authorize us to come onto your property and agree to give us access to your premises as needed to install, service, or remove equipment.

If you are a pet owner, we ask if you can please secure any pets during our visit for their safety and that of our installation or repair personnel.

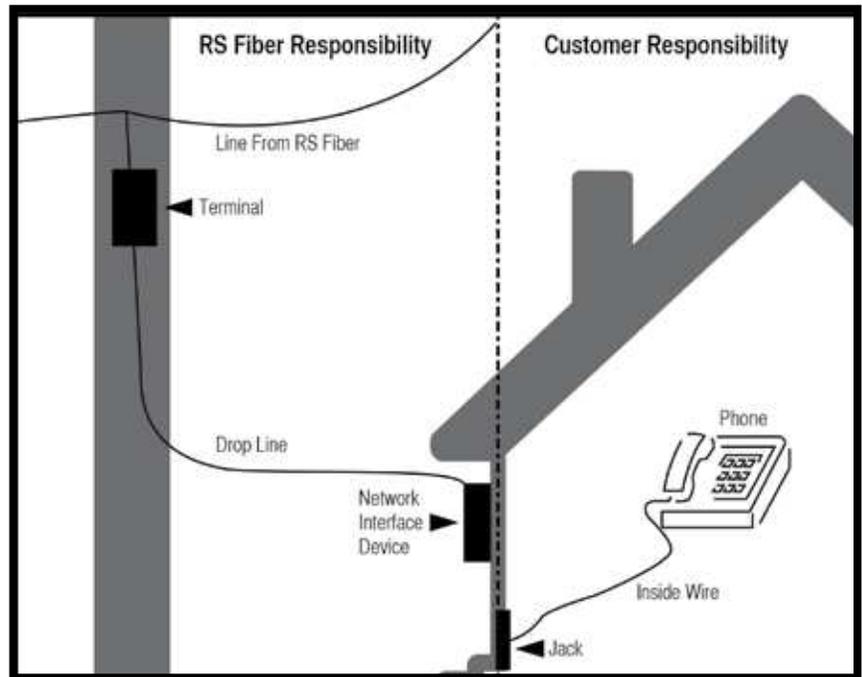
### Wire Maintenance Plan

For a small monthly fee, the Wire Maintenance Plan protects you from repair costs and trip charges associated with the troubleshooting and repair of the professionally installed communication wires inside of your home. This includes wires for RS Fiber Internet, Video, and Phone services and any other communication wires professionally installed within the home.

Items not covered in the plan include alarm, electrical, or non-professionally installed wiring, customer-caused damage or abuse, and alterations to RS Fiber installed wiring or equipment.

Wire Maintenance Plan protection begins as soon as you subscribe and there is no minimum commitment or penalty to cancel, however, should you choose to cancel there is a 12 month waiting period before you can re-subscribe to the plan.

To sign up for our Wire Maintenance Plan, call your local Customer Care Representative.



### Equipment

When you subscribe to service, RS Fiber will rent to you the equipment necessary to receive services at the current market rate. Using RS Fiber's equipment will guarantee the best user experience for your subscribed service, prevent unnecessary equipment upgrade costs to you, and allow RS Fiber to more easily troubleshoot if there are any service-related issues.

Service-related equipment, such as a modem or router, can be purchased from an independent retailer. Only Basic Support is provided by RS Fiber for independently purchased equipment. Additional fees and charges for support may apply, and the service level may be diminished. RS Fiber does not recommend this option.

### LAN/WAN Bridge Service and Rental

A LAN or WAN Bridge can be requested to get Internet service to a secondary area at your location, like a garage or barn. LAN Bridge Service and Rental covers Internet service to secondary location for customer access and/or connected devices, repairs of RS Fiber installed wiring from PoE to bridge and bridge to secondary location, and replacement of equipment including: mounting hardware, PoE, bridge. WAN Bridge Service and Rental covers repairs of RS Fiber installed wiring from PoE to bridge and bridge to secondary location, and replacement of equipment including: mounting hardware, PoE, bridge.

A service call fee is chargeable when not subscribed to the LAN/WAN Bridge Service and Rental. See Service and Operation Rates for applicable charges. LAN/WAN Bridge Service and Rental does not cover customer and non-RS Fiber installed wiring, intentional or accidental damage/abuse of equipment and wiring, customer education/operator-device error, and alterations to RS Fiber installed wiring or equipment.



## **Upgrading your Service**

Upgrading can add value to your package! To upgrade services, for example upgrading to a faster Internet speed or adding premium channels to your account, call your local Customer Care Representative. Customers choosing to upgrade services must subscribe for a minimum of 30 days.

## **Authorized Viewing**

Service is provided for your private home use and enjoyment only at the location where it was installed by us. Programming may not be viewed in areas open to the public, may not be rebroadcast or retransmitted, nor may admission be charged for its viewing without our consent. You may not assign or transfer the service without our consent.

## **Maintenance**

We work hard to provide you with uninterrupted telecommunications service, however, from time to time it may be necessary for RS Fiber to perform network maintenance to ensure quality service levels. To provide the least inconvenience to our customers, this work will be limited to the hours of 1:00 a.m. to 4:00 a.m.

## **Satisfaction Survey**

At RS Fiber, we strive to provide the best possible experience and we want to know what you think. At any time, please provide us with your feedback by visiting RS Fiber online at [www.rsfiber.coop/contact-us/survey](http://www.rsfiber.coop/contact-us/survey) and complete a short survey.

## **Dissatisfied with your Service**

At RS Fiber, we work hard to provide quality products and service. RS Fiber is governed by the laws and regulations in the State of Minnesota for providing phone service. However, if you are ever unhappy with your service, please contact us immediately to resolve the situation.

Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.

Minnesota Public Utilities Commission:  
350 Metro Square Building  
121 7th Place East  
St. Paul, MN 55101-2147  
Phone: **(800) 657-3782**  
Website: [www.mn.gov/puc](http://www.mn.gov/puc)

## Billing and Charges

### Products, Services and Charges

Our products and services, and our fees and charges, are described in published rate cards. By subscribing for or accepting services, you agree to pay the applicable charges, including any taxes, franchise fees, or other charges assessed for such services. We will notify you of changes in our fees and charges at least 30 days before they become effective. If you do not wish to accept a change, you may cancel your service; by continuing to receive service, you accept the change. Services are billed one month in advance and are pro-rated from date of installation.

### Descriptions of Select Fees

#### Digital Gateway Fee

Charged by RS Fiber and used to compensate for advanced Video service features, equipment, and software.

#### Interstate Access Fee

Fee collected to compensate for costs associated with providing long distance Telephone service.

#### Retransmission Fee

Charged by RS Fiber and used to directly compensate broadcast channel providers for their signal.

## Billing and Payment

You will be billed once a month for the service(s) ordered. Your monthly rated items are billed to you one month in advance. Any RS Fiber installation and service charges will be billed to you after such charges have been incurred. We may charge late fees or interest if your payment is not received by the due date. We may also charge for collection agency fees and reasonable attorney's fees. Email [billing@rsfiber.coop](mailto:billing@rsfiber.coop) for any billing inquiries.

### Tips

- Always check your bill before paying it and call us if you have any questions.
- To ensure proper credit, please enclose the bottom portion of your bill along with your payment.
- Don't mail cash! For your protection, please pay by check or money order.
- We may, where permitted by law, provide information to credit bureaus, or provide information and or sell receivables to collection agencies to obtain payment for RS Fiber billed products and services.

### Payment Options

- Pay in person at any of our business offices.
- Pay by mail with the return envelope enclosed in your bill.
- Pay after hours by using the deposit box located at each office.
- Pay by setting up an automatic payment plan.
- Pay online at [rsfiber.coop/pay-my-bill](https://rsfiber.coop/pay-my-bill) with Electronic Payment.

- A \$20 service charge will be imposed on any dishonored check.

### Automatic Payment Plan

Our Automatic Payment Plan allows you to have your monthly bill paid directly from your checking account, savings account, or applied to your Visa, Mastercard, or Discover card. To take advantage of this FREE payment option, please contact your local Customer Care Representative or email [billing@rsfiber.coop](mailto:billing@rsfiber.coop) to obtain the necessary authorization form. The form must be completed and returned to us. If you choose the checking account option, be certain to enclose a voided check. Automatic payments will begin after bank authorization has been received by RS Fiber.

### Reconnection Charges After Non-Payment Disconnect

If your service has been disconnected for non-payment, your account is subject to a reconnection charge. Your service will be restored after the past due amount and reconnection charges are paid. In some cases, one month's advance service fees may be required. This payment must be cash, cashier's check, money order, or by credit card.

### Late Payments

In the event you fail to pay us in accordance with the payment terms, we reserve the right to impose a late payment fee of \$10 or the highest rate permitted by law, whichever is lower, on any unpaid balance until payment in full is received. We do not extend credit to customers and the late payment fee is not interest or a finance charge, but instead is intended to cover the costs of late payment only.



## **Billing and Payment, Continued**

### **SmartHub Billing**

Electronic Billing allows you to receive your monthly RS Fiber invoices and bill messages via email. Visit [rsfiber.com/pay-my-bill](http://rsfiber.com/pay-my-bill) to view online.

### **SmartHub Payment**

Electronic Payment allows you to pay your monthly bill any time, day or night, from the comfort of your own home, through our secure online billing system. Visit [rsfiber.com/pay-my-bill](http://rsfiber.com/pay-my-bill) to get started. It's FREE! You don't have to receive your bills electronically to take advantage of this service. You can get your invoices and pay them any way you want!

## **Getting Started With Your RS Fiber SmartHub Billing And Payment Service**

SmartHub provides convenient account access and two-way communication to RS Fiber online or via your mobile device. Manage payments, notify Customer Care of account and service issues, and receive special messaging from RS Fiber – all at the touch of a button. SmartHub is available on Android™ and iOS smartphones and tablets as well as on the Web.

For more information on SmartHub Billing and Payment, please see the RS Fiber SmartHub Billing and Payment guide which is available online at [rsfiber.coop/support/billing](http://rsfiber.coop/support/billing) or for pick up at your local office.

## **Privacy Policy**

### **For Cable Television, Broadband Internet, and Phone Services**

Services furnished to RS Fiber's cable subscribers are governed by Section 631 of the Communications Act of 1934, as amended, (the "Telecom Act") and the Communications Cable Act of 1984, as amended, (the "Cable Act"). Pursuant to applicable Federal regulations, RS Fiber is required to inform its subscribers of its policies regarding the collection, maintenance and disclosure of Personally Identifiable Information (PII) by cable television providers. This notice describes: (1) the nature of Personally Identifiable Information (PII) we collect and the limitations imposed by the Cable Act upon cable providers in the collection and disclosure of Personally Identifiable Information (PII) about its subscribers; (2) the nature of our use of Personally Identifiable Information (PII); (3) the nature, frequency and purpose of any disclosure which we may make of such information, including the types of persons to whom we may disclose the information; (4) the period during which we maintain Personally Identifiable Information (PII); (5) the times and places at which Personally Identifiable Information (PII) can be accessed; and (6) your rights under the Cable Act concerning Personally Identifiable Information (PII) and its collection and disclosure.

PII identifies a particular person; it does not include aggregate data that does not identify a particular person or persons.

In addition, Section 222 of the Telecom Act provides additional privacy protections in connection with the Company's Phone services and Broadband Internet Access Services (BIAS) and its use of Customer Proprietary Information and Customer Proprietary Network Information (CPNI). The Telecom Act describes CPNI as (i) information about the quantity, technical configuration, type, destination, location and amount of use of the Phone services; and (ii) information contained on a telephone bill concerning the Phone services being received. This notice describes RS Fiber's CPNI policy, the type of CPNI information that is obtained from the Company's traditional voice and VoIP Phone service subscribers, and how that information is used and protected.

Pursuant to the FCC's 2015 Open Internet Order, broadband Internet access service (BIAS) offered by RS Fiber on a retail, mass-market basis has been reclassified as a "Telecommunication service".

As a Telecommunication provider, RS Fiber also has an obligation to protect the privacy of BIAS subscribers. This notice therefore also serves to describe RS Fiber's policies to protect the privacy of its BIAS subscribers and the use of a subscribers Personally Identifiable Information (PII).

### **RS Fiber won't sell your Personal Information**

The FCC passed legislation that allows Internet Service Providers to sell their customers' web browsing history. This goes against the corporate values of RS Fiber as we are strong proponents of the privacy of our customers. RS Fiber has never sold customer information and does not plan to do so no matter what the legislation allows.

### **Collection of Personally Identifiable Information (PII), Customer Proprietary Information and CPNI**

Personally Identifiable Information (PII) that has been furnished to RS Fiber or RS Fiber has collected by virtue of the provisioning of Video, Internet or Phone services is described herein. PII is information that is linked or can be linked to a customer or their device. The FCC's rules prescribe for the protection of a customer's "Sensitive" and "non-Sensitive" personal information. Sensitive Customer Proprietary information includes a customer's

## **Privacy Policy, Continued**

financial information, health information, information pertaining to their children, a customer's social security information, precise geo-location information, content of a customer's communications, call detail information, web browsing history, and applicable usage history.

This notice pertains solely to the collection of PII, Customer Proprietary Information and CPNI information that is used, disclosed or accessed in connection with the RS Fiber's provisioning of cable television, Broadband Internet, and Phone services. It does not cover information that may be collected in connection with the company's provisioning of other products and services. Please refer to the terms and conditions associated with other products and services to learn how personal information is handled.

### **Purposes for which RS Fiber may Collect Personally Identifiable Information (PII) Customer Proprietary Information and CPNI**

As a cable operator, RS Fiber may use the cable system to collect Personally Identifiable Information (PII) concerning any subscriber in order to render our cable service or other services to our subscribers; and (i) detect unauthorized reception of cable communications. The Cable Act prohibits RS Fiber from using the cable system to collect Personally Identifiable Information (PII) concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Telecom Act authorizes RS Fiber to use, disclose, and permit access to individually identifiable CPNI in the provisioning of our telecommunication services from which such information is derived and the provisioning of services that are necessary to, or used in, the provisioning of these services, including the publishing of directories. The Telecommunication Act prohibits RS Fiber from using CPNI for any other purpose than those that have been stated herein without a customer's approval except as permitted or required by law.

### **What kind of Personally Identifiable Information (PII), Customer Proprietary Information, and CPNI is collected by RS Fiber?**

Personally Identifiable Information (PII) may be collected at several different points when service is initiated. Personally Identifiable Information (PII) does not include aggregate data or other data that does not identify a particular subscriber such as, demographic information that does not identify a specific individual or household or information, which by itself, is not specific to an individual subscriber, such as a subscriber's specific geo-location, gender, IP address, MAC address or other equipment identifiers. Personally Identifiable Information (PII) that RS Fiber does collect from its subscribers includes a subscriber's (i) name; (ii) service address; (iii) billing address; (iv) email address; (v) telephone number; (vi) driver's license number; (vii) social security number; (viii) bank account number; (ix) credit card; and other similar account information.

Examples of CPNI that RS Fiber collects from its Phone subscribers includes information derived from the provisioning of service such as a customer's (i) service location; (ii) technical configuration of service; (iii) type of service; (iv) quantity of service; (v) amount of use of service; (vi) calling patterns; (vii) other information contained on customer bills for local and long distance services.

CPNI does not include "subscriber list information". RS Fiber may also collect and maintain other information about a customer's account. Examples of such information include (i) billing, payment and deposit history; (ii) additional service information; (iii) customer correspondence and communication records; (iv) records indicating the number of television sets, set-top boxes, modems, or telephones that are connected to our system and (v) additional information about the service options you have chosen.

During the initial provisioning of services and during any subsequent changes or updates to our services, RS Fiber may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, and or other cable or other service related devices along with any customized settings or preferences. Also, if you rent your residence, we may have a record of whether the landlord's permission was required prior to installing our services, along with the landlord's name and address.

### **The kind of Information we Collect with our Cable System and Equipment**

When a customer uses our interactive or other transactional service such as Video-On-Demand or Pay-Per-View or online content, our system, may automatically collect certain information about the use of these services. A majority of this information is not personally identifiable, but is simply used to administer a particular request that is being made by use of a remote control, set-top box, VCR, computer, remote access device or other equipment. Examples of this may be changing your television channel, reviewing listings in an electronic guide, pausing or fast forwarding through certain Video-On-Demand programming, and/or invoking a calling feature on the Phone service.

However, in order to carry out a request that is made by the subscriber to watch a Pay-Per-View program(s), purchase a product, service or feature, our system may collect certain Personally Identifiable Information (PII). This type of information consists mainly of account and billing-related such as Pay-Per-View or Video-On-Demand programs or other such products, services or features ordered so that customers can be properly billed for those services.

In addition, anonymous and aggregate information using set-top box or other equipment may be collected. This type of information has been stripped so that no customer can be identified. This type of non-Personally Identifiable Information (PII) can be shared with third-parties, including advertisers, content providers, data companies, rating agencies, and audience measurement and research firms.



## **Privacy Policy, Continued**

### **Use of Personally Identifiable Information (PII), Customer Proprietary Information and CPNI**

RS Fiber collects, maintains and uses Personally Identifiable Information (PII), Customer Proprietary Information and CPNI as permitted by the Cable Act and Telecom Act and other applicable laws. This information is used primarily to conduct business related activities related to providing subscribers with cable and other services and to assist us in identifying theft of service. We use Personally Identifiable Information (PII), customer proprietary information and CPNI in connection with: (i) billing, invoicing and credit verification; (ii) administration; (iii) surveys; (iv) collection of fees and surcharges; (v) marketing of services within the same class of a customer's subscribed services; (vi) service delivery and customization; (vii) maintenance and operations; (viii) technical support; (ix) hardware and software upgrades, and; (x) fraud prevention.

Specifically, we may also use Personally Identifiable Information (PII), Customer Proprietary Information and CPNI to (i) install, configure, operate, provide support, and maintain our cable and other services; (ii) investigate your credit history, a credit report or other similar information or by making inquiries of account history; (iii) confirm you are receiving the level(s) of service being requested and are properly billed; (iv) identify the customer when changes are being made to their account; (v) detect unauthorized reception, use or abuse of our services; (vi) determine whether there are any violations of any applicable policies and terms of service; (vii) manage the network supporting our services (vii) configure cable and other service related devices; (ix) authenticate (or allow others to authenticate) your right to access certain services, including Online content; and (x) comply with law.

The Telecom Act further permits RS Fiber to use, disclose, and permit access to Customer Proprietary Information and CPNI obtained from our subscribers, either directly or indirectly, to (i) initiate, render, bill and collect for telecommunication services; (ii) protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive or unlawful use of, or subscription to these services; We are also permitted to access CPNI: (i) for the purpose of providing or marketing service offerings among the categories of service to which you already subscribe; (ii) in our provisioning of inside wiring, installation, maintenance and repair services; (iii) to market certain services to subscribers of basic Phone service (formerly known as adjunct to basic service) such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call waiting, caller ID, call forwarding, and other such features.

RS Fiber may not use a subscriber's CPNI to market products and services to a subscriber other than services that are within the same category of service to which the customer subscribes without customer approval. Such approval may be secured through the policies described below.

### **Privacy Policies Specific to Subscribers of RS Fiber's Broadband Internet and Phone Services**

RS Fiber may collect and store for a period of time, personally identifiable and non-Personally Identifiable Information (PII) from customers who subscribe to the Company's high-speed Internet and Phone services to: (i) send and receive email, video mail and instant messages; (ii) transfer and share files; (iii) make files accessible; (iv) visit websites; (v) place or receive calls; (vi) leave and receive voicemail messages; (vii) establish custom settings for preferences; (viii) communicate with us for support; or (ix) otherwise use the services and their features.

The transmission, collection and storage of this information is necessary to render services. In certain instances, third-party service providers may transmit, collect and store this information on our behalf to provide certain features of our services. These third-parties are not permitted to use your Personally Identifiable Information (PII) except for the purpose of providing these services.

RS Fiber and its third-party vendors may also combine collected Personally Identifiable Information (PII) in connection with its compilation and maintenance of its subscriber's regular business records. We may also maintain records of research of customer satisfaction and viewing habits obtained from interview and questionnaires.

At RS Fiber, we respect our customers and understand customer concerns about their privacy. Accordingly, RS Fiber has instituted policies that are intended to ensure that its customers' personal information is handled safely and responsibly. The Company's privacy policies are intended to let our customers know what kind of information RS Fiber collects, how it is handled, with whom it may be shared, what choices customers have regarding its use of customer information, and how customers may access some of the data that is provided to RS Fiber.

### **Subscriber Election Options for Prohibiting or Limiting Disclosure of Personally Identifiable Information (PII)**

Customer who do not wish to receive marketing materials, Phone calls, emails, or direct mail may notify RS Fiber of their "Opt-Out" election by contacting RS Fiber's Customer Care Department at **(800) 628-1754** or emails can be sent to **subscriber.privacy@rsfiber.coop**. You can also fill out this web form to "Opt-Out" or "Opt-In". Customers have the right to change their option choice at any time by using one of these methods.

24-hour access to RS Fiber's website is also available for customers who elect to change their privacy election. Approval for RS Fiber use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as customers provide notice of Opt out election.

Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.

24-hour access to RS Fiber's website is also available for customers who elect to change their privacy election. Approval for RS Fiber's use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as customers provide notice of their opt-out election.

Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.

Questions regarding the Company's privacy policy, may be directed to the Company's Customer Care Department at (800) 628-1754 or in writing to:

**RS Fiber**

Attention: Webmaster

310 Main Avenue

PO Box 326

Gaylord, MN 55334

Email: [subscriber.privacy@rsfiber.coop](mailto:subscriber.privacy@rsfiber.coop)

## Frequently Asked Questions

### ***What information does RS Fiber collect?***

RS Fiber collects various types of information depending upon how customers use our site.

As an example, when customers submit questions to Customer Care, email addresses are needed to reply to those questions. When payments are made through [www.rsfiber.coop](http://www.rsfiber.coop) certain information required to process the payment is passed to RS Fiber's financial services employees. Any information provided to RS Fiber's financial services employees will be held in strict privacy and will not be shared with or disseminated to other individuals or businesses.

### ***What happens when I am browsing?***

Customers who are not registered users of any of RS Fiber's online services browse RS Fiber websites anonymously. We do not collect personal information (i.e., name, address, phone number or email) from such users.

RS Fiber uses "cookies" technology to collect information about how our site is used, which includes such information as the IP (Internet protocol) address the date and time of your visit and the browser software and operating system used during your visit. It is collected and tracked in aggregate and not linked to you personally. RS Fiber uses this information to measure response rates to banner ads and surveys or potential offers. Customers who do not want RS Fiber to utilize this type of Customer Proprietary information may Opt-Out of this election by utilizing the Opt-Out election process described herein.

### ***What are cookies and does RS Fiber use them?***

A cookie is a small piece of information sent by a website that is saved on your hard disk by your computer's browser. It holds information a site may need to interact with customers and personalize the customer experience. RS Fiber use two kinds of cookies: session cookies and persistent cookies.

Session cookies exist only for as long as a customer's browser remains open. Once a customer exits the site, the cookie session terminates. RS Fiber uses session cookies to maintain information required to enable customers to shop. For example, a Session ID cookie retains the ID for a customer's shopping cart. Without the Session ID cookie, customers are not able to add merchandise to their shopping carts or carry their cart to checkout.

Persistent cookies, in contrast, last from visit to visit; they do not go away when a customer exits its browser. RS Fiber uses persistent cookies to give browsers a more personalized shopping experience and to help customers navigate our store more efficiently. RS Fiber uses a browser's information to enhance the browser's site experience. However, customers can use RS Fiber's site without accepting persistent cookies. To do so, users should set their browser options to reject persistent cookies. Alternatively, users can set their browsers to notify them when they receive a cookie. This option provides users with the opportunity to decide whether they want to accept it or not. In many instances, the Help button on a user's browser toolbar can provide guidance on how users can take these steps.

Cookies can be used by a website to recognize users. But that does not necessarily mean any personal information is stored in a cookie. RS Fiber



### **Privacy, Continued**

does not store personal information about its users in its cookies. Information that users choose to provide via our website (such as a customer's address or email address) is stored safely and separately on RS Fiber secured servers.

RS Fiber also uses cookies to look at how groups, rather than individuals, use its website. On the web, cookies help RS Fiber in understanding what areas of our website are of greatest use or interest to our visitors for purposes of improving user experience.

### ***How does RS Fiber use my information?***

RS Fiber may use customer information in a number of ways, including the following:

1. Cookies may be used to determine which parts of our site or our products are visited most often and how best to improve them.
2. Personally identifiable information is only disclosed to others if: (i) customer provides written or electronic consent in advance or (ii) it is permitted under federal or applicable state law. Pursuant to Federal law, RS Fiber may provide allows customer's personally identifiable information to third parties:
  - a. When necessary for RS Fiber to perform activities related to our business
  - b. As required by law or legal process
3. A customer's personally identifiable information may be provided to certain RS Fiber personnel, subcontractors, agents, software vendors and other third party suppliers for purposes of engaging in certain business activities such as billing and collection services, installation and repair activities. The type and frequency of information provided varies depending on the specific business need. RS Fiber requires that all third parties adhere to its security and protection policies.
4. When subscribing to RS Fiber telephone service, a customer's name, address and /or telephone number may be transmitted via Caller ID, published and distributed in directories, and provided to unaffiliated directory assistance operators. RS Fiber strives to make sure that non-published and non-listed numbers are not included in telephone directories or directory assistance services, however, RS Fiber cannot guarantee that mistakes will not occur. As a note, Caller ID blocking might not prevent the display of your name and /or telephone number when dialing certain 800, 866, 877 or 888 numbers as well as 911 or 900 numbers.
5. If required by law, RS Fiber may disclose personally identifiable information to representatives of the government or to comply with legal process. It will, however, not include a disclosure of a customer's video programming. A legal disclosure might include such things as a subpoena, warrant, court order or in the case of an emergency or serious physical injury. Law enforcement may, by Federal or state court order without customer notice or approval require RS Fiber to provide customer information such as: email use including addresses of sent and received, list of incoming or outgoing calls as well as content of those calls. Under certain circumstances, RS Fiber may be required to notify customers of such requests, in which case, the customer is responsible for taking specific action to prevent disclosures based on the legal order or request. In the case of a governmental agency seeking personally identifiable information in regards to video services or records relating to programming, the Cable Act requires a court order and permits the video customer be provided the opportunity to appear and contest the court order. In such instances, pursuant to the Cable Act, a governmental agency must provide evidence that is clear and shows relevance that there has been criminal activity.
6. RS Fiber may disclose personally identifiable information without a customer's consent:(i) in order to protect our customers, employees or properties; (ii) in the instance of an emergency; (iii) to enforce RS Fiber's legal rights; (iv) to comply with the Digital Millennium Copyright Act or as required by law.

### ***Does RS Fiber share my information?***

The information gathered by RS Fiber may be shared with corporate affiliates. RS Fiber may also share the information with third party vendors and suppliers in connection with the provisioning of services. In such situations, RS Fiber takes appropriate steps to ensure that its customers' information is used only to provide the services requested by us and not for other purposes.

Customers may use RS Fiber's website to purchase merchandise through a link from another website or search engine and may use their express checkout tool to do so. When doing so, customers should be aware that both our site and that website or search engine receive your information.

For some products, the Company may provide customers with a link to the supplier of that product so that customers may obtain additional information regarding the product. If you link to the supplier's site, the supplier may collect or receive information about you. Users should refer to the third party's privacy policies to understand how they handle user information.

Additionally, RS Fiber may share account or other information when it is believed that sharing such information is necessary to comply with law or to protect our interests or property. This may include sharing information with other companies, lawyers, credit bureaus, agents or government agencies in connection with issues related to fraud, credit or debt collection.

In the event some or all of our business assets are sold or transferred, RS Fiber generally would transfer the corresponding customer information.

## **Privacy, Continued**

### ***Can I access my information?***

As part of the Cable Act, customers have the right to see personally identifiable information that RS Fiber collects. This information is maintained at the RS Fiber's local offices within our systems. Customers interested in viewing their information may visit one of RS Fiber's local offices during regular business hours or call our Customer Care Department at **(800) 628-1754**. Local office locations can be found by visiting **[www.rsfiber.coop](http://www.rsfiber.coop)**.

### ***Will my approval or denial to use, disclose or permit access to Customer Proprietary Information impact my service?***

A customer's approval or denial of RS Fiber's use, disclosure or access to its Customer Proprietary Information will not affect the provisioning of service by RS Fiber for any of the customer's telecommunications services.

### ***Is my information secure?***

RS Fiber is committed to doing its best to maintain the security of information collected on our site. RS Fiber works to prevent unauthorized access, maintain data accuracy, and ensure the correct use of information. It has put into place the appropriate physical, electronic and managerial procedures to safeguard and secure the information that is collected online. Private account and customer information is located on a secured server behind a firewall; it is not directly connected to the Internet.

Encryption is a process by which a message or information is scrambled while it is in transit to us. It is based on a key that has two different parts, public and private. The public part of the key is distributed to those with whom the user wants to communicate. The private part is for the recipient's use only. So long as a user uses a browser that allows for encryption, when the user sends personal information to RS Fiber, the user uses a public key to encrypt your personal information. If your information is intercepted during the transmission, it is scrambled and very difficult to decrypt. Once RS Fiber receives a user's encrypted personal information, the private part of the RS Fiber's key is used to decode it.

RS Fiber encourages customers to help protect their own privacy. In that regard, RS Fiber recommends that customers ensure that their information is not shared with strangers. It is important that customers take precautions within their homes and/or businesses to protect the security of information that maybe transmitted over home or business networks, wireless routers, wireless (WiFi) networks or other such similar devices by using encryption or firewalls to prevent unauthorized access to your personally identifiable information.

Customers are responsible for the security of their personal information if using unencrypted, open access or otherwise unsecure networks within their home or business.

RS Fiber is required under FCC regulations to ensure our customer's privacy and to inform subscribers of its policies regarding the collection, maintenance and disclosure of personally identifiable information that is collected, in the due course of providing Video, Internet, or Phone services to you.

As part of these regulations a password, photo ID and answer to back-up authentication questions will be required before your account information can be released or changes made to your account.

RS Fiber encourages you to visit **[www.rsfiber.coop/about-us/policies/privacy](http://www.rsfiber.coop/about-us/policies/privacy)** to review the statement. If you do not wish to receive marketing materials, phone calls, emails or direct mail please see the section title ***Subscriber Election Options for Prohibiting or Limiting Disclosure of Personally Identifiable Information***.

Visit **[OnGuardOnline.gov](http://OnGuardOnline.gov)** for more information.

### ***How long does RS Fiber retain my information?***

RS Fiber retains Personally Identifiable Information, Customer Proprietary Information and CPNI information while customers subscribe to the Company's service(s). Once service(s) are discontinued, RS Fiber will only retain a customer's information to comply with applicable laws. These laws would include accounting and tax requirements for our business or to satisfy a court order. Once this information is no longer needed, RS Fiber will destroy the information unless it is required to satisfy applicable federal or state laws.

### ***What about the privacy of children?***

The Company is committed to protecting the privacy of children. The general RS Fiber websites are not intended for or designed to attract children under the age of 13.

RS Fiber does not knowingly collect personally identifiable information of anyone under the age of 13 unless otherwise expressly identified by a parent or guardian. Children should be watchful about sending any personal information about themselves over the Internet and RS Fiber urges parents and/or guardians to be vigilant regarding their children's Internet activities.



### ***What are the terms of my User Agreement?***

RS Fiber's User Agreement is below:

### **User Agreement**

All users of RS Fiber's website agree that their access to and use of this website is subject to the terms and conditions set forth in this legal notice and all applicable laws, and that any such access or use is undertaken at the user's own risk. These terms and conditions further are subject to change at any time without prior notice. All content, graphics, code and software used on or incorporated into this website and the arrangement or integration of all such content, graphics, code and software, are subject to copyrights held by or licensed to and all rights thereto are specifically reserved. Permission is granted to electronically copy and print hard copies of pages from this website solely for personal, non-commercial purposes. Any other use of this website or content or information contained in this website is strictly prohibited, unless the written permission by RS Fiber is first obtained.

RS Fiber does not make any representations or warranties about any website you may access through this website. Any such website is independent from RS Fiber and has no control over, or responsibility with respect to, the information provided or activities undertaken by any such website. A link between RS Fiber and another website further does not mean that we endorse that website. You need to make your own independent decisions regarding your interactions or communications with any other website.

RS Fiber does not want to receive confidential, proprietary or trade secret information through this website (excluding information related to any order you submit). Please note that any information, materials, suggestions, ideas or comments sent to us will be deemed non-confidential. And, by submitting any such information, you are granting RS Fiber an irrevocable and unrestricted license to use, modify, reproduce, transmit, display and distribute such materials, information, suggestions, ideas or comments for any purpose whatsoever. However, we will not use your name in connection with any such materials, information, suggestions, ideas or comments unless we first obtain your permission or otherwise are required by law to do so.

Any content uploaded, posted, submitted, or otherwise made available by individual users of this site, including without limitation articles or other submissions, comments to articles, or any other user generated content is the sole responsibility of the person who made such content available on the site through direct posting and/or email. Under no circumstances will RS Fiber be liable in any way for any user content made available through this site by you or any third party.

Since RS Fiber websites do not control the user content posted on the site, it does not guarantee the truthfulness, integrity, suitability, or quality of that user content, and it does not endorse such user content. You also agree and understand that by accessing RS Fiber websites, you may encounter content that you may consider to be objectionable. RS Fiber has no responsibility for any user content, including without limitation any errors or omissions therein. RS Fiber parties are not liable for any loss or damage of any kind incurred as a result of any user content on the site. User content is owned by the author thereof, and RS Fiber does not claim ownership of original works created and posted by individual visitors to this site. However, by uploading, posting, transmitting or otherwise making any user content available on or through this site, you are granting RS Fiber, and its parent, subsidiaries, affiliates, and other related entities an irrevocable, nonexclusive, perpetual, royalty-free, transferrable, sub-licensable, worldwide license to copy, reproduce, modify, publish, display, distribute publicly, perform, exploit, and prepare derivative works of such user content (including your name, image, likeness, or information you have made publicly available in connection therewith) in any manner, media or format now existing or hereafter devised, without any obligation of notice, attribution or compensation to you.

RS Fiber reserves the right (but has no obligation) in its sole discretion to pre-screen, edit, refuse, move or remove any content that is posted on the site. You agree that the exercise by RS Fiber of such discretion shall not convert or transform user content to content owned or provided by RS Fiber, and the user who made such user content available on the site will retain ownership thereof as described below.

### **Notice to Internet Users**

The Internet allows you to span the globe and information can be accessed across countries and cultures. These sources of information belong to many different organizations, companies, governments and people around the world. Certain Internet services may contain language and pictures, which some individuals may find offensive or inflammatory. RS Fiber exercises no control over the content of the information passing through the Internet and any use of information obtained via RS Fiber Internet is at your own risk. We do not endorse such materials and disclaim any and all liability for their content. Internet filtering and monitoring software is commercially available at your local software retailer. RS Fiber also provides a filtered access option. Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters. RS Fiber's website is also available for customers who elect to change their privacy election. Approval for RS Fiber's use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as customers provide notice of their opt-out election.

## Customer Complaints

If you have any inquiries, problems or complaints concerning signal quality, services or billing, please contact your local Customer Care Representative. Our phones are answered during business hours by trained company representatives, and answered by an answering machine outside business hours. Inquiries received outside business hours will be responded to by a company representative during the next business day. Email [billing@rsfiber.coop](mailto:billing@rsfiber.coop) for any billing inquiries. We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority. Names, addresses, and phone numbers of the franchising authorities are:

**City of Arlington**  
204 Shamrock Drive  
Arlington, MN 55307  
Phone: (507) 964-2378

**City of Brownton**  
335 3rd Street South  
P.O. Box 238  
Brownton, MN 55312  
Phone: (320) 328-5318

**City of Buffalo Lake**  
203 Main Street North  
P.O. Box 396  
Buffalo Lake, MN 55314  
Phone: (320) 833-2272

**City of Fairfax**  
18 1st Street Southeast  
P.O. Box K  
Fairfax, MN 55332  
Phone: (507) 426-7255

**City of Gaylord**  
332 Main Avenue  
P.O. Box 987  
Gaylord, MN 55334  
Phone: (507) 237-2338

**City of Gibbon**  
985 1st Avenue  
Gibbon, MN 55335  
Phone: (507) 834-6566

**City of Green Isle**  
310 McGrann Street  
P.O. Box 275  
Green Isle, MN 55338  
Phone: (507) 326-3901

**City of Henderson**  
600 Main Street  
P.O. Box 433  
Henderson, MN 55334  
Phone: (507) 248-3234

**City of Lafayette**  
700 9th Street  
P.O. Box 375  
Lafayette, MN 56054  
Phone: (507) 228-8241

**City of New Auburn**  
8303 8th Avenue  
New Auburn, MN 55366  
Phone: (320) 864-5831

**City of Stewart**  
551 Prior Street  
P.O. Box 195  
Stewart, MN 55385  
Phone: (320) 562-2518

**City of Winthrop**  
305 North Main Street  
P.O. Box Y  
Winthrop, MN 55396  
Phone: (507) 647-5309

**Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.**

Minnesota Public Utilities Commission  
350 Metro Square Building  
121 7th Place East  
St. Paul, MN 55101-2147  
Phone: (800) 657-3782  
Website: [www.mn.gov/puc](http://www.mn.gov/puc)



## **E911 Battery Backup Policy**

### **RS Fiber Phone Services During Power Outages**

For many years, your basic home phone service would allow you to contact 911 emergency services during a power outage. However, today's advanced home phone services require a battery backup system in your home to continue working during a power outage.

To avoid disruption of your RS Fiber Phone service during a power outage - including the ability to dial 911 for emergency services - RS Fiber offers an option to purchase a battery backup system for your home phone.

### **What a Battery Backup System can and can't do**

RS Fiber's battery backup systems allow you to continue to use your home Phone service during a power outage, providing 8 hours of standby power. Without a battery backup system or an alternate power source like a generator, you will not be able to make calls during a power outage, including emergency calls to 911.

Our battery backup systems do not provide power to any other services beyond Phone. Home security systems, medical monitoring devices, and other equipment in your home will not run on our battery backup system.

We also recommend customers use a corded phone during a power outage since most cordless phones require a separate power supply and cannot be powered by the battery backup system during a power outage.

### **Purchase & Replacement Options**

If you are concerned about being able to contact 911 emergency services during a power outage, a battery backup system may be a good solution for you. RS Fiber has a few options, depending on which community you live in.

### **RS Fiber Customers**

#### **Calix ONT & CyberPower Power Supply**

RS Fiber uses the CyberPower DTC36U12V power supply for Phone services in our Fiber-to-the-Home communities. RS Fiber supplies a backup battery with the CyberPower power supply at the initial installation. The battery will provide approximately 8 hours of standby power and approximately 4 hours of talk time.

RS Fiber offers replacement backup batteries for \$49.99 each for residential fiber-optic customers. RS Fiber also offers replacement backup batteries for \$249.99 for business fiber-optic customers. They are available at all RS Fiber offices.

Business and residential customers, if you do not feel comfortable installing your own battery, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

#### **RS Air Customers**

To ensure the ability to dial 911 in a power outage, our equipment would require a UPS backup battery. The UPS battery will provide approximately 8 hours of standby power and approximately 2 hour of talk time.

The cost for a UPS battery for RS Air services ranges in price depending on the type and model desired, but the standard model may run approximately \$800.

Business and residential customers, if you do not feel comfortable installing your own battery, please call us at **(800) 628-1754** to make an appointment and we would be happy to assist you. However, please note that there may be an additional charge for this service.

### **Hosted PBX and SIP Trunk Customers**

RS Fiber offers customized battery backup options for Hosted PBX and SIP Trunk customers. Please call your account executive or **(800) 628-1754** to request a quote.

## E911 Battery Backup Policy, Continued

### Expected Battery Backup Power Duration

RS Fiber's battery back up systems are expected to last at least 8 hours on standby power. The battery backup for regular RS Fiber customers will provide approximately 4 hours of talk time, while the battery backup for RS Air will provide approximately 2 hours of talk time. You may extend your standby power by purchasing additional batteries.

### Proper Care and use of Battery Backup Systems

Please follow the detailed instructions that came with your battery backup system on the proper usage, storage, and care of the battery backup system to ensure that it will work properly during a power outage. Improper usage or storage may shorten its useful life.

- The battery backup system should not be exposed to temperatures below 45°F or above 105°F.
- The battery backup system should be plugged into a non-switched outlet.
- The rechargeable battery in the backup system should be replaced every 2–3 years, or when your system starts to make a loud beeping sound. The sound indicates the battery is depleted and must be replaced.
- Any additional backup batteries should be periodically charged as all batteries will slowly lose their charge over time.

– Please see the instructions that came with your battery for details on how to remove, test, and replace your battery.

### Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:

Technical Support

Toll Free: **(800) 628-1754**

Closed Captioning Complaints:

RS Fiber

Peter Scherbring

Senior Network Engineer

PO Box 326

Gaylord, MN 55334

Email: [closedcaption@rsfiber.coop](mailto:closedcaption@rsfiber.coop)



## Internet Products and Services

RS Fiber provides residential Internet access through fiber-to-the-home and RS Fiber Air rural broadband Internet service. Not all services are available to all areas. Call your local Customer Care Representative for details.

### Internet Features:

- Utilize up-to 6 free email accounts with RS Fiber EdgeWave™ spam filter.
- Get free Internet and computer support over the phone.

## GigaHome WiFi and Mesh Units

Looking to stream, play games, download, listen to music, check email, surf the web, and more from your personal computer or internet-ready streaming devices and video game consoles within your home? Now you can – wirelessly and at gigabit speeds with RS Fiber's GigaHome WiFi! We've got the most reliable network and the highest capacity in the area.

Want to extend your WiFi to places you thought it could never possibly reach? You can do that too with Mesh WiFi! Blanket your home in WiFi and boost your service everywhere inside and even around it outside! With the addition of Mesh Units to your GigaHome Gateway, now you can experience whole-home coverage and the same gigabit Internet speeds and reliability in every corner of your home – and beyond. Visit [rsfiber.coop/residential/internet](http://rsfiber.coop/residential/internet) to learn more.

## Getting Started with your RS Fiber EdgeWave™ Spam Filter Service

Protect your confidential information from phishing attempts and your computers and network from harmful viruses with RS Fiber's EdgeWave™ spam filter. Access and manage your account from anywhere through the easy-to-use online interface.

For more information on EdgeWave™ Spam Filter, please see the RS Fiber EdgeWave™ Spam Filter guide which is available online at [www.rsfiber.coop/support/internet](http://www.rsfiber.coop/support/internet) or for pick up at your local office.

## Getting Started with your RS Fiber Webmail Service

Access, manage, and view your emails, contacts, calendar, and more with an RS Fiber webmail account. The easy-to-use interface and abundant options provide any user with everything they need from a webmail account. Plus, gain peace of mind by protecting your personal information from phishing attempts and your computers and network from harmful viruses with an EdgeWave™ spam filter.

For more information on Email, please see the RS Fiber Webmail guide which is available online at [www.rsfiber.coop/support/internet](http://www.rsfiber.coop/support/internet) or for pick up at your local office.

## Policies And Procedures

### Broadband Internet Service Disclosures

Updated June 2018

Consistent with FCC regulations,<sup>1</sup> RS Fiber Cooperative ("RS Fiber") provides this information about our broadband Internet access services. We welcome questions or comments about this information. You may contact us at [support@rsfiber.coop](mailto:support@rsfiber.coop) or (800) 628-1754.

### Network Practices

**General Description.** We provide a variety of broadband Internet access service offerings to our residential and business customers. We provide the services over our broadband network and through third-party fiber optic lines connecting to the Internet. We also contract with one or more companies for certain network monitoring and management services. We monitor our network and traffic patterns and make changes we deem necessary to manage and improve overall network performance. We use reasonable, nondiscriminatory, network management practices to improve overall network performance to ensure a high-quality online experience for all users. Our network management practices do not target any specific content, application, service, or device. As network management issues arise and as technology develops, we may employ additional or new network management practices. We will update these disclosures as necessary.

## **Broadband Internet Service Disclosures, Continued**

**Related documents and disclosures.** Use of our Internet service is also governed by:

- RS Fiber Internet Acceptable Use Policy, available at [www.rsfiber.coop/about-us/policies](http://www.rsfiber.coop/about-us/policies)
- RS Fiber Cable Privacy Statement, available at [www.rsfiber.coop/about-us/policies](http://www.rsfiber.coop/about-us/policies)

**Congestion Management.** We describe in this section network management practices used to address congestion on our network.

### **Congestion management practices used.**

**Network monitoring.** We monitor our network for utilization trends. We monitor network traffic and congestion on a daily basis. We use this information to plan increases in bandwidth availability, port additions, or additional connectivity to the Internet. We place no limitations on data usage.

**Types of traffic affected.** Our congestion management practices do not target any specific content, application, service, or device.

**Purposes of congestion management practices.** Our Internet network is a shared network. This means that our customers share upstream and downstream bandwidth. The goal of our congestion management practices is to enable better network availability and speeds for all users. Our congestion management practices serve to:

- Help us adapt and upgrade our network to maintain or improve network performance as demand for our Internet service increases.
- Help us adapt and upgrade our network to maintain or improve network performance as demand for higher bandwidth applications increases. Some examples of higher bandwidth applications are gaming, streaming movies, and streaming high definition video.
- Help us identify potential bandwidth abusers.

**Congestion management criteria.** Our network monitoring provides data to help us plan upgrades to our network, equipment, technology, and connectivity to the Internet. As demand for our Internet service increases, and as demand for higher bandwidth applications increases, we monitor effects on network performance and plan upgrades as we deem necessary to meet advertised speeds.

**Effects on end user experience.** Because our Internet service network is a shared network, periods of high network demand may result in Internet traffic congestion. Our network monitoring practices are continually conducted and adjustments made accordingly to provide end users with the best possible experience

**Typical frequency of congestion.** Congestion tends to occur during periods of peak demand for higher bandwidth applications, however, because of continual network monitoring, we are able to make adjustments to ensure that customers are not adversely affected during peak periods. Generally, the frequency of congestion tends to increase from 7 pm – 11 pm, especially on Friday and Saturday nights as well as holidays.

**Application-Specific Practices.** We do not manage congestion by restricting or managing any specific protocol ports, fields, or applications.

**Device Attachment Rules.** This section addresses any limitations on attaching lawful devices to our network.

**Fiber-to-the-Home Internet Service.** Our fiber-to-the-home service requires connection of a residential gateway device and Optical Network Terminal (ONT) to our network. We provide and install the ONT, and you can obtain a residential gateway device from us or you may purchase one from most retail electronics sellers.

**Terrestrial Fixed Wireless Service.** Our terrestrial fixed wireless service requires connection of a residential gateway device to a directional radio antenna that receives a signal from our tower. We install the directional antenna, and you can obtain the directional radio antenna and residential gateway device from us, or you may purchase the residential gateway device one from most retail electronics sellers.

**Network and End User Security.** This section provides a general description of the practices we use to maintain security of our network and end users, including triggering conditions..

**Practices used to ensure network and end-user security, including triggering conditions.** In general, we promptly address any event originated by a customer or customer equipment that negatively affects others' use of the network. Our practice is to first contact the customer causing the problem, and if we received no response, we terminate that customer's service until the problem is corrected.

**Practices used to ensure network security, including triggering conditions Hostile port blocking.** We do not block ports, unless our network comes under attack from viruses or other "malware." In such cases, we block that specific port until the attack ceases, at which time we remove the



### **Broadband Internet Service Disclosures, Continued**

block. In all other instances we allow the customers to manage their own connections to the Internet without interference due to port blocking by us.

**Virus and Spam filtering.** We filter all outbound email traffic for viruses and spam. Our inbound virus and spam filtering is performed by a third-party provider. Our contractor performs industry standard virus scanning and prevention techniques on our email platform for mail inbound from the public network. Should an email message be found to contain a virus or other harmful content, the message will be deleted without notification given either to the sender or the intended recipient(s).

**Misuse of System Resources.** To protect and maintain high availability of all its servers, activities designed to cause harm to or monopolize the resources of any server in our network are strictly prohibited.

### **Practices used to ensure end-user security, including triggering conditions.**

**Hostile port blocking.** We do not block ports unless our network comes under attack from viruses or other “malware.” We allow customers to manage their own connections to the Internet without interference due to port blocking by us.

**Virus and Spam filtering.** We offer customers antivirus software and spam filtering services.

### **Performance Characteristics**

**General Service Description.** Our fiber-to-the-home Internet service product includes wiring, an Optical Network Terminal (ONT) and a residential gateway device. Our fixed terrestrial wireless Internet service product includes wiring, a directional radio antenna, and residential gateway device. Through our Internet service products, we serve as a local Internet service provider. Our Internet service products enable residential and commercial subscribers to access all lawful content, applications, and services of their choice available on the Internet.

**Fiber-to-the-Home Internet service technology.** We deliver our fiber-to-the-home service over our fiber optical network. Customers access our network using a residential gateway device. To connect from our network to the Internet, we use equipment called an Optical Network Terminal (ONT) and a residential gateway device that acts as a gateway to the Internet for our customers’ personal computer or routers. This is a shared network, which means that our customers share upstream and downstream bandwidth.

**Terrestrial Fixed Wireless Internet service technology.** We deliver our fixed terrestrial wireless Internet service over our network. Customers access our network using a directional antenna, typically mounted on the roof, and a residential gateway device. We use a high-capacity T-carrier to broadcast the signal from a tower, and the directional radio antenna mounted on the roof of our customers’ home or office receives the signal from the tower. To connect from our network to the Internet, we connect the directional radio antenna to a residential gateway device that acts as a gateway to the Internet for our customers’ personal computer or routers. This is a shared network, which means that our customers share upstream and downstream bandwidth.

**Expected and Actual Speeds and Latency.** We offer customers a variety of Internet service levels. We provide a description of the expected maximum transfer speeds associated with each service level in Rate Guides, available at [www.rsfiber.coop/support/documents-links](http://www.rsfiber.coop/support/documents-links). We provision all Internet service levels approximately 200 kbps greater than each level of service to ensure customers generally experience transfer speeds corresponding to the level of service to which they subscribe. We test our network routinely to address any issues concerning network congestion. Our goal is to provide the customer with the speeds they have subscribed to.

**Speed.** The speeds we identify for each Internet access service level are the maximum upload and download speeds that customers are likely to experience. We provision our customers’ modems and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve those speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion in our network, congestion beyond our network, performance issues with an Internet application, content, or service, and more.

**Latency.** Latency is another measurement of Internet performance. Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points of transmission, but also can be affected by the quality of the network or networks used in transmission. Latency is typically measured in milliseconds, and generally has no significant impact on typical everyday Internet usage. As latency varies based on any number of factors, most importantly the distance between a customer’s computer and the ultimate Internet destination (as well as the number and variety of networks your packets cross), it is not possible to provide customers with a single figure that will define latency as part of a user experience.

## **Broadband Internet Service Disclosures, Continued**

**Actual speed and latency performance.** Actual speed and latency performance for our cable modem Internet service, fiber-to-the-home, and terrestrial fixed wireless Internet service follows.

**Fiber-to-the-Home service.** The FCC has reported that customers of fiber-to-the-home based broadband Internet services receive mean download speeds that are within 114% of advertised speeds during non-peak hours, and 113.5% of advertised speeds during peak hours.<sup>2</sup> In addition, the FCC has reported that these same customers experience average latency<sup>3</sup> delays of 17 milliseconds, increasing by an average of 18 milliseconds during peak hours. Our data indicates our fiber-to-the-home service latency ranges from 1 to 3 milliseconds.

**Terrestrial Fixed Wireless service.** RS Fiber fixed wireless-based broadband Internet services receive mean download speeds that are within 95% of advertised speeds during non-peak hours, and 93% of advertised speeds during peak hours. Our data indicates our terrestrial fixed wireless service latency ranges from 1 to 9 milliseconds.

**Customer Speed Test.** We provide a customer speed test for our customers, available at [www.rsfiber.coop](http://www.rsfiber.coop). Should a customer experience a problem, we will dispatch a service technician within a 24 hour period.

**Suitability of the Service for Real-time Applications.** Each of our Internet services are suitable for typical real-time applications including messaging, voice applications, video chat applications, gaming, and Internet video. If users or developers have questions about particular real-time applications, please contact us at [info@rsfiber.coop](mailto:info@rsfiber.coop) or (800) 628-1754.

## **Commercial Terms**

**Prices.** Monthly prices for our Internet access service are available at [www.rsfiber.coop/support/documents-links](http://www.rsfiber.coop/support/documents-links).

**Privacy Policies.** From time to time, we may need to disclose anonymized network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law. We reserve the right to do so. For further information on our privacy policies, see our Internet Acceptable Use Policy and Cable Subscriber Privacy located at [www.rsfiber.coop/about-us/policies](http://www.rsfiber.coop/about-us/policies).

**Illegal or Indecent Content.** Use of any RS Fiber service to make any illegal, indecent or obscene content available via transmission, storage, or display of such material is prohibited. Accounts maintaining such content are subject to suspension or termination without notice.

**Inspection of network traffic.** We routinely monitor network and traffic patterns.

**Virus and Spam filtering.** We filter all outbound email traffic for viruses and spam. Inbound email traffic filtering is a subscription based service provided by a third party provider. We make available to customers a filtering service, at their option, that is all inclusive for website protection.

**Storage of network traffic information.** Dynamic Host Configuration Protocol (DHCP) information is a code included in all network traffic that associates that traffic with a particular cable modem or customer equipment sending or receiving the traffic. We store DHCP information for at least 6 months.

**Provision of network traffic information to third parties.** We may disclose network traffic information to third parties solely for purposes of providing and maintaining our Internet service product or if required by law.

**Use of network traffic information for non-network management purposes.** Not applicable.

**Redress Options; end-user complains and questions.** End users or edge providers with complaints or questions relating to these disclosures should contact our Network Operations Manager or use our website customer care link, available at [www.rsfiber.coop/about-us/contact](http://www.rsfiber.coop/about-us/contact), to submit complaints or questions. We will endeavor to answer questions promptly via email or voice. For complaints, we will provide an initial response in writing within 15 business days of receipt. We will attempt to resolve complaints informally, escalating the matter to senior management if needed.

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<sup>1</sup>47 CFR 8.3 and In re: Preserving the Open Internet, Broadband Industry Practices, Report and Order, 22 FCC Rcd 17905 (2010). <sup>2</sup>The FCC has defined peak hours measured during "busy hour" as weeknights between 7:00 pm and 11:00 pm local time. <sup>3</sup>The FCC has defined latency is the total length of time it takes a signal to travel from an origination point to the nearest server, plus the time for an acknowledgement of receipt to travel back to the origination point. The nearest server is the server providing the minimum round trip time.



## Internet Acceptable Usage Policy

RS Fiber Cooperative (RS Fiber) provides Internet access, email, hosting, and other website related services to its customers. To protect the interests of all its customers and to ensure optimal service levels at all times, RS Fiber has developed the following Acceptable Use Policy (AUP) for customers as a guide to their rights and responsibilities when utilizing any and all of the services provided by RS Fiber. Use of any of the services offered by RS Fiber to any customer will constitute acknowledgment of and agreement to the terms outlined in this document. Residential Internet service is limited to a single residential unit only. This AUP may be revised in part or in full and at its sole discretion by RS Fiber. Continued use of services offered by RS Fiber after such changes or enhancements to the AUP have been made will constitute acceptance of any revisions that may have been made to the AUP. It is RS Fiber's policy to never request private information from you such as your password, driver's license, or social security number through an email correspondence. Should you receive such a request, please consider carefully before replying as **THESE ARE NOT COMING FROM RS FIBER**. However, RS Fiber is required by FCC regulation to inform you, the customer, by electronic methods when available, that a change has been made to your account. If you should receive such a message and you have not made a change to your account, then please contact us immediately.

## Responsibility for Compliance

You are solely responsible for all activities that occur under your account. You have sole responsibility for ensuring that anyone who uses RS Fiber's services through your account understands and complies with this AUP. You are solely responsible for any violations of this AUP, whether by you or by anyone using the services through your account.

## Use of Content

All services provided by RS Fiber may be used strictly for lawful purposes only. RS Fiber does not monitor, censor, edit, or take any responsibility whatsoever for customer content or communications from within the network controlled by RS Fiber, except in as much to determine if violations of the AUP have occurred once suspected violation has been brought to the written attention of the Abuse team at RS Fiber. Customers are fully and solely responsible for the content and use of their service as provided by RS Fiber and each and every customer should ensure that their use falls within the guidelines of this AUP. RS Fiber cannot and will not monitor, censor, edit or otherwise interfere with information or content customers may retrieve from sources outside the RS Fiber network, even when such information is made available to customers through material deliverable to any site or service maintained by RS Fiber, such as email. Because of this, RS Fiber will not be responsible for injury or liability to any customer resulting from communications that may be offensive, misleading, illegal, or otherwise unsuitable in the view of the customer. Customers further agree to indemnify and hold harmless RS Fiber or any of its subsidiaries from claims resulting from the use of any provided service, which damages the customer of any other party.

## Commercial Advertising – Email

The sending of unsolicited email (spamming) from RS Fiber server or referencing a domain hosted by RS Fiber in any spam, whether originating from the RS Fiber network or not, is forbidden. Should any such abuses be found whatsoever, RS Fiber reserves the right to immediately and without notice terminate the account of the offending customer. Sites that promote, sell, or otherwise provide access to spam software products or email lists or bulk email addresses are not permitted on any RS Fiber server.

## Misuse of System Resources

To protect and maintain high availability of all its servers, activities designed to cause harm to or monopolize the resources of any server in the RS Fiber network are strictly prohibited. This includes, but is not limited to, the use of programs that consume excessive CPU time; use of server space for backup or storage of material unrelated to the website of an account; use of any provided mail services other than for the customer's own account; resale of disk space without an appropriate re sellers agreement; use of servers to engage in any malicious or illegal activity, including unauthorized access to remote systems or providing the means for such access or engaging in any activity that can be used as a means to begin remote system penetration; distribution of viruses, worms, or any other electronic destructive resource; or maintaining or creating any free for all type sites.

## Illegal or Indecent Content

Use of any RS Fiber service to make any illegal, indecent, or obscene content available via transmission, storage, or display of such material is prohibited. Accounts maintaining such content are subject to suspension or termination without notice. Please see *Consequences of Unacceptable Use*.

## Privacy of Children

We are committed to protecting the privacy of children. The general RS Fiber websites are not intended for or designed to attract children under the age of 13. However, at [rsfiber.coop/tv2go](http://rsfiber.coop/tv2go) we provide a link to WATCH Disney Channel. You can access Disney's "Children's Online Privacy Policy" directly from the WATCH Disney Channel website under Privacy Policy/Your California Privacy Rights, Q9. Please visit [rsfiber.coop/privacy-policy](http://rsfiber.coop/privacy-policy) to review RS Fiber's Website Privacy Policy.

## **Internet Acceptable Usage Policy, Continued**

### **Intellectual Property**

Any activity that infringes on copyrights, trademarks, service marks, patents, software ownership, or trade secrets (collectively, "Intellectual Property Rights") held by any third party entity is prohibited. RS Fiber may remove or suspend accounts that infringe on Intellectual Property Rights held by third parties when notified that such infringement exists or is alleged to exist. Accounts that repeatedly engage in such violations are subject to termination without notice. Material that infringes on the privacy or rights of others, or that otherwise represents a reasonable, credible threat, is prohibited. Disputes between parties where clear legal decisions cannot be determined by individual claims must be settled between those parties and valid legal documentation must be provided for action related to content on sites within the RS Fiber network. In no instance will RS Fiber be responsible for individual site material for which no authoritative documentation has been provided.

### **Other Activities**

Any activity not defined above, but judged by RS Fiber at its sole discretion to be harmful to other customers or general operations of the network, will be addressed on a case-by-case basis.

### **Consequences Of Unacceptable Use**

RS Fiber reserves the right to suspend or terminate customer's access to its services upon notice of a violation of this policy. Indirect or attempted violations of this policy, and actual or attempted violations by a third party on behalf of customer, shall be considered violations of this policy by customer.

### **Copyright Complaints**

The RS Fiber Cooperative official designated agent to respond to allegations of copyright infringement in accordance with the Digital Millennium Copyright Act, is identified below, along with contact information. The act requires the complainant to include certain information in a complaint, and providing that information in the initial contact may help speed resolution of the complaint. If RS Fiber receives more than one Notice of Copyright Infringement on the customer's part, the customer may be deemed a 'repeat copyright infringer.'

### **Digital Millennium Copyright Act**

The Digital Millennium Copyright Act specifies that all infringement claims must be in writing (either electronic mail or paper letter) and must include the following elements:

- A physical or electronic signature
- Identification of the infringed work
- Identification of the infringed material
- Contact information for the complainant, e.g. address, phone number, electronic mail address
- A statement that the complaining party has a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner or the law
- A statement that the information contained in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act

### **Filing a Copyright Counter-Notification**

You will want to consult an attorney for legal advice. However, if you believe that your service was not used to commit the alleged infringement, you believe that you have legal ownership of the material in question, or you have another legal right to file a counter-notice, you can file a copyright counter-notification with RS Fiber Cooperative.

- When you file a copyright counter-notification, RS Fiber will forward your notification to the copyright holder or its designated agent. This means that your notice, including your name, address, and contact information will be shared with the copyright holder or its designated agent.

Visit [rsfiber.coop/about-us/policies](http://rsfiber.coop/about-us/policies) and view the DMCA (Digital Millennium Copyright Act) Counter-Claim document for information on how to file a copyright counter-notification.

### **Agent Contact Information:**

Authorized Agent Subsentio LLC  
Phone: (877) 510-4357, Option 4  
Email: [copyright@hbc.com](mailto:copyright@hbc.com)



## Video

### Products and Services

#### Basic Lineup

Includes broadcast channels from the region such as NBC, CBS, ABC, FOX, and more.

#### Essentials Lineup

The Essentials Plus Video Lineup allows you to pick from a variety of genre packs to create the perfect Video lineup for your home. Sign up and get the Essentials Plus Channel Lineup plus choose additional genre packs such as Family, Trends, World News, Sports PRO, and more!

#### Expanded Digital Lineup

Includes a wide selection of channels such as History™, FSN™, Discovery™, ESPN, Hallmark Channel, and many more.

#### Digital Plus Lineup

Includes a wide selection of channels such as H2, Universal Sports, Science Channel, and many more.

#### Government Access

The government access channel airs local city council meetings as well as information related to local city, county governments and local school boards. Please contact your local Customer Care Representative to learn more about the government access channel.

#### Public Access Channel (Coming Soon)

RS Fiber will host a non-discriminatory local access channel open for use by local residents and by authorized representatives of non-profit organizations. These persons will have the opportunity to create commercial-free programs to be aired, free of charge. (Commercial, lottery information, obscene, slanderous, or libelous materials are strictly prohibited.)

#### HD (High-Definition)

High-Definition television has lifelike pictures and digital sound. The higher resolution produces crystal clear pictures and the digital sound enhances your audio surround sound enjoyment. Films retain their original width, enhancing your home theater experience. You will also see more of a football field and more panoramic nature views. Includes a wide selection of channels such as ESPN HD, NFL Network HD, Discovery HD™, Food Network HD<sup>SM</sup>, HGTV HD, A&E HD™, Lifetime HD™, and many more.

#### Music Choice

Includes a wide selection of music for your listening pleasure, such as Music Choice Rock Hits, Music Choice Party Favorites, Music Choice Solid Gold Oldies, Music Choice Contemporary Christian, Music Choice Pop Latino, Music Choice Sounds of the Seasons, Music Choice Soundscapes, Music Choice Smooth Jazz, Music Choice Classical Masterpieces, and much more!

#### Premium Packs

Bring hit movies into your home. We offer HBO®, Cinemax®, Showtime®, STARZ®, STARZ ENCORE<sup>SM</sup> Movie Packs. Take multiple Premium Packs and enjoy discounted savings.

#### Programas en Español

Enjoy a wide variety of Spanish language programming, including sports, movies, news, and general entertainment from channels like Altavision, TeleN, TV Chile, Cine Mexicano™, Telemundo®, NBCUniverso, AYM Sports®, FOX Deportes™, and ESPN Deportes to name a few.

#### Sports Xtra

Sports fans sign-up for Sports Xtra and get additional channels including MLB, NFL RedZone, World Fishing Network, and more.

#### PPV (Pay-Per-View)

With RS Fiber's set-top box, ordering is just a click away. With our convenient interactive programming guide, you always know what movies and events will be playing.

## TV2-Go

Get online access to 50+ channels of additional programming, live streaming, games, and much more with RS Fiber TV2-Go. Visit [rsfiber.coop/tv2go](http://rsfiber.coop/tv2go) to learn more.

## VOD (Video-On-Demand)

With RS Fiber's VOD service, you can rent hit blockbusters and older classics right from your living room, without having to run to the store or wait for the DVDs to arrive in your mailbox. You can also choose from a selection of free movies and shows, kids programming, music, and special events, available to you at any time, day or night.

## WHDVR (Whole-Home Digital-Video-Recorder)

WHDVR allows you to watch your recordings from any TV in your house with a set-top box.

## Video FAQs

### ***What is FTTH? (Fiber-To-The-Home)***

FTTH (Fiber-To-The-Home) is the delivery of a communications signal over optical fiber from RS Fiber's switching equipment to your home or business, replacing existing copper infrastructure such as phone wires and coaxial cable. FTTH is the most desired type of network in the world. This rapidly growing technology provides vastly higher bandwidth to consumers and businesses and thereby enables more robust Internet, Video and voice services now and well into the future.

### ***How is FTTH Video different than Coax or "cable"?***

Since Video is delivered over high-speed fiber technology, there is less cable loss resulting in a much clearer picture. Fiber-optic cable is highly durable and does not break down as quickly as regular cable. Fiber networks are future-proof due to the high capacity available and will allow us to deliver faster and more reliable Internet speeds.

### ***Do I need a set-top box?***

In order to receive RS Fiber service, a set-top box will be required. This box serves as your tuner. Because of this, you will not be able to use certain features of your TV that depend on its built in channel tuner. For example: taping one program through a VCR while watching another on your TV, use of picture-in-picture, or scheduling recordings on your VCR that require a channel change. Up to six set-top boxes and remotes are included with your Video service.

### ***What is the input compatibility on my HD (High-Definition) or HD/DVR (Digital-Video-Recorder) set-top box?***

RS Fiber's HD and HD/DVR set-top boxes currently support composite, component, and HDMI input cables.

### ***Will I need special cables for my HD (High-Definition) or HD/DVR (Digital-Video-Recorder) set-top box?***

RS Fiber will provide one HDMI cord or component cable (as determined by RS Fiber technician) and one power cord per set-top box rental.

### ***Will I need a special remote?***

RS Fiber will provide a remote control with each set-top box. The remote control that comes with the box is compatible with most TVs and other devices. Pre-owned replacement remote controls are available free of charge and new replacement remote controls are available for purchase.

### ***Can I use a universal remote?***

Customers can utilize programmable remote control units that are compatible with multiple devices: converter boxes, television sets, VCRs, etc. Features and functions of remote controls can vary significantly. Call the remote control manufacturer for compatibility questions. Eventual replacement of the converter box, television, or VCR may cause future compatibility problems and the loss of the function of the remote control.

### ***Why won't my television receive channels above channel 13?***

Your TV is on the setting for an external antenna. To change, find the set-up function for your television. This maybe part of the controls on your set or may be found as part of the menu option using your remote control. Look for the channel set-up; there will be a choice of AIR (or ANT) or CATV (or CABLE). Choose CATV (or CABLE). Next, you may see more options for the type of reception you want; be sure you choose the standard option (STD). Now, re-scan the channels. If you have additional questions, call our support department.

### ***I'm getting snow or a blue screen on my TV. What can I do?***

Make sure there is programming available on the channel you have selected and the channel is included in the service you subscribe to. Check the cables between your TV and the set-top box. Check to see that the TV is on the correct channel or input. If you continue to have additional problems, contact Technical Support at **(800) 628-1754**.

### ***Why do you have so many broadcast channels?***

The FCC Communications Act requires cable/video operators to set aside a specific portion of their channels for local commercial and noncommercial television stations. To comply with these rules, RS Fiber has set aside one third of our channels to carry local commercial stations and we have to carry all local noncommercial educational Video stations that request carriage.

### ***What is a franchise fee?***

A franchise fee is a fee paid by RS Fiber to the local franchising authority for the right to provide video service to subscribers in our community.

### ***What about emergencies?***

Violent storms, fallen power poles, or other “Acts of God” may cause interference with reception. RS Fiber will promptly respond to emergency situations with a crew of experienced technicians.

## **PPV (Pay-Per-View) FAQs**

With RS Fiber’s set-top box, ordering is just a click away. With our convenient interactive programming guide, you always know what movies and events will be playing. For more information on PPV, please see the RS Fiber PPV guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

## **WHDVR (Whole-Home-Digital-Video-Recorder) FAQs**

WHDVR allows you to watch your recordings from any TV in your house with a set-top box. For more information on WHDVR, please see the RS Fiber WHDVR guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

## **VOD (Video-On-Demand) FAQs**

With RS Fiber’s VOD service, you can rent hit blockbusters and older classics right from your living room, without having to run to the store or wait for the DVDs to arrive in your mailbox. You can also choose from a selection of free movies and shows, kids programming, music, and special events, available to you at any time, day or night. For more information on VOD, please see the RS Fiber VOD guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

## **Video Troubleshooting Tips**

### **Fuzzy Pictures On Your TV**

- Press the **TV/VCR** button on your VCR remote control.
- Make sure your TV is set to **Cable** instead of **Air** for the antenna input.
- Check connections on the back of the box, make sure all are tightly attached and appear undamaged

### **Nothing Recorded On Your VCR**

- Verify power to the STB (set-top box) is on.
- Verify the VCR is set to the correct channel.

### **Don’t receive all channels**

- Verify the Guide is displaying **All** and not a **Favorites** selection (displayed directly above the channels).
- Verify you are not logged in as another user.

### **No Video**

1. Try using the channel **UP/DOWN ▲▼** buttons on the remote.
  - a. If you see the info bar at the bottom of screen, check the network connection on the back of the set-top box and try rebooting the set-top box.
  - b. If you don’t see the info bar press the **STB** button on the remote, then the **POWER**  button to turn on the decoder.
  - c. If rebooting the set-top box does not fix the problem, please contact Technical Support at **(800) 628-1754**.

### **Channel Displays The Message To Subscribe, Contact RS Fiber**

- You are not currently subscribed to the channel. To subscribe or for more information, please contact RS Fiber at **(800) 628-1754**.

## Getting Started with your Video Services

### Turning on the System

1. Press **TV**, then the **POWER**  button on the remote control to turn on the television.
2. Press the **CBL/STB** button to initiate control of set-top box functions; then press **POWER** .
  - The universal remote provided allows you to navigate through the digital TV functions and also control the volume and power on your television.
3. Turn the system off by pressing **TV** then the **POWER**  button.

- The installer may have programmed your remote in advance to automatically turn on the TV and the set-top box. If so, all you need to do is press the power button to turn on the television and the set-top box.

### Activation Screen

When the system is initially turned on, you may be required to enter your account number as an activation code. Normally, the RS Fiber technician will enter this code during the install.

1. Click the **CONTINUE** option to verify your name and address.
2. Click **CONTINUE** to complete the activation.
  - You can also try selecting the **CHECK ACTIVATION** option to see if your set-top box has already been activated.

- The installer may have programmed your remote in advance to automatically turn on the TV and the set-top box. If so, all you need to do is press the power button to turn on the television and the set-top box.

## Video Equipment

RS Fiber Video service requires a set-top box to each television in your household. Call Technical Support at **(800) 628-1754** for any Video service technical needs.

RS Fiber TV2-Go allows you to watch your favorite movies, shows, and programs anywhere you have Internet access. For more information on RS Fiber TV2-Go, please view page 44.

For a complete list of Video service remotes and programming instructions, please visit [rsfiber.coop/support/video](http://rsfiber.coop/support/video) to download a copy of the Video Service Remotes and Codes handbook or call your local Customer Care Representative at **(800) 628-1754**.



**Amino 150**  
Single Tuner  
High-Definition



**Amino 550**  
Dual Tuners  
High-Definition Recording Device

### DVR Recording Storage

The total hours of recorded content will vary based on the storage capacity of your DVR and type of content (digital Standard-Definition or High-Definition) being recorded. The Amino 550 will store approximately 60 hours of content.

### Input Compatibility on HD (High-Definition) and HD/DVR (Digital-Video-Recorder) set-top boxes.

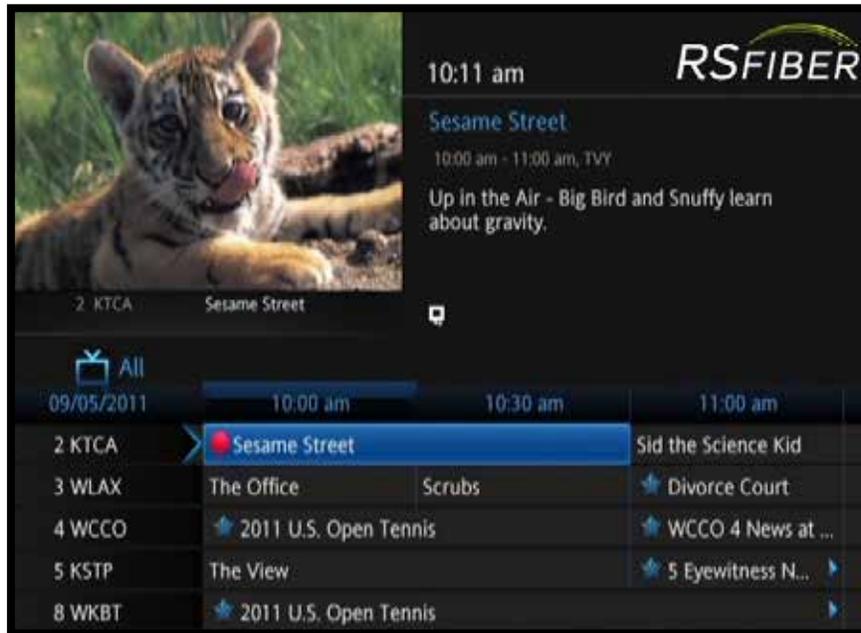
RS Fiber's HD and HD/DVR set-top boxes currently support composite, component, and HDMI input cables.

## Digital Video Interactive Program Guide (IPG)

Pressing **GUIDE** on the remote control accesses the guide (IPG) which contains channel and programming information available for viewing. The current channel appears on a smaller screen (screen-in-screen) while navigating the guide.

You can highlight a program in the guide and press **OK** to preview that channel if the program is currently airing, or set a recording or reminder if the program airs at a later time.

TV listings appear in a grid format with channel numbers and network call letters down the left side of the guide. Times are displayed along the top of the guide. Movies are highlighted in light gray, new episodes are indicated by a star and HD programs are indicated by an HD badge.



## Navigating the Guide

Use the **UP/DOWN ▲▼** arrow buttons on your remote to navigate through the IPG program titles and the **LEFT/RIGHT ◀▶** arrow buttons to see program listings in 30-minute increments for up to 24 hours in advance. Use the **Page Up/Down** button to page up and down through the listings displayed on the IPG.

Use the numeric keypad to enter a channel number and advance directly to a specific channel. Use the **UP/DOWN ▲▼** buttons to highlight a program title and press **INFO** on your remote to see detailed program information. While in the IPG, pressing the **GUIDE** button will cycle through groups of channels, including: **All Channels**, **Subscribed Channels**, **HD Channels**, and any **Favorites** you have set up.

## Main Menu

Pressing the **MENU** button the remote control displays the main menu on the bottom of the screen. From here you can access the **Guide**, **Favorites**, **Search**, **DVR**, **On Demand**, **My Library**, **Settings** and screens by highlighting and pressing **OK**.



## Main Menu, Continued



### Guide

In the **Guide** screen, you can view a channel list showing you all the current and upcoming programs. You can also schedule reminders and recordings for upcoming programming from the **Guide** screen.



### On Demand

In the **On Demand** screen, you can view all the available VOD movies and shows and rent one with a touch of a button.



### My Library

In the **My Library** screen, you can view a list of VOD movies you have rented in the last 24 hours and available for you to watch again.



### Settings

In the **Settings** screen, you can control various options including setting up Parental Controls and changing your PIN and password.



### Favorites

In the **Favorites** screen, you can create, edit, and delete your favorite channel groups. You can create up to 5 different favorite channel groups.



### Search

In the **Search** screen, you can search the guide for upcoming programs by title or description and set up reminders and recording options. You can also search your WHDVR recordings and available VOD movies from the **Search** screen.



### DVR

In the **DVR** screen, you can play back or delete any of your recorded programs as well as manage your future recordings.



### PPV

In the **PPV** screen, you can view a list of available Pay-Per-View channels and purchase an upcoming PPV program.

## Search Screen

You can search the guide for upcoming programs based on the title, descriptions, or lead actors/actresses.

### Search for a Program or Series

1. Press the **MENU** button.
2. Select the **SEARCH**  icon .
3. Use the on-screen keyboard to enter your search term and select the **SEARCH** button.
  - The system will search upcoming programs, recorded programs and available On Demand content and display the results to the right.
4. Highlight the show you are interested in and press the **OK** button for more information, to set up a recording, watch a previously recorded show, or rent an On Demand program.



## Getting Started with your WHDVR (Whole-Home-Digital-Video-Recorder) Service

WHDVR (Whole-Home-Digital-Video-Recorder) is included FREE with your DVR service. You can now watch your recorded programs from any TV in your home with RS Fiber's WHDVR service. You can start watching a recorded program in one room, then pause it and continue watching it in another room later. You can also schedule and manage your recordings from any set-top box in your home.

### Schedule a Recording

If WHDVR is enabled, you can start or schedule a recording from any set-top box in your home. A red indicator light will appear on the DVR to let you know the program is recording. To stop recording the program, press the **STOP** button on your remote control. You can also press the **OK** button on the remote control to select **Record Program** or **Record Series**.

- You can record up to two shows at the same time.

#### To Record the rest of a show you are Currently Watching

1. Press the **REC** button.

#### To Record an Upcoming show

1. Press the **GUIDE** button.
1. Use the **LEFT/RIGHT** arrow buttons to select the show then press the **REC** button.

#### To Record Multiple Episodes of a Series

1. Press the **GUIDE** button.
1. Use the arrow keys to select an episode then press the **REC** button twice.

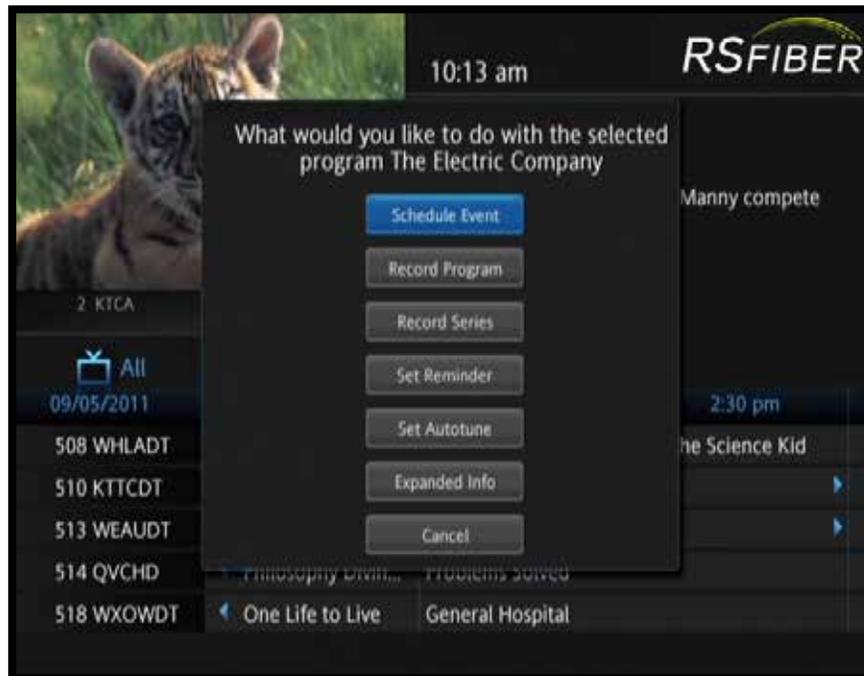


## Reminders and Recordings DVR

Never miss your favorite shows again. From the guide, you can set up reminders, autotune alerts, or record any future program.

### View Previously Recorded Programs

1. Press the **MENU** button on the remote control and select the **DVR** icon from the main menu.
2. Then select **Recordings** to list all your recorded programs. You can sort your recorded programs by date, title, channel or if you have already watched the program.
3. Use the **LEFT/RIGHT**  arrow buttons to move back to the main **DVR** menu.



### Managing Upcoming Recordings

1. Select the **To Record** option in the **DVR** menu to view upcoming recordings you have scheduled.
2. Select the upcoming recording you want to change and press **OK**.
3. You can then select **Edit Recording**, **Edit Series Recording**, **Skip Episode**, **Cancel Series Recording** or **Cancel**.

## Reminders and Recordings, Continued

### Playback of a Recording

1. Press the **MENU** button.
2. Select the **DVR** icon and press **OK/SEL**.
3. Select **My Recordings** and press **OK/SEL**.
4. Select the program you want and press **OK/SEL**.
5. Use the **REW <<**, **FF >>**, **PAUSE II**, **PLAY >** and **STOP ●** buttons to control the playback.



### PLT (Pause Live TV)

1. Press the **REW <<**, **FF >>**, **PAUSE II** and **PLAY >** buttons on your remote to control the action, without recording the show.

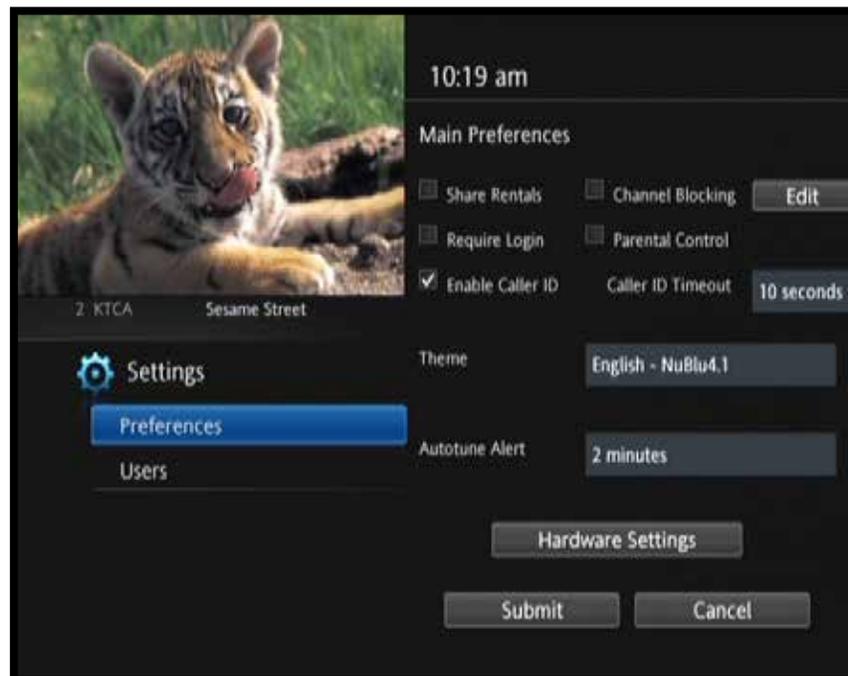


## Parental Controls

The **Settings** screen allows you to change your PIN number and password and set up Parental Controls.

### Enabling Parental Controls

1. Press the **MENU** button on the remote and select **Settings** from the main menu.
2. Enter your password and press **OK** - default password is **1234**.
3. In the **Settings** screen, select **Preferences**.
4. In the **Preferences** screen, use the arrow keys on the remote to select the check box for **Parental Control** and press the **OK** button on the remote to enable/disable.



### Adjusting Parental Controls

1. Press the **MENU** button on the remote and select **Settings** from the main menu.
2. Enter your password and press **OK** - default password is **1234**.
3. In the **Settings** screen, select **Users**.
4. In the **Users** screen, select **Parental Control**.
5. In the **Parental Control** screen, change the settings as needed and select **Submit** to save your changes.

## Parental Controls, Continued

### Parental Control Options

#### Movie Rating

This will block all movies rated at a particular level or higher.

- **G** - General Audience
- **PG** - Parental Guidance Suggested
- **PG-13** - Parents Strongly Cautioned
- **R** - Restricted
- **AO** - Adult Only (X, XX, XXX)

- Visit [www.mpa.org/ratings/](http://www.mpa.org/ratings/) for more information about film ratings.

#### TV Rating

This will block all TV programs rated at a particular level or higher.

- **TV-Y** - All Children
- **TV Y7** - Directed To Older Children
- **TV-14** - Parents Strongly Cautioned
- **TV-G** - General Audience
- **TV-PG** - Parental Guidance Suggested
- **TV-MA** - Mature Audience Only

- Visit [www.tvguidelines.org](http://www.tvguidelines.org) for more information about TV ratings.

#### Content Rating

Select the TV content ratings you want to be blocked.

- **S** - Sexual Situations
- **D** - Suggestive Dialog
- **V** - Violence
- **L** - Language
- **F** - Fantasy Violence
- **TV-MA** - Mature Audience Only

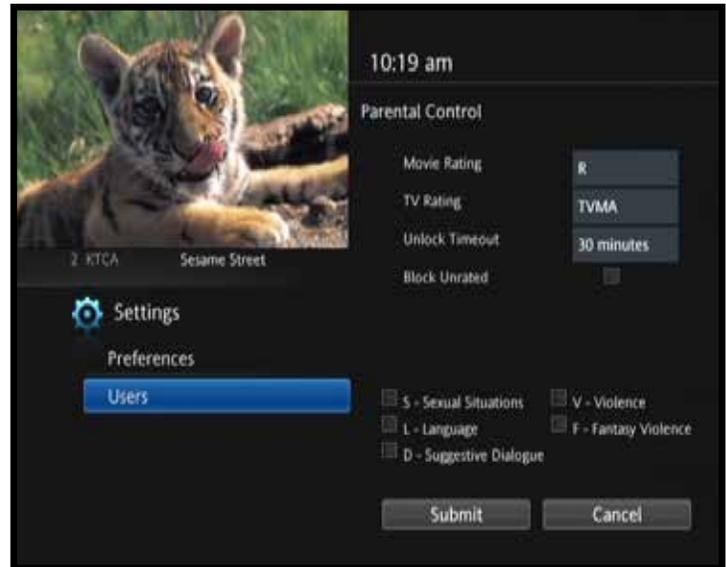
- Visit [www.tvguidelines.org](http://www.tvguidelines.org) for more information about content ratings.

#### Unlock Timeout

This will determine how long parental control is temporarily disabled after the password is entered.

#### Block Unrated

This option will block all unrated movies and TV programs.



## Parental Controls, Continued

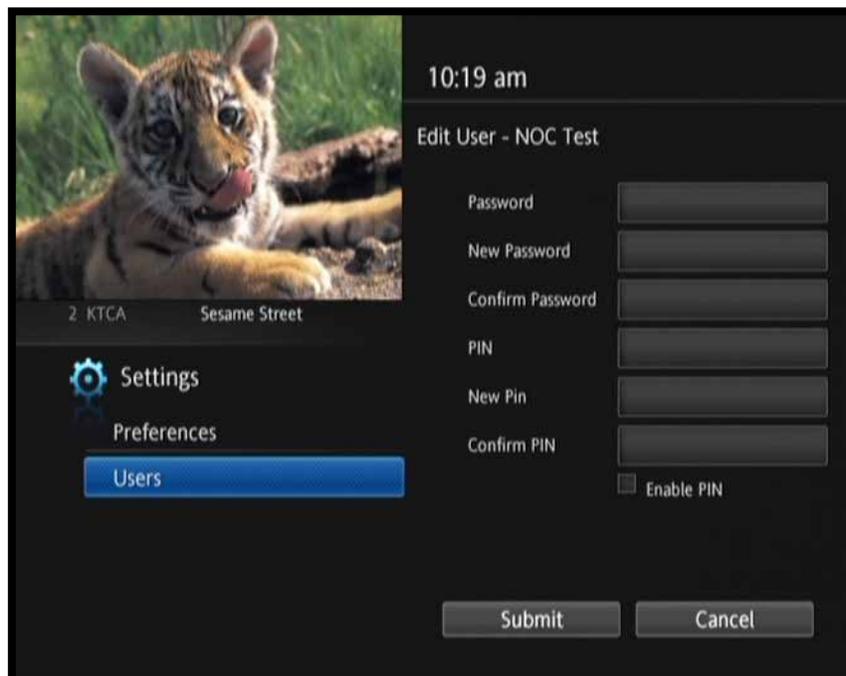
### Disabling Parental Controls

#### To Temporarily Disable Parental Controls

1. Press the **OK** button on the remote while on a blocked channel or show.
2. Select the **Unlock Parental Controls** checkbox.
3. Enter your **password** when asked.

### Enable a PIN Number

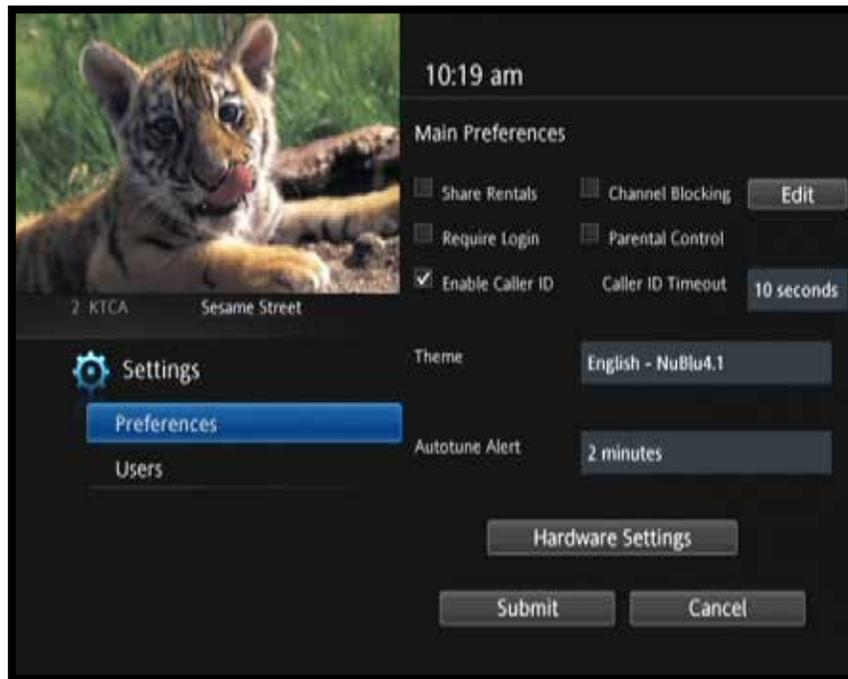
1. Press the **MENU** button on your remote and select **Settings** from the main menu.
2. Enter your password and press **OK** - default password is **1234**.
3. Select the **Users** option at the top of the screen then select the **Edit** at the bottom of the screen.
4. Enter your current PIN in the **PIN box** - default PIN is **1234**.
5. Enter your new PIN number in the **New PIN** and **Confirm PIN** boxes (PIN numbers can be up to 8 digits).
6. Select the check box for **Enable PIN** to require a PIN for all VOD rentals.
7. Select the **Submit** option to save your changes.



## Settings and Preferences

### Accessing the Settings Screen

1. Press **MENU** on your remote and select **Settings** from the main menu. (Your password is required to access the **Settings** screen.)
2. Use the **UP/DOWN ▲▼** buttons on the remote to navigate through the settings options and the **LEFT/RIGHT ◀▶** buttons to move from left to right on the settings page(s).
3. When the desired option has been highlighted (in blue), use the **OK** button on the remote to select that option.



### Share Rentals

Allows you to rent a VOD (Video-On-Demand) movie on one STB (set-top box) and continue watching it on another set-top box in your house later.

### Require Login

Checking this box will require users to log in to view video programming. A login account will need to be created for the desired number of users. Using a login account is a way to control access to specific types of programming. If you would like to establish parental controls for a viewer, establish a login account for that viewer and select the desired channels or ratings to block.

*- If you select this option users will need to remember to log-off prior to turning off the television.*

### Parental Control

Check this box to enable parental control. To change the parental control settings, please see the Parental Controls section in this handbook for more information.

### Enable Caller ID

Check this box to enable a caller ID display when a call is received. RS Fiber phone service with caller ID service is required for this feature. Caller ID service is required for this feature, please call your local Customer Care Representative to have it activated.

### Caller ID Timeout

This feature allows you to choose the amount of time Caller ID is displayed. Caller ID service is required for this feature.

## Setting and Preferences, Continued

### Hardware Settings

The hardware settings button allows you to access various settings of the set-top box, including TV aspect ratios (16:9 or 4:3) and screen resolutions (SD, 720p, 1080i).

### Channel Blocking

Channel blocking allows you to block certain channels from being viewed or shown in the Guide. To enable channel blocking, make sure the option is enabled on the Preferences screen.

### Adding and Removing Channels

1. To add or remove a channel from your block list, select the **Edit** button and press **OK**.
2. Select the channel you want to block or unblock and press **OK**. Channels that are blocked are indicated by a **LOCK**  icon.





## Getting Started with your RS Fiber TV2-Go Service

Watch what you want, when you want, from any device you want! RS Fiber TV2-Go is your destination for popular TV shows and movies—viewable on all your connected devices! Once you have set up an RS Fiber TV2-Go account, you will be able to access your HBO®, Cinemax®, SHOWTIME®, and STARZ® + STARZ ENCORE<sup>SM</sup>, ABC, C-SPAN, Disney Channel<sup>SM</sup>, Food Network<sup>SM</sup>, and NFL Network accounts – plus many others – if you subscribe to the respective TV channels.

*– Subscription to linear channel is required to access RS Fiber TV2-Go content. If you have not previously created an RS Fiber TV2-Go account, you will be prompted to create one upon logging in to any programmer's site. New RS Fiber TV2-Go accounts may take up to 12 hours to authenticate. If you wish to view your favorite shows, programs, and movies from any of your mobile devices, please visit the respective app store connected with your device to download the channel app.*

For more information on TV2-Go, please see the RS Fiber TV2-Go guide which is available online at [www.rsfiber.coop/support/video](http://www.rsfiber.coop/support/video) or for pick up at your local office.

## Policies and Procedures

### Privacy Notice

This notice is being provided in accordance with the Cable Communications Policy Act of 1984, a Federal law that requires all cable operators to notify subscribers of the collection, use, and disclosure of personally identifiable information regarding cable subscribers. The privacy requirements of the Federal law as described below apply to all services provided by RS Fiber Cooperative.

RS Fiber Cooperative collects certain personally identifiable information from each cable and other services subscriber. This information consists of data such as the subscriber's name, address, and selection of cable services and programming. We also keep records of how many outlets and the type we have installed, your payment history and any complaints that you have made to us about our service(s) (including how they were resolved), any letters between us, and visits to your home for maintenance or installation. The information is collected and used only for billing and other legitimate practices related to rendering cable and other services provided by RS Fiber Cooperative and detecting the unauthorized reception of cable communications. RS Fiber Cooperative does not utilize its cable system to gather any other types of personally identifiable information without the prior consent of the subscriber.

Personally identifiable subscriber information collected by RS Fiber Cooperative will be disclosed only under the following circumstances: To cable system employees, other RS Fiber Cooperative employees, agents and program suppliers, when necessary to render cable or other services provided by RS Fiber Cooperative to the subscriber. To debt collections agencies for the purpose of collecting money owed by a subscriber. Unless a subscriber has requested that such information not be disclosed, the subscriber's name and street address (but not your e-mail address) may be disclosed for mailing lists and similar purposes. RS Fiber Cooperative will obtain consent before disclosing any other information. The law requires that we do not provide your name or street address if you send a letter asking us not to. Generally, personally identifiable information will be maintained by RS Fiber Cooperative for as long as necessary. After such time, if the purpose for which such information was collected has been accomplished, RS Fiber Cooperative will destroy the information. As a subscriber, you may inspect any personally identifiable information collected by RS Fiber Cooperative and relating to you during normal business hours. Please notify us in advance of your visit so that the information can be collected and made available for your inspection. You have the right to correct any error in such information.

The Cable Communications Policy Act of 1984 sets forth limitations on the personally identifiable information that can be collected and disclosed by cable operators such as RS Fiber Cooperative. Unless written or electronic consent is obtained from the cable subscriber, RS Fiber Cooperative cannot use its cable system to collect personally identifiable information other than information necessary to detect unauthorized reception of cable communications. Similarly, unless written or electronic consent is obtained, RS Fiber Cooperative cannot disclose any personally identifiable information except as necessary in connection with rendering cable or other service, when required under a court order or when disclosing lists maintaining the names and street addresses of subscribers who have not objected to such disclosure. With respect to court orders seeking disclosure of personally identifiable information, RS Fiber Cooperative is required to notify the affected subscriber prior to releasing the requested information. In most cases where governmental entities attempt to obtain a court order requiring disclosure, the affected subscriber will receive notice of the court proceeding and will be afforded an opportunity to contest the government entity's request in court. With respect to the disclosure of lists containing the names and street address of subscribers you may exercise your right to prohibit the release of your name and address on these lists by notifying RS Fiber Cooperative in writing of your desire to not have such information disclosed. As a subscriber, you have the right to bring civil action in a United States District Court if your privacy rights are violated. The law provides for specific penalties against any cable operator found to have violated these rights.

### Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:  
Technical Support  
Toll Free: **(800) 628-1754**

Closed Captioning Complaints:  
RS Fiber  
Peter Scherbring  
Senior Network Engineer  
PO Box 326  
Gaylord, MN 55334

Email: [closedcaption@rsfiber.coop](mailto:closedcaption@rsfiber.coop)



## Phone

### Products, Services, and Features

RS Fiber has reliable local and unlimited long distance Phone service. With advanced features and multiple options to customize your service, there is something for everyone!

#### Additional Service Options

RS Fiber offers a full range of services that help make your home telecommunications easier. Add value-priced options to your basic service to meet all your calling needs. Call your local Customer Care Representative today to get connected to any or all of these services.

#### 3-Way Calling

3-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

#### 900/976 Blocking

Prevent unwanted long distance charges by restricting calls that begin with 900 or 976 service!

#### Account Codes

Account codes allow you to automatically assign costs to appropriate persons, departments, or projects. When dialing long distance, the caller is prompted to dial their code (from a list of valid codes you provide). If a valid code is entered, then the long distance call is connected, and the code and call information is included on your bill. This feature can also be used to prevent unauthorized persons from placing calls from restricted phones.

#### Anonymous Call Rejection/Call Blocking

Block incoming calls from callers who block their identity or block incoming calls from specific telephone numbers.

#### Automatic Callback

Return a call to the last party who called or attempted to call you. Automatic Callback remembers the number and will automatically redial it for you if possible.

*- This service is available per use or as a monthly subscription.*

#### Call Forwarding

If you are away from your home, send your calls to wherever you are. Call Forwarding allows you to receive phone calls at any location.

#### Call Forwarding-Busy Line

Forward your calls to another phone number when your line is busy.

#### Call Forwarding-No Answer

Allow incoming calls to ring (you decide the number of rings) and if the call is not answered within set number of rings, the call will be forwarded to another number.

#### Call Forwarding-Remote Activate

Access and change your call forwarding configuration from any phone.

#### Call Forwarding-Selective/Preferred

You don't want all your calls forwarded, just the really important ones. The important callers reach you with Selective Call Forwarding. Create your list of preferred callers. Only the callers on your list will be forwarded.

#### Call Reminder

Schedule the telephone to ring at a predetermined time to remind you of something important.

## Call Screening

Block unwanted and harassing calls by automatically rejecting numbers from a pre-assigned list you determine. Blocked callers receive an announcement stating that their call is not accepted by the called party.

## Call Trace

Call Trace records a caller's phone number and other information. If you receive a phone call that is unwanted such as an obscene, threatening or harassing phone call, take action! Use Call Trace. RS Fiber will provide the call record to your local police authority if you request legal action to be taken. This feature is enabled on your line automatically.

*- This service is billed per use. The trace you request will only be sent to official authorities such as the local police. The customer may not receive a copy of the trace.*

## Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you to another incoming call with a beep. You can put the original call on hold while you answer the second call.

## Caller ID

Caller ID Name and Number allows you to view the name and the number of the person or company trying to reach you.

## Caller ID On Call Waiting

Gives you the benefits of the Caller ID service you've selected, plus the added bonus of seeing who's calling when you're already on the phone. (Requires both Caller ID and Call Waiting services.)

## Directory Assistance - Dial 411

Rates and surcharges do apply for directory assistance calls. RS Fiber provides up to 50 free directory assistance calls to the blind.

## Distinctive Ring

Keep incoming calls organized with this handy feature that allows up to three different phone numbers to ring on a single line. A special ring pattern is assigned to each phone number that identifies which number is being called. Great for home-based businesses, teenagers, or sharing voice and fax lines.

## Find Me Follow Me - Included with Call Management Portal

Allow incoming phone calls to be received at different locations, on different phones. "Find Me" refers to the ability to receive incoming calls at any location. "Follow Me" refers to the ability to receive calls at any number of designated phones, whether ringing all at once, or in sequence.

## Home Intercom

This feature is enabled on all lines. To operate the service, dial your own phone number and hang up the phone. After you hang up the phone, all phones on your line will ring. When the phones are answered by two or more people, conversation may begin.

## Long Distance

You may choose almost any long distance carrier you wish. However, there are certain benefits to choosing RS Fiber Long Distance Service. Most importantly, with RS Fiber Long Distance, your long distance charges will appear on your RS Fiber bill. If you select any other carrier, you will be billed separately. To sign up for RS Fiber Long Distance Service, simply contact your local Customer Care Representative.

If you choose a long distance carrier other than RS Fiber, you must contact that company directly. Once you've signed up for your service, please contact RS Fiber to notify us of your selection.

After you've established service, it's a good idea to verify your long distance carrier. For your InterLATA carrier, simply dial toll free **(700) 555-4141** and for your IntraLATA carrier dial your 3-digit area code (these are the first 3 digits of your 10-digit phone number) and then **555-4141** from your phone line. You will receive a recorded message stating which carrier is assigned to that line.

For example: Brownton customers dial **(320) 555-4141**; Winthrop customers dial **(507) 555-4141**.



### **Casual Billing**

No matter which long distance carrier you choose, it is very important that you select a calling plan. Your local Customer Care Representative will assign your long distance calls to whichever carrier you choose; however, if you do not sign up for a particular plan, you will be billed as a “casual user” and charged as much as three times the normal plan rates.

### **Toll Restrictions**

For those concerned with the potential abuse of their phone, several long distance blocking restrictions are available. Call your local Customer Care Representative for details.

### **Non-Listed Number**

A non-listed phone number is a number that is not listed under a directory assistance service, such as 411. If you choose to have your number removed from the directory service, please let your local Customer Care Representative know. Charges for non-listed numbers will apply.

### **Non-Published Number**

A non-published phone number is a number that does not appear in a published directory of phone numbers, such as White Pages. If you choose to have your number removed from the published directory, please let your local Customer Care Representative know. Charges for non-published number will apply.

### **Operator Services**

Rates and surcharges do apply for Operator assisted calls such as Person-to-Person, Collect and Third Party.

### **Per-Call Block For Caller ID**

Per-Call Block is enabled on every line. The feature must be activated before each outgoing call you would like to block.

### **Phone Directory and Listing**

As a customer of RS Fiber, you will continue to receive a free issue of the local phone directory for your area. Your listing will also be included in the directory free of charge. Charges will apply for additional directory listings.

### **Repeat Dialing**

Let your phone dial that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

### **Selective Call Acceptance**

Selective Call Acceptance gives you the privacy you want, whenever you want. Just turn on your Selective Call Acceptance, and only the people on your list of preferred callers can get through.

### **SimRing - Included with Call Management Portal**

Allow incoming calls to have multiple destinations ring simultaneously. The first destination to be answered is connected.

### **Toll Blocking**

Prevent unwanted local toll or long distance charges by restricting calls with toll charges. A free service!

### **Virtual Phone**

With RS Fiber's Virtual Phone service, you get a local phone number with a listing in the phone book and advanced voicemail functionality, without the cost of a traditional phone line. Virtual Phone provides easy access for message retrieval through the VM2-Go (Voicemail 2-Go) online portal. Setup is fast and easy and no special equipment is needed! With Basic Virtual Phone, incoming calls go directly to your customized voicemail box. With Premium Virtual Phone, you can choose to forward your calls to a traditional landline, mobile phone, or voicemail box, and get advanced features including voicemail to email, call forwarding, call screening, and more!

For more information on Virtual Phone, please see the RS Fiber Virtual Phone guide which is available online at [www.rsfiber.coop/support/phone](http://www.rsfiber.coop/support/phone) or for pick up at your local office.

## **Voicemail**

Never miss another important call. RS Fiber Voicemail takes your messages anytime you can't answer the phone. The best part is you can access your messages from anywhere through an easy-to-use telephone interface!

## **VM2-Go (Voicemail 2-Go) - Included with Call Management Portal**

VM2-Go, a feature-rich system, allows you to access your messages via a telephone interface, voicemail to email, or listen and manage online.

For more information on Voicemail and VM2-Go, please see the RS Fiber Voicemail and VM2-Go guides which are available online at [rsfiber.coop/support/phone](http://rsfiber.coop/support/phone) or for pick up at your local office.

## **Voice Conferencing**

Get reliable, user-friendly voice conferencing.



## Getting Started with your Phone Service

### Calling Feature Quick Reference

#### Features

- To use Anonymous Call Rejection, press **\*77**.
- To cancel Anonymous Call Rejection, press **\*87**.
- To use Automatic Callback, press **\*69**.
- To use Call Forwarding, press **\*72**.
- To cancel Call Forwarding, press **\*73**.
- To use Call Forwarding-Busy Line, press **\*90**.
- To cancel Call Forwarding-Busy Line, press **\*91**.
- To use Call Forward-No Answer, press **\*92**.
- To cancel Call Forward-No Answer, press **\*93**.
- To use Call Trace, press **\*57**.
- To cancel Call Waiting, press **\*70**.
- To use Per-Call Block for Caller ID, press **\*67**.
- To cancel Per-Call Block for Caller ID, press **\*82**.
- To use Repeat Dialing, press **\*66**.
- To cancel Repeat Dialing, press **\*89**.

#### Features that Require Lists:

- Call Screening
- Selective Call Acceptance
- Selective Call Forwarding
- Distinctive Ring

#### Options:

- To repeat the instructions, press **0**.
- To review the numbers on your list, press **1**.
- To turn the service on or off press **3**.
- To add a number to your list, press **#**.
- To delete a number from your list, press **\***.
- To delete all numbers from your list, press **08**.
- To add the last incoming number to your list, press **\*01#**.

### Anonymous Call Rejection/Call Blocking

#### To Use Anonymous Call Rejection

1. Press **\*77** on the phone's keypad.
2. Listen for the confirmation announcement.
3. Once you have a confirmation announcement, hang up the phone.

#### To Cancel Anonymous Call Rejection

1. Press **\*87** on the phone's keypad.
2. Listen for the cancellation announcement.
3. Once you have the cancellation announcement, hang up the phone.

- Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

### Automatic Callback

1. Press **\*69** on your phone's keypad.
2. Listen for an announcement that will tell you the phone number of the party who last called you.

- There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside the area served by call return, you will hear a recording advising you that the call cannot be made. After a call during which you heard a "Call Waiting" tone, you can use "Automatic Callback" to return a call to the call waiting number.

## Call Forwarding

### To use Call Forwarding

1. Press **\*72** on the phone's keypad, then listen for a tone and a steady dial tone.
2. Dial the phone number to which all calls will be forwarded.
3. Listen for the tone, then hang up the phone.

### To Cancel Call Forwarding

1. Press **\*73** on the phone's keypad, then listen for a tone.
2. Hang up the phone.

## Call Forwarding-Busy Line

### To Use Call Forwarding-Busy Line

1. Press **\*90** on the phone's keypad.
2. After hearing a dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

### To Cancel Call Forwarding-Busy Line

1. Press **\*91** on the phone's keypad.
2. You will receive a confirmation tone.
3. Hang up the phone.

## Call Forwarding-No Answer

### To use Call Forwarding-No Answer

1. Press **\*92** on the phone's keypad.
2. After the dial tone, dial the number to which calls are to be forwarded.
3. Listen for the tone, then hang up the phone.

### To Cancel Call Forwarding-No Answer

1. Press **\*93** on the phone's keypad.
2. Listen for the tone, then hang up the phone.

## To Change the Number of Rings

1. Pick up the phone receiver and listen for the dial-tone.
2. Press **\*94** on the phone's keypad.
3. Listen for the tone.
4. Enter the desired number of rings (from 0-9).
5. Listen for the confirmation tone, then hang up the phone.

- Each ring is equivalent to approximately 6 seconds. Programmable Ringing may only be activated from your voicemail equipped phone line. The default number of rings is 4. Please check with your local Customer Care Representative for the availability of Programmable Ringing in your area. This service may not be available for customers that are using multiline or consecutive hunt groups.

## Call Forwarding-Remote Activate

### To Use Call Forwarding-Remote Activate

1. Dial the appropriate access number:

Arlington <b>coming soon</b>	Brownton <b>(320) 331-3726</b>	Buffalo Lake <b>(320) 389-0009</b>	Fairfax <b>(507) 596-1009</b>
Gaylord <b>(651) 702-7071</b>	Gibbon <b>(507) 834-7071</b>	Green Isle <b>(507) 570-1071</b>	Henderson <b>coming soon</b>
Lafayette <b>(507) 543-7071</b>	New Auburn <b>(320) 510-7071</b>	Stewart <b>(320) 446-2720</b>	Winthrop <b>(507) 614-7071</b>

2. After hearing the recording, enter the phone number you would like calls to be forwarded from and your assigned security PIN number.
3. Listen for the tone then press **\*72** on the phone's keypad.
4. At the dial tone, dial the number to which calls are to be forwarded.
5. Listen for acknowledgement tone, then hang up the phone.

### To Cancel Call Forwarding-Remote Activate

1. Dial the appropriate access number:

Arlington <b>coming soon</b>	Brownton <b>(320) 331-3726</b>	Buffalo Lake <b>(320) 389-0009</b>	Fairfax <b>(507) 596-1009</b>
Gaylord <b>(651) 702-7071</b>	Gibbon <b>(507) 834-7071</b>	Green Isle <b>(507) 570-1071</b>	Henderson <b>coming soon</b>
Lafayette <b>(507) 543-7071</b>	New Auburn <b>(320) 510-7071</b>	Stewart <b>(320) 446-2720</b>	Winthrop <b>(507) 614-7071</b>

2. After hearing the recording, enter the phone number that is being forwarded and your security PIN number.
3. Press **\*73** and listen for the tone, then hang up the phone.

## Call Screening

### To use Call Screening

1. Press **\*60** on your phone's keypad.
2. Listen to the voice instructions to guide you through the steps on how to turn Call Screening off or make changes to your Call Screening list.

### Call Screening Options

- To repeat the instructions for the Screening feature, press **0**.
- To review the Call Screening list, press **1**.
- To turn Call Screening on or off, press **3**.
- To dial a number to add to the list, press **#**.
- To dial a number you would like deleted from the list, press **\***.
- To delete the last number you heard on the list, press **07**.
- To delete all numbers on the Call Screening list, press **08**.
- To delete private numbers from the list, press **09**.
- To add the last incoming number to the list, press **#01#**.
- After all of the options have been completed, hang up the phone.

## Call Trace

### To use Call Trace

1. Hang up the phone after receiving the annoying call.
2. Lift the receiver and listen for the dial tone.
3. Press **\*57** on the phone's keypad and then listen for the tone or announcement.

- After requesting a Call Trace, please call RS Fiber before the end of the next business day if you want the call investigated. You can contact your local Customer Care Representative at the number in the front of this book. You will not receive the trace record. At your instructions, RS Fiber will forward the call record to the local police authority. It is important you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number. If a Call Waiting tone is received during a call being traced, tracing will occur on the Call Waiting call rather than the original calling number.

## Call Waiting

### To end an Existing call and Answer a Waiting call

1. Hang up the phone and then allow the phone to ring and answer it.

### To hold an Existing call and Answer a Waiting call

1. Pick up the phone and if you hear a tone, press the switch hook or press the call waiting/flash key (if available on your phone set). The original call will be placed on hold and you can speak with the second caller.

### To Cancel Call Waiting Before Making a Call

1. Press **\*70** on the phone's keypad and then listen for three beeps and a steady tone.
2. Dial the desired phone number.

## Caller ID

### Use Caller ID to:

- See who is calling before you answer the phone
- Enhance security and help eliminate harassing calls
- Store the numbers and names of people who have called you
- Review the information later and return the calls at your convenience

### To use Caller ID

1. Wait for the start of the second full ring of your phone to answer.
2. The number and name of the calling party will appear on your display unit.

- This service requires a special display device connected to or on your phone in order for you to see the calling information (equipment not included.)

## Caller ID on Call Waiting

### Use Caller ID on call Waiting to:

- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation
- Save money by avoiding interruption of long distance calls to answer unwanted calls
- Return calls you may receive while you're on the phone, rather than interrupt calls
- Enhance security and help eliminate harassing calls

### To use Caller ID on Call Waiting

1. When a call comes in, you will hear two signals. First, you will hear the traditional Call Waiting beep that alerts you to an incoming call.
2. Following that, you will hear a short tone which lets you know that Caller ID data is being downloaded to your display unit. The person with whom you are speaking will not hear any tone.
3. The 2nd calling party's number and name will appear on your display unit.

- This service requires a Caller ID on Call Waiting capable display device connected to or on your phone in order to see the calling party information (equipment not included.) Caller ID on Call Waiting is only active on your line while you are engaged in a phone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Caller ID on Call Waiting feature on a per-call basis by performing the Cancel Call Waiting procedure. Incoming calls then receive a busy signal or will be sent directly to your Voicemail box if you have this service. No calling information will be displayed.

## Per-Call Block for Caller ID

### To Use Per-Call Block for Caller ID

1. Press **\*67** on the phone's keypad.

### To Cancel Per-Call Block for Caller ID

1. Press **\*82** on the phone's keypad.

- A Permanent Call Block is available for some professionals and government workers with proper documentation. To disable Permanent Call Block for Caller ID, press **\*82**. This will allow your name and number to be viewed on a per-call basis.

## Repeat Dialing

### To use Repeat Dialing

1. Once you receive a busy signal, hang up the phone, then lift the receiver and listen for dial tone.
2. Press **\*66** on the phone's keypad.
3. Listen for an announcement telling you the number is busy.
4. Hang up the phone.
5. You will hear a short-short-long ring when the line is free.
6. Your call will automatically be made when you lift the handset.
7. Pick up the phone handset and listen for the ringing.
8. Wait for the receiving party to answer and begin your conversation.

### To Cancel Repeat Dialing

1. Press **\*86** on the phone's keypad and listen for the tone or announcement.

- While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled. You can use this feature for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is. If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

## Selective Call Acceptance

### To set up Selective Call Acceptance

1. Select up to 15 important numbers you want on your Selective Call Acceptance list.
2. Press **\*64** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Acceptance.
  - a. Follow voice prompts to turn Selective Call Acceptance on or off.
  - b. Enter the Selective Call Acceptance numbers from your list.
  - c. Make any changes necessary to your Selective Call Acceptance list.

### Selective Call Acceptance Options

- To repeat the recorded instructions press **\*64**.
- To review the numbers on your list press **0**.
- To turn Selective Call Acceptance on or off press **3**.
- To add a number to your list press **#** and follow the instructions.
- To delete a number from your list press **\*** and follow the instructions.
- To clear your list press **\*08#** and follow the instructions.
- To remove private entries only press **\*09#** and follow the instructions.

### To Remove a Number from your List

1. Dial **1** on your phone's keypad to review your list of Selective Call numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press **\*** to remove the number.

- If the number is in an area not served by Selective Call Acceptance, a message tells you that your call can't be made.

## Selective Call Forwarding

### The first time you use Selective Call Forwarding

1. Select up to 15 important numbers you want for Selective Call Forwarding.
2. Press **\*63** on the phone's keypad.
3. Listen to the instructions as they guide you through setting up Selective Call Forwarding.
  - a. Follow voice prompts to turn Selective Call Forwarding on or off.
  - b. Enter the Selective Call Forwarding numbers from your list.
  - c. Make any changes necessary to your Selective Call Forwarding list.

### **Selective Call Forwarding Options**

- To repeat the instructions press **0**.
- To review the numbers on your list press **1**.
- To remove a number from your list press **\*** then dial the number.
- To turn Selective Call Forwarding on or off press **3**.

### **To add Numbers to your Call Forwarding list**

1. Press **#** on the phone's keypad and follow the voice prompts.

### **To Remove a Number from your list**

1. Dial **1** on your phone's keypad to review your list of Selective Call Forwarding numbers.
2. Dial **07** and a recording will read a list of numbers.
3. After the recording reads the number to you press **\*** and follow the voice prompts.

### **To Clear your list**

1. Press **08\*** on your phone's keypad and follow the voice prompts.



## Policies And Procedures

### What is an Extended Area Service (EAS) Call?

Extended Area Service (EAS) refers to local calls. Local calls are calls that you can make by dialing a 7-digit number to predetermined areas near your home. Monthly charges for EAS may be applicable and will be billed as a separate line item. This fee is not included in your local service fee and the amount will vary by community. EAS calls for customers of RS Fiber include the following communities:

- Arlington EAS: Green Isle
- Brownton EAS: Glencoe, Stewart
- Buffalo Lake EAS: Hector
- Fairfax EAS: Fairfax
- Gaylord EAS: New Sweden
- Green Isle EAS: Arlington
- Henderson EAS: Big Lake, Cambridge, Cokato, Enfield, Hastings, Howard Lake, Kilkenny, Le Center, Le Sueur, Lindstrom, Lonsdale, Maple Lake, Montgomery, Monticello, Monwave, New Prague, North Branch, Northfield, Norwood Young America, Princeton, Scandia Marine, St. Croix, Beach, Stillwater, Taylor Falls, Twin Cities, Winsted, Zimmerman
- Lafayette EAS: New Sweden, New Ulm
- New Auburn EAS: Brownton, Lester Prairie, Plato, Silver Lake
- Norwood Young America EAS: Big Lake, Cambridge, Cokato, Enfield, Hastings, Henderson, Howard Lake, Kilkenny, Le Center, Le Sueur, Lindstrom, Lonsdale, Maple Lake, Montgomery, Monticello, Montwave, New Prague, North Branch, Northfield, Plato, Princeton, Scandia Marine, St. Croix Beach, Stillwater, Taylors Falls, Twin Cities, Winsted, Zimmerman
- Stewart EAS: Brownton, Buffalo Lake
- Winthrop EAS: Winthrop

### National Do Not Call Registry

The National Do Not Call list is database maintained by the federal government. Under federal law, you may elect to use the National Do Not Call database to register your objection to receiving phone solicitations.

To Register For The National Do Not Call Registry:

Phone: **(888) 383-1222**

TTY: **(866) 290-4236**

Website: [www.donotcall.gov](http://www.donotcall.gov)

### RS Fiber E911 Service Policy

As a new customer, you can expect to enjoy the many benefits of RS Fiber Cooperative (RS Fiber) telephone service. Among these services is RS Fiber's reliable and easy to use E911 service, which operates much like those provided by traditional telephone companies. RS Fiber hopes that the need never arises; but in the event that you ever need to access emergency services such as fire, police or ambulance, you can do so from your telephone by dialing 911. When you dial 911, your call will be routed directly to the nearest public safety operator, who will dispatch the appropriate emergency service. To help emergency services quickly find you, your telephone number and address will be electronically routed to the operator.

### RS Fiber's E911 service will not operate if RS Fiber Cooperative service has been suspended for any reason.

You will not be able to use RS Fiber's E911 service if your RS Fiber telephone service has been suspended for any reason including, for example, non-payment. RS Fiber's E911 service may not operate if your RS Fiber broadband connection is disrupted.

### RS Fiber E911 service may not operate during a power outage.

Your RS Fiber telephone network is supported by a backup system that provides emergency power in the event of a power outage. This backup system is designed to ensure the full-time availability of E911 services, but if power is unavailable you still may not be able to make 911 calls.

### RS Fiber Provided Telephone Equipment:

To ensure that 911 calls are properly routed do not move or relocate the RS Fiber provided customer premises equipment installed by an RS Fiber technician, whether within or outside of your home. If you use RS Fiber's services from an address that is different from the address where the RS Fiber equipment is installed, RS Fiber's E911 service will not function properly. E911 service also will not function properly if the RS Fiber provided customer premises equipment becomes disabled or damaged. In the event that the RS Fiber provided customer premises equipment becomes disabled or damaged or you are moving and need to change your service address, you must contact RS Fiber at **(800) 628-1754** or stop in and see us at any of our local retail offices. Do not remove or move the RS Fiber installed customer premises equipment; RS Fiber has trained technicians for this purpose.

## National Do Not Call Registry, Continued

You must maintain alternative means of contacting E911 services in the event of any of the above occurrences. You should inform all users or potential users of your telephone about the E911 service limitations.

### Third Party Applications And Services:

Certain third party applications, such as Magic Jack or Vonage that use an Internet connection may under certain circumstances, such as (1) if our network or facilities are not operating or (2) if normal electrical power to the cable modem is interrupted would prohibit the use of 911 services. You also understand and acknowledge that the performance of a battery backup is not guaranteed. If the battery backup does not provide power, the cable modem will not function until normal power is restored.

For that reason, RS Fiber is not responsible for compatibility of third party application products.

## Caller ID Spoofing Tips

If you have caller ID, you probably assume whatever shows up on the display is accurate and reliable. That could be a big mistake—and a costly one.

### How Spoofing Works

For tech savvy scam artists, caller ID is a favorite tool. Caller ID spoofing, where the caller manipulates the information that shows up on caller ID, making it seem like they are calling from anywhere they choose, is increasingly common. Scammers use it to trick victims into handing over their money or personal information. (Much like the fake disaster relief agencies we reported on yesterday.)

Caller ID spoofing doesn't require a computer genius. In fact, it's easier than you might think. There are lots of web sites that sell spoofing "calling cards" which make spoofing as simple as just punching in some numbers. Other sites enable spoofing via a web-based system.

"It's as easy as making a phone call," says Robert Siciliano, CEO of IDTheftSecurity.com. "Most caller ID spoofing services only require a credit card to sign up and don't care or police how the service is used."

### Scams Involving Spoofing

In one common spoofing scenario, the unwitting victim gets a call from what appears to be the local courthouse or law enforcement agency. The caller claims the person has missed jury duty, failed to pay their taxes or otherwise gotten in trouble. Naturally, the person receiving the call becomes upset and disputes this, at which point the caller helpfully offers to clear up the mistake—once the victim provides their Social Security number and other personal info.

Other variations of this scam involve crooks who appear to be calling from Western Union, a sweepstakes company (like those Publishers Clearing House scammers) or a bank.

Be warned: Spoofing can also be used by legit debt collectors and telemarketers. Although in the latter case, this violates federal regulations. The FCC prohibits telemarketers from blocking or disguising their caller ID information.

### What Is Being Done?

Lawmakers have made several attempts to address this issue, though so far without any success. The latest attempt is a bill sponsored by Sen. Bill Nelson of Florida. The Truth in Caller ID Act of 2009, which would ban the transmission of phony caller ID numbers, was referred to the Committee on Commerce, Science and Transportation in January. Sue Macomber, a consumer advocate with the Utilities Consumer Action Network and a previous target of an attempted spoofing scam, says government action is urgently needed and encourages people to urge their lawmakers to support related legislation. "Ten states have supported taking action to prevent caller ID spoofing from being used against consumers who can easily become victims," says Macomber. "With the stalling of action, victims continue to be abused and stalkers tauntingly use this method of operation to commit their crimes."

### How You Can Protect Yourself

The first step in guarding against caller ID spoofing is to know it exists and not simply take what the callers ID says for granted. Scammers will say anything to get you to divulge data. It is always suggested, if you feel you are being swindled, to hang up and call back. But don't call back the number they give you. Call a number that you get online or in the phone book.

For More Information:

Visit the FCC's website at [www.fcc.gov/cgb](http://www.fcc.gov/cgb) or [rsfiber.coop/support/documents-links](http://rsfiber.coop/support/documents-links) for RS Fiber's policy.



## Caller ID Spoofing Tips, Continued

Your Local RS Fiber Contact Information:

Phone: **(800) 628-1754**

Physical Address: **310 Main Avenue, Gaylord, MN 55334**

Mailing Address: **PO Box 326, Gaylord, MN 55334**

## Minnesota Telephone Assistance Plan (TAP)

TAP provides eligible persons with a monthly credit off their phone bill. For more information call your local Customer Care Representative.

## Phone Equipment Distribution Program

This program provides assisted phone devices to people who are hearing impaired, speech impaired and physically disabled. To make a relay call dial **7-1-1** or **(800) 627-3529**.

For More Information Relating to TAP:

Phone: **(800) 657-3663**

TTY: **(888) 206-6555**

Email: **ted.program@state.mn.us**

Website: **tedprogram.org**

## MN Relay System

The Minnesota Relay System (MRS) is a telecommunications service for speech and hearing-impaired customers.

### Communicate With Anyone Who Has A Phone

To use the Minnesota Relay System, the call you're making must begin or end in Minnesota and direct dial service (dialing one plus the area code and number) must be available on the phone you're using. The MRS allows you to make calls anywhere in the world. MRS allows Telecommunications Device for the Deaf (TDD) users to communicate directly to the person they called. By dialing the MRS 800 number, the TDD user will be connected to a Communications Assistant who then translates the TDD messages. Similarly, TDD users who would like to listen to the person they called may ask for Hearing Carryover. This allows them to listen to the person's voice and type a reply on the TDD. Again, the Communications Assistant will translate the TDD message.

### Your Calls Are Private

Calls you make through the MRS are confidential. Communications Assistants are professionally trained to follow the strictest code of ethics and regulations.

### How To Make Emergency Calls

1. Dial **9-1-1** from your phone.
2. TTY callers should dial **9-1-1** directly or other existing emergency numbers in emergency situations. All 9-1-1 centers are now equipped to handle TTY calls.
3. After 9-1-1 dispatchers answer the call, pressing the space bar may help to inform the dispatcher this is a TTY call.
4. Dial 9-1-1 directly, as using Minnesota Relay for 9-1-1 calls may result a delay in getting your urgent message through.

### How To Place A Call

1. Dial **7-1-1** from your phone.

### Phone Numbers For Minnesota Relay

- TTY/Voice/HCO/ASCII **(800) 627-3529**
- VCO Direct **(800) 627-3024**
- STS **(877) 627-3848**
- Spanish Relay **(877) 627-5448**

For More Information On Minnesota Relay:

Minnesota Relay Consumer Relations

Phone: **(651) 602-9005**

TTY: **(800) 657-3775**

## Stop Yourself from Being Slammed

Slamming occurs when your local or long distance service is switched without your consent. You should always carefully check your monthly phone bill to verify that your service has not been switched without your authorization. At your request, RS Fiber can put a Local or Long Distance Carrier Freeze on your line for no additional charge. This precaution ensures your service will not be switched without your consent. If you would like a Carrier Freeze put on your line, please complete both sides of the attached form and return it with your RS Fiber bill payment.

## Phone Number Porting

If you are switching your telephone provider within the same geographic location and want to keep your current number, we will contact your previous telephone provider and “port” (or move) your number to RS Fiber service. When you move to a new geographic location, it is not always possible to keep the same number. Please contact RS Fiber at **(800) 628-1754** to find out if you can keep your current number. The ability to port your phone number is protected under the Federal Communications Commission’s “local number portability” rules.