

WELCOME!

We've designed our Annual Notice to help with any questions you may have regarding your Dakota Central Telecommunications digital television, telephone, high speed data, and other services. You'll find customer service information, helpful telephone numbers and mailing addresses, as well as billing and technical details. We follow various policies and practices when providing you DCT services. We summarize in this Notice the policies and practices that directly affect you. We may change these policies and practices in the future and, if that occurs, we will notify you. We regularly review our services, policies and practices as part of our commitment to improve the quality of services we provide to our subscribers. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date of those changes. If you find the changes unacceptable, you have the right to cancel your service. However, if you continue to receive services after the effective date of any changes we will consider that your acceptance of the changes. Dakota Central Telecommunications is committed to providing you state-of-the-art technology and exceptional service to give you the finest services possible. We sincerely appreciate your business and look forward to serving all of your communications and entertainment needs.

OUR PLEDGE TO YOU

It is our mission to be the provider of progressive, quality communications services for the benefit of all of our customers. Dakota Central's Board of Directors and employees will accomplish our mission through the expansion and improvement of our network in a fiscally responsible manner, acting as good stewards of our owners' investment. Dakota Central's Board of Directors and GM/CEO will continue to employ and develop a professional staff who shares our philosophy and who will advance as we advance. Dakota Central's Board of Directors and employees will act with the highest degree of honesty and integrity.

A CLEAR PICTURE AND HOW TO KEEP IT

We do everything possible to make sure the picture you receive is the best it can possibly be. If you're experiencing reception problems, there could be a quick, easy solution right in your home. Before you call us, please review the following troubleshooting checklist: (1) Make sure your TV and the set-top-box are plugged into a live electrical outlet and are turned on. Press the 'Power' button. You may need to re-boot your STB and/or switch by unplugging the thin black power cord found on the back side of your equipment. (2) Ensure your TV is tuned to channel 3 or the proper input channel (3) Hand-tighten all the connections to your TV, VCR, and set-top-box. (4) Make sure the batteries in your remote are working properly. If you have tried all the items on this checklist and the problem is still not resolved, please visit our website, www.daktel.com, or call the Dakota Central Customer Service Department at 1-800-771-0974. While we do everything possible to ensure trouble-free reception, from time to time equipment failures can occur.

BILLING POLICIES AND PROCEDURES, QUESTIONS AND ANSWERS

Your Dakota Central Telecommunications monthly statement not only gives you a listing of your charges, payments, and credits it also may contain special messages, such as those regarding service or price changes. Please take the time to read the monthly messages and review your bill carefully to make sure your name, address and other billing information are correct. Generally, you will be billed at the same time each month.

Why is my service billed in advance?

With your Dakota Central Telecommunications service, you pay for your current billing period at the beginning of that period. The exceptions are for long distance calls and Internet overages, which generally are billed after they are provided to you.

What does "prorate" or "partial-month" mean?

We provide service to you on a month-to-month basis. Charges for service start the same day service is installed. A prorate, also known as a partial month, is a service charge or credit for a period of time less than one month. For example, if your regular billing cycle is from the 1st to the 30th of the month, and you begin or change your service on the 15th of the month, you will see a prorated service charge from the 15th to the 30th. All prorated charges will show the range of service dates and the corresponding cost for that service.

What fees and taxes are on my bill?

Residential Access Line Charge. This is a charge proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.

* 911 - This charge is imposed by local governments to help pay for emergency services such as fire and rescue.

* Federal Excise Tax - This is a three percent tax mandated by the federal government (not the Federal Communications Commission (FCC)). It is imposed on all telecommunications services, including local bills.

* (Federal) Subscriber Line Charge - This was instituted after the break-up of AT&T in 1984 to cover the costs of the local phone network. This charge may appear as "FCC Charge for Network Access," "Federal Line Cost Charge," "Interstate Access Charge," "Federal Access Charge," "Interstate Single Line Charge," "Customer Line Charge" or "FCC Approved Customer Line Charge". The FCC caps the maximum price that a company may charge for this. This is not a government charge or tax, and it does not end up in the government's treasury but is used to invest and implement new services in high cost rural areas.

* State & Local Municipal Tax - This charge is imposed by state, local and municipal governments on goods and services. It may also appear as a "gross receipts" tax in some states.

* Telecommunications Relay Services Charge - This state charge helps to pay for the relay center that transmits and translates calls for hearing-impaired and speech-impaired people.

* FUSC Charge (Federal Universal Service Charge) - The Federal Universal Service Fund is designed to provide discounted telecommunications services to schools, public libraries and low income consumer customers. The Federal Universal Service Charge (FUSC) charged by telecommunication companies is mandated by the Federal Communications Commission. This charge is applied upon interstate, international call usage, and wireless.

When is my bill due?

The bills you receive will show "due upon receipt" and the amount of the payment due. When you subscribe to our services, you agree to pay us monthly for that service and for any other charges due us, including any administrative late fees and related fees, charges, and assessments due to late payments or non-payments, any returned check fees, and other separate or additional fees. Payments received from you will be deemed to be voluntarily paid.

What if there is a billing error?

If there are billing errors or other request for credit, you must bring those to our attention within six (6) months from the time you receive the bill for which you are seeking correction.

Why is my payment not reflected on my current statement?

If a payment is received after we process your next month's bill, it may not show on your current statement but will appear on the following month's statement.

What is the disconnect policy?

Subject to applicable law, your service may be disconnected if you do not pay your bill by the due date indicated on your Final Notice statement. We may require you to pay all past due charges, a reconnection fee, and possibly a minimum of one month's advanced charges before we reconnect your service. If disconnected for non-pay and you do not reconnect, any equipment must be returned to us. Further if equipment is not returned your account will be charged and/or criminal charges may be pressed. If your account is delinquent for more than 30 days, your service may be disconnected. You may request that your service be disconnected at any time. Your billing for service will stop the date you request to have the service disconnected. To avoid any further liability, all equipment required must be returned to Dakota Central at the time of disconnection.

PROTECTION OF PERSONAL INFORMATION

This notice is being provided in accordance with the Cable Communications Policy Act of 1984, a federal law which requires all cable operators to notify subscribers of the collection, use and disclosure of personally identifiable information regarding a cable subscriber. We consider the privacy of our subscribers to be very important, and we are committed to keeping nonpublic personal information about our subscribers secure and confidential. This summary of our Privacy Policy is provided to you pursuant to federal law. It does not represent change in our policies. We always have

regarded subscriber information as confidential. In the following paragraphs we will describe the types of personal information we collect, what we may do with it, how we protect it, how long we keep the information, and your right to review it, to correct errors in it and to enforce your rights. With respect to our internal security procedures, we maintain physical, electronic and procedural safeguards to protect your nonpublic personal information, and we restrict access to this information.

Disclosure of Information—Personal Privacy Protection

To protect the integrity of your account with Dakota Central Telecommunications, you will be asked to verify specific personal information when you call or visit one of our Customer Service personnel. Dakota Central Telecommunications will strive to protect your privacy and will not release personal information in relation to your account except to those businesses or individuals to which it is lawfully permitted to do so. We may disclose personally identifiable information about you to others without your consent if necessary to conduct a legitimate business activity related to a service provided by us to you. For example, if necessary, we may disclose without your consent your name, address or other subscriber information we have collected to an affiliate. (a) to assist us in providing administrative, customer assistance or other customer services; (b) to prepare, print and/or deliver monthly invoices for our services or other marketing or informational materials we would like to distribute to our customers; (c) to prepare and conduct subscriber surveys that allow us to assess and enhance our services that we provide to you; (d) to collect a past due bill; or (e) to develop and/or maintain software for us. We also will refuse to disclose any personal information pertaining to you to a governmental agency unless forced to do so by a court order or subpoena. We will notify you before responding to such requests, unless we are legally prohibited from doing so, to give you a chance to contest the government's request if permitted by law. However, under certain circumstances, the government may obtain a court order blocking us from giving you notice of the government's request before we are required to respond to it.

Noncompliance

If you believe we have violated your privacy rights as established by law, in addition to other remedies that may be available to you, you may bring a civil action against us in a United States District Court.

Telephone Service Information

There are special rules governing use of information we obtain from our telephone customers. They are described in the section of this notice titled "Notice of Rights Concerning Use of Customer Proprietary Network Information."

COMPLAINT RESOLUTION

In compliance with the requirements of Section 76 of the FFC Rules, we are required to inform you that Dakota Central Telecommunications has in effect the following procedures to ensure that any complaints that may arise concerning the technical quality of the cable television signals we deliver to you are promptly and efficiently resolved:

1. All complaints concerning the technical quality of the cable television signals we provide to you should be put in writing and sent to the following address: DCTV, Attn: Customer Service, P.O. Box 299, Carrington, ND 58421. Alternatively, you may call Dakota Central Telecommunications at 1.800.771.0974 to discuss the problem with one of our customer service representatives.
2. All complaints received concerning the technical quality of the cable television signals will be logged in on the same day of receipt. The date, time and nature of the complaint will be noted, as well as the name, address, and telephone number of the subscriber.
3. Complaints concerning the technical quality of cable television signals will be investigated by a service technician. If the problem can be resolved without a service call to your premise, you will be advised of this and the resolution of the complaints will be noted in our trouble ticket software, which is maintained by the company.
4. All reasonable efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact Dakota Central at 1.800.771.0974, and we will review the complaints and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reason we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the City of Jamestown, 102 3rd Ave. SE, Jamestown, ND 58401, or the appropriate local franchising authority.

CUSTOMER CONCERN RESOLUTION

Should you have any questions or concerns regarding your Dakota Central Telecommunications service, we urge you to call our Customer Service Department at 1-800-771-0974. This number also is provided on your monthly statement. You may submit your concern in writing. When writing to us, please include your name, address, telephone number, and description of the error, and mail to the following address: Attn: Customer Service, Dakota Central Telecommunications, PO Box 299, Carrington ND 58421. Or you may email us at customerservice@daktel.com. If you have a telephone service complaint you feel is not being resolved to your satisfaction you may contact your state public utility commission. In North Dakota call the Public Service Commission (PSC) at 1-701-328-2400.

Do-Not-Call Policy

The National Do Not Call Registry has been established to address unwelcome telemarketing calls. The registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. You can register your number online at WWW.DONOTCALL.GOV or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Registration is free.

Notice of Rights Concerning Use of Customer Proprietary Network Information

In the course of providing service to you, Dakota Central Telecommunications collects information concerning the telephone services you purchase and how you use them. This information is known as "customer proprietary network information" or "CPNI." CPNI includes any information on the quantity, technical configuration, type, destination, location and amount of use of your service that we obtain because we are your telephone carrier. It does not include names and telephone numbers published in telephone directories or information we obtain as a result of providing service to you we use CPNI to monitor the quality of the service we provide and to prepare your bills. We also use CPNI to market services and equipment to you and other customers, including telephone service and Internet access as well as to notify you when services may be out for maintenance or when there may be changes made to those services. We share CPNI with companies that provide billing and other services that we use to offer telephone service, and with companies that are affiliated with us. You have a right, and we have a duty, under federal law to protect the confidentiality of CPNI. We have the right under federal law to use your CPNI to provide telephone service, to bill you, to market services related to services you already buy from us, to protect our facilities and property and in response to lawful demands from law enforcement agencies. You have the right to disapprove of our use of CPNI for marketing services other than those that are related to services you already buy from us and to withdraw access to CPNI at any time. Withdrawing access to CPNI will not affect our ability to provide telephone service to you, or the quality of the service we provide. However, if you do withdraw access to CPNI, it may be more difficult for us to help you if you want to purchase the most cost-effective service package. Allowing us to use your CPNI may enhance our ability to offer products and services tailored to your needs. If you want to allow us to use your CPNI, you do not have to do anything. If you do not wish to allow us to use your CPNI for marketing services other than those that are related to services we already provide to you, you can notify us at any time **in writing** at the following address: Attn: CPNI Opt Out, Dakota Central Telecommunications PO Box 299, Carrington, North Dakota, 58421. The request must state that you want to deny access to CPNI, include your account number, list all of the telephone numbers that you wish to cover with the request and be signed by someone who is as an authorized party for your account. In accordance with the FCC's rules, if you do not make a request to limit or disallow use of your CPNI within thirty (30) days of this notice, we will assume that you wish to allow us to use your CPNI until you tell us otherwise. Whatever decision you make is binding on us for the use of CPNI outside of the services to which you already subscribe for a period of 2 years or until you affirmatively revoke or limit your approval or denial.

GENERAL INFORMATION

FCC Address:

Federal Communications Commission, Consumer & Governmental Affairs Bureau, 445 12th Street, SW, Washington, D.C. 20554, 1-888-225-5322, TTY: 1-888-835-5322

Call Before You Dig

There may be underground utility cables located in your yard. Digging into an underground cable line, phone line, electric cable, gas line or water and/or wastewater line could result in serious personal injury, service interruptions, property damage or pollution of the environment. If utility lines are cut you may be liable for charges. Please call the number for your state to locate underground utility cables at least 2 days before you dig: Quick access to 'One-Call' centers by dialing 811; or North Dakota 1-800-795-0555.