

ATTENTION: IMPORTANT NOTICE CONCERNING YOUR LOCAL TELEPHONE SERVICE.

Pursuant to recent changes to Iowa statutes as the result of passage of Senate File 2195, we are providing you with this Notice to inform you of certain changes to our terms and conditions for local telephone service. This Notice is not notice of a rate increase, and our rates for local service are not changing at this time. If you have any questions concerning this notice, please contact us at (515) 826-3206.

TERMS OF SERVICE. The terms and conditions governing local telephone service provided by Cooperative Telephone Exchange (the “**Company**”) are changing. Effective July 1, 2019 (the “**Effective Date**”), the Company’s local exchange services will no longer be governed by the Terms of Service contained in our Service Catalog, but will instead be governed by the enclosed Standard Agreement for Local Exchange Service and our other Terms and Conditions which are described in this Notice. **If you continue to use local telephone service following the Effective Date, your use of service will be governed by the new Terms and Conditions.** Our Terms and Conditions cancel and supersede (i) Terms of Service identified in our Services Catalog (ii) any terms and conditions of service published by the Company and effective prior to the Effective Date.

ACCEPTANCE. IF YOU WISH TO ACCEPT OUR TERMS AND CONDITIONS AND CONTINUE RECEIVING LOCAL TELEPHONE SERVICE FROM THE COMPANY, YOU NEED NOT TAKE ANY ACTION. Acceptance of our Terms and Conditions occurs upon any of the following: (a) you provide a written or electronic signature expressly accepting; (b) you orally or electronically order and/or activate local telephone service, following the Effective Date; or (c) you use local telephone service, following the Effective Date. **IF YOU WISH TO REJECT OUR TERMS AND CONDITIONS, PLEASE NOTIFY US PRIOR TO THE EFFECTIVE DATE, AND WE WILL CANCEL YOUR SERVICE ORDER OR DISCONNECT YOUR LOCAL TELEPHONE SERVICE.** If you elect to cancel service, you will be responsible for all usage charges, non-recurring charges, and early termination charges applicable to your services and the pro rata portion of service charges incurred prior to the effective date of the cancellation.

WHY ARE TERMS AND CONDITIONS REQUIRED? Previously, the Company provided local exchange services and facilities pursuant to the Terms of Service identified in our Services Catalog. As a result of recent changes to applicable law and regulations, the Company will no longer be governed by the “**Terms of Services**” identified in our **Services Catalog**. As of the Effective Date, we will provide Service pursuant the “**Terms and Conditions**” identified in our **Services Catalog** which include the following documents, each as may be amended or modified from time to time as provided therein:

- (a) Our Standard Agreement for Telephone, Broadband and Cable Television Services;
- (b) Our Rules and Regulations for Telephone, Broadband and Cable Television Services;
- (c) Our Terms and Conditions – Telephone Service;
- (d) Our Terms and Conditions – Broadband Service;
- (e) Our Terms and Conditions – Cable Television; and
- (f) Our Services Price List.

HOW CAN I OBTAIN A COPY OF YOUR TERMS AND CONDITIONS? A copy of our Standard Agreement for Local Exchange Service is enclosed. The Terms and Conditions is available at the Company’s office, on the Company’s website (www.cooptelexchange.com) or by email or U.S. Mail upon request.

CHANGES TO RATES OR TERMS AND CONDITIONS. We may change rates, terms and conditions or other provisions in our Terms and Conditions at any time by giving you notice as required by law. We may decrease prices without prior notice. Notice of increases to the prices or material changes to the Terms and Conditions will be given to affected customers. The notice may be provided on your monthly bill, as a bill insert, by email, on our website, or by other written communication or notice as permitted or required by applicable law or regulation. If you elect not to cancel your service and continue to use service after the communicated effective date of any such changes, your continued use of service will constitute acceptance of the modified Terms and Conditions.