



Customer Compliance Agreement and Authorization

By establishing service with IGL TeleConnect, you agree to the rules and regulations set forth in the telephone tariff and terms and conditions for the services as set forth at www.iglteleconnect.com. You hereby authorize IGL TeleConnect to obtain a customer service record from your existing telephone company(ies). You understand that changing from your current telephone and/or internet company(ies) may incur a charge from your previous provider. By establishing telephone service with IGL TeleConnect, you are designating IGL TeleConnect to act as your agent for the purpose of making preferred carrier changes and authorize IGL TeleConnect to inform your existing local exchange carrier of the changes, and acknowledge that you are aware of and understand the limitations of your 911/E911 service. You certify that you are 18 years of age or older and have the proper authority to establish an account with IGL TeleConnect.

Customer Premise Equipment

All equipment installed or provided to establish VoIP and internet service remains property of IGL TeleConnect. If any equipment is stolen, lost or becomes damaged (except for normal wear and tear) you will be responsible for the full cost of replacement. Customers may choose to have the equipment covered by a homeowner's policy or renter's insurance. If you cancel service or IGL TeleConnect terminates your service, you agree to return all equipment to IGL TeleConnect during normal business hours within 7 days of cancellation or termination. If equipment is not returned in the time frame or in the same condition you received (except for normal wear and tear), you will be billed the full cost of the equipment.

VoIP 911 Services

IGL TeleConnect provides all of its telephone customers with basic 911 service, and provides Enhanced 911 service, or E911 service where available. With E911 service, your registered address and phone number is automatically delivered to the proper local emergency call center. If you are in an area where E911 service has not yet been deployed, your call will be routed to an emergency call center through the traditional 911 network based on the location information IGL TeleConnect has on record, however the dispatcher will not have your address and may not have your phone number. In order to provide 911 and E911 service, IGL TeleConnect must know the physical location of the IGL TeleConnect analog telephone adapter or PBX phones provided to you in connection with activation of the service. You will be prompted to provide this information during sign-up. If this address is not accurate OR IF YOU MOVE YOUR SERVICE TO ANOTHER LOCATION EVEN TEMPORARILY, you must call customer service at 712-338-8352 or 712-432-8352 to update the location of your service. IF THE PHYSICAL LOCATION OF YOUR SERVICE IS NOT ACCURATELY REFLECTED ON RECORD, EMERGENCY SERVICES WILL NOT BE ABLE TO LOCATE YOU IF YOU ARE UNABLE TO SPEAK YOUR ADDRESS OR ARE DISCONNECTED (EVEN IN AREAS WHERE E911 SERVICE IS AVAILABLE) DURING A 911 CALL AND/OR THE CALL MAY BE MISDIRECTED TO AN INCORRECT LOCAL EMERGENCY SERVICE PROVIDER.

You acknowledge that 911 and E911 service will not be available unless all service requirements are activated, operational, and continuous without interruption throughout the duration of the call, including, but not limited to power supply, broadband internet connection, internet service provider log-in without "timing out," and service log-in. For a complete description of 911 services, visit http://www.iglteleconnect.com/Downloads/Terms_Conditions_5-28-15.pdf or a printed copy will be provided upon request.

Wireless Internet Acceptable Use Policy

IGL TeleConnect sets forth the Wireless Internet Acceptable Use Policy with the intent of protecting our service and to ensure our customers have a productive, efficient and quality experience. All customers should read this document, which can be found at www.iglteleconnect.com or a printed copy will be provided upon request. Even if you do not read it, you are still responsible for the policy written. We reserve the right to disable your account, without warning, if you violate the policy.

Customer Proprietary Network Information (CPNI)

IGL TeleConnect's policy, as allowed by the FCC, is to presume that all subscribers have given their consent for IGL TeleConnect to use CPNI for purposes of marketing our communications-related products and services to them, unless they specifically tell us otherwise. In marketing our communications-related products and services we may, from time to time, use independent contractors, agents, or engage in joint venture partnerships, and those contractors, agents, or partners may obtain access to your CPNI solely for these marketing purposes. If you do not agree with our use of CPNI for these limited purposes, you may notify IGL TeleConnect at any time. However, if you do not contact us to opt-out within 30 days of this notice, we are permitted to use that information for these purposes unless and until you do contact us.

Billing and Payment Information

Your monthly statement provides a listing of your charges, payments and credits as well as special messages regarding service or rate changes. Customers may choose to receive their bill via postal service, email attachment, or through Ebill. Bills are mailed or emailed to customers around the 5th of each month and are due on the 25th. Services are billed one month in advance. You will receive your monthly statement via:

- US Postal Service
- Email attachment
- Ebill - Receive an email when your bill is available to view and pay online. You must first register to use this service by going to www.iglteleconnect.com/Ebill and entering the following credentials:

Account Number _____
Security Code _____

- Enroll in AutoPay to have automatic recurring payments from your bank account or credit/debit card deducted on the due date each month (authorization form required).

Thank you for choosing IGL TeleConnect. For account questions or support, call 712-338-8352 or toll free 800-281-1072.

Account Name _____	Wireless Network Name _____
Phone _____	Wireless Password _____
Install date _____	IGLtel.com Email _____
Technician _____	Email password _____

To view the full version of IGL TeleConnect's Customer Agreement, visit www.iglteleconnect.com