

MONITOR COOPERATIVE TELEPHONE COMPANY TELECOMMUNICATIONS ACCEPTABLE USE POLICY

General

This Acceptable Use Policy is designed to provide information about Monitor Cooperative Telephone Company's telecommunications service and the expectations and conditions that customers subscribing to that service must meet.

As a general matter, the rules for customer conduct are set out in Monitor Cooperative Telephone Company's price list. The price list applies to customers that Monitor Cooperative Telephone Company serves as an incumbent local exchange carrier or ILEC. These customers reside in the Monitor area. The price list is available at Monitor Cooperative Telephone Company's business office in Woodburn.

Certain rules of conduct are also contained in the regulations adopted by the Oregon Public Utilities Commission. Those rules are contained in Chapter 860 OAR, in particular Division 34. You can access these rules at the Commission's website by clicking on the "Oregon Administrative Rules" on the Commission home page: <https://www.oregon.gov/puc>.

Disconnection of Service

Your subscription to Monitor Cooperative Telephone Company's telecommunications service is subject to being disconnected if you use the service to engage in any of the following activities:

- To harass another person;
- To engage in fraudulent activity;
- To engage in an illegal robocall activity. For this purpose, robocalls are calls made with an auto dialer or containing a message made with a prerecorded or artificial voice and are used for telemarketing purposes or to perpetuate a scam or fraud;
- Any other illegal activity.

Service Level/Equipment Requirements

Monitor Cooperative Telephone Company will make reasonable efforts to assure that Monitor Cooperative Telephone Company's telecommunications service is available to you twenty-four hours a day seven days a week. However, it is possible that there will be interruptions of service. Monitor Cooperative Telephone Company shall not be liable for interruptions caused by failure of equipment or services, failure of communications, power outages, network failures of other carriers or other interruptions to Monitor Cooperative Telephone Company's telecommunications service.

Monitor Cooperative Telephone Company shall not be liable for performance deficiencies caused or created by your equipment. You will be responsible to provide the proper installation, operation and maintenance of your equipment using connection with the Monitor Cooperative Telephone Company's telecommunications service.

Further, you need to ensure that the equipment that you use is technically and operationally compatible with Monitor Cooperative Telephone Company's telecommunications service and is in compliance with applicable Federal Communications Commission's rules and regulations.

Sharing or reselling Monitor Cooperative Telephone Company's telecommunications service with another person that is not a member of your family (or in the case of a business, each person is not an employee or co-owner) is considered a theft of service. Monitor Cooperative Telephone Company's telecommunications service is intended for the use of one family or one business within a single premise. Sharing of service with other families or other businesses, whether or not you charge them for use of the service, is not permitted.