



## Residential Phone Service Disclaimer

### Residential Unlimited Local and Long Distance Plan Details

What types of calls are included in the unlimited long distance? Direct dial (1 + area code + phone number) calls to 48 states, Alaska, Hawaii, Puerto Rico, Virgin Islands and Canada.

No international calls are allowed, only calls to the states and countries listed in the prior sentence. Local calls from the Camp Douglas exchange include: Camp Douglas, New Lisbon, Tomah, Warrens, Wilton, Mauston, Elroy, Necedah and Kendall.

Local calls from the New Lisbon exchange include: New Lisbon, Camp Douglas, Mauston, Elroy, Necedah and Kendall.

The average directory assistance rate is \$0.95/minute.

Customers can use call completion for an average rate of \$0.50/minute.

Call, chat or email LYNXX NETWORKS Customer Service Department for current installation, labor charges and application for service procedures.

Taxes and government fees not included in the prices shown. Prices are subject to change without notice.

### Important Information About Optic Voice Details

Optic Voice service will not work in the event of a power outage unless a battery back-up is installed and in working order. Lynxx Networks offers an 8 hour and 24 hour battery back-up options. Contact the Customer Technology Consultant department for retail prices. A customer can also purchase a battery back-up at the retail store of their own choice.

Optic Voice is a fixed voice service which means it cannot be moved to another location outside of Lynxx's network. It will not function. Example: A Lynxx Optic Voice customer resides in New Lisbon but spends a couple of months during the year in Arizona. They want to be able to take their Optic Voice service with them to Arizona and utilize it while staying in Arizona. The service will not work in Arizona.

If your internet service is disconnected due to non-payment of your monthly Lynxx bill, your Optic Voice will be disconnected at the same time as your internet. Your Optic Voice service is powered by your internet service. Additionally, when your Optic Voice service is disconnected, you are not able to call 911, 611 or Lynxx's local office.