

WELCOME

Allstream is Your Partner in Trust

We are delighted to welcome you and look forward to serving your communication needs. Your satisfaction is our success. You can count on our solutions to power the work that makes you great. Responsive service from a reliable expert is what you can expect. We pledge to do everything possible to meet your communication service needs today and to understand your complex and changing business needs to help you plan for the future. Together, we power possibility with technology you trust and people you know.

The Allstream Advantage

For effortless account management, we invite you to try our convenient, secure, and free online account management tool. Enjoy the freedom and flexibility of managing your Allstream account from any internet connection.

With our online portal you can:

- + View detailed account information
- + Pay your bill
- + Contact customer service
- + Download reports
- + Check the status of a service ticket

DON'T BE DOUBLE BILLED

Prevent Double Billing with One Simple Step: Once your services are transferred to Allstream, contact your previous carrier(s) to confirm that they have stopped billing.

Save Time, Money, and the Environment

SECURE ONLINE ACCESS - Receive all your monthly statements online! Paperless billing provides monthly email notifications when your bill is ready to view.

SAVE TIME AND MONEY - US customers are able to deduct monthly payments from a checking account automatically with Allstream's Automatic Payment option. No more checks to write. No more postage to pay for. This feature is coming soon for Canadian customers!

PEACE OF MIND - Eliminate late charges. Rest assured that your payment will always be processed in a timely manner.



Do Not Call

US and Canada federal governments created their National Do Not Call Lists to make it easier to stop most unwanted telemarketing sales calls. To register or receive information about the US National Do-Not-Call Registry, call 1-888-382-1222 (TTY 1-866-290-4236) or visit <http://www.donotcall.gov>. To register or receive information about Canada's National Do Not Call List, call 1-866-580-3625 (TTY 1-888-362-5889) or visit <https://lnnte-dncl.gc.ca/en>.

NOTICE TO TELEMARETERS -Persons engaging in telemarketing must limit their telemarketing according to the Do Not Call Lists. The Do Not Call rules also require that persons engaging in telemarketing must transmit caller identification (Caller ID) information. The information transmitted must, at a minimum, provide the called party with a telephone number that permits the called party to make a do-not-call request during regular business hours. Where available, the name of the telemarketer must also be transmitted.

For more information, Allstream highly recommends that you visit the US National Do Not Call Registry web site for telemarketers at: www.donotcall.gov or the Canada National Do Not Call List web site at <https://lnnte-dncl.gc.ca/en>.

Caller ID Spoofing

Caller ID Spoofing is the practice of manipulating the telephone network so that Caller ID information is changed or falsified, resulting in the display of a name and/or number on the recipient's caller ID display which may not be that of the actual caller. Please be aware that Caller ID information can be manipulated and deliberately falsified for fraudulent purposes. For more information please visit <https://www.fcc.gov/consumers/guides/spoofing-and-caller-id> in the US or <https://crtc.gc.ca/eng/phone/telemarketing/identit.htm> in Canada.

Telecommunications Relay Service

Relay Service is a public service which guaranteed all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically people who are deaf, deaf-blind, hard of hearing or have speech disabilities, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish-to-Spanish and Captioned Telephone to connect with family, friends, or business with ease. Dial 7-1-1 to connect with the Relay Service in your area. For more information please visit <https://www.fcc.gov/consumers/guides/telecommunications-relay-service-trs> in the US or <https://crtc.gc.ca/eng/phone/acces/mrsrt.htm> in Canada.



First Invoice Notice

Partial month charges appear on your invoice when your service is initiated or when new services are added in the middle of a billing cycle. These charges begin the date your new service starts and run up to the date your regular billing cycle ends.

Summary Billing

In an effort to further reduce our environmental impact, all US customers are switched to a summary invoice after their second bill cycle. All pertinent account information will still be provided on our normal summary pages, only the long-distance call detail will be removed. This reduces our environmental impact by decreasing the amount of printed paper used each month. Viewing long-distance detail is always available online by simply logging in to your Allstream account. This feature is coming soon for Canadian customers!

Net Community Responsibility

Allstream is committed to providing high-quality Internet access services and is committed to being a responsible member of the Internet Community. Subject to our Acceptable Use Policy and Internet Access Policy, Allstream does not block or impose rate-controls for specific protocols nor restrict interconnection of specific network devices. Allstream's policies addressing acceptable use, Internet access, end-user security, privacy, and complaint processes, can be found here: <https://allstream.com/legal-policies/>.

PREVENT TOLL-FRAUD

Allstream wants to help you protect your business from toll fraud. Toll fraud occurs when unauthorized persons gain remote access to a business' telephone and/or voicemail system and generate long distance or 'toll' calls. While this can happen domestically, toll fraud is typically associated with international calling.

If you do not place international calls and would like to block this feature, please contact your local Customer Care representative.

IT IS THE EXCLUSIVE RESPONSIBILITY OF THE CUSTOMER TO PREVENT THE OCCURRENCE OF FRAUD.

The Customer is responsible for payment of any charges incurred due to toll fraud, whether known or unknown, and whether or not Allstream takes any actions to stop or block toll fraud. Please note that as a protective measure, Allstream reserves the right to block International long distance.

You can find more information about preventing Toll Fraud at: <https://allstream.com/preventing-toll-fraud/>.

STATEMENT OF CUSTOMER RIGHTS

+ **CUSTOMER RIGHTS** – Allstream will: provide service if you are a qualified applicant; offer you at least one 12-month deferred payment plan if you have a financial emergency; let you pay a security deposit in three installments, if one is required; follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected; and give you written information about Commission rules and your rights and responsibilities as a customer under those rules.

+ **CUSTOMER RESPONSIBILITIES** – You will: use services safely and pay for them promptly; contact Allstream when you have a problem with payment, service, safety, billing, or customer service, including billing or other errors; contact Allstream when you anticipate a payment problem to attempt to develop a payment plan; notify Allstream when you are moving to another location or stopping service in your name or stopping service altogether; and permit access to your property for essential utility company personnel and equipment.

+ **Contact your Allstream Customer Service team at 1-866-468-3472 (US) or 1-888-288-2273 (Canada) to resolve any issues or questions.**

US Customer Proprietary Network Information (CPNI)

This information regarding Customer Proprietary Network Information, or CPNI, is provided in accordance with US federal regulations that require telecommunications carriers to provide notice concerning a carrier's use of CPNI.

Customer Proprietary Network Information, or CPNI, is the information that Allstream gathers about its customers 1) that relates to the quantity, technical configuration, type, destination, and amount of use of telecommunications services subscribed to by its customers and that is made available to Allstream solely by virtue of the carrier-customer relationship; and 2) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. CPNI does not include subscriber information.

US Customer Privacy

Allstream offers various communications-related service, including local and long-distance service and telecommunications equipment. In order to better serve your communication needs, from time to time we would like to share your CPNI across product lines within Allstream. Allstream may also share your CPNI on a limited, as-needed basis with trusted agents and independent contractors that assist Allstream in providing you with communication-related services. These parties share a duty to protect your CPNI. Allstream will only share your CPNI with its agents and independent contractors with your explicit permission. Our use of CPNI may enhance our ability to offer products and services tailored to your specific needs. Allstream will not sell your CPNI to third parties without the appropriate authorization from you, or a law enforcement agency or court of law.



US Customer Rights

CPNI is subject to US federal and certain state laws and regulations. Allstream is fully committed to complying with these CPNI laws and regulations. You have the right to protection of your confidential information, and Allstream has the duty to protect that information. If you prefer that Allstream not use, disclose, or allow access to your CPNI to offer you our communications-related products and services to which you do not already subscribe, you may “opt-out”—that is, you may direct us not to make these disclosures across additional product lines within Allstream. Your decision to opt-out will not affect the provision of any services to which you currently subscribe. You may opt-out at any time by contacting Allstream. Your approval or denial of approval for the use of CPNI is valid until such time as your telephone services are discontinued or you affirmatively revoke or limit such approval or denial. If you choose to opt-out, Allstream’s ability to offer you certain services to which you do not currently subscribe, including promotions and cost-saving bundled services, may be limited.

How to Contact Us to Opt-Out

If you wish to opt-out, you may do so in the following ways:

1. In writing to Allstream at the following address:
Allstream Business, Inc, ATTN: CPNI
18110 SE 34th St.
Building One, Suite 100
Vancouver, WA 98683
2. By phone or fax to the Allstream Customer Service numbers listed on your invoice.
3. Online at <https://my.allstream.com/cpni.aspx>.

Personal Information Protection and Electronic Documents Act (PIPEDA)

The Personal Information Protection and Electronic Documents Act (PIPEDA) is Canada’s federal privacy law for private-sector organizations. It sets the ground rules for how businesses handle personal information in the course of their commercial activity.

Allstream policies align and comply with the transparency requirements of the data privacy rules and regulations set forth by PIPEDA. For more information, see the Allstream Privacy Statement and the Allstream Privacy Policy at <https://allstream.com/legal-policies/> and The Personal Information Protection and Electronic Documents Act (PIPEDA) at <https://priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/>.

