



Annual Customer Notifications

January 2026

IMPORTANT NOTICE REGARDING YOUR ACCOUNT

From time to time DRN Read iTech changes its service offerings and makes available additional features and services, which may enhance and augment the services to which you are already subscribed. In order for us to determine which customers may benefit from new services and enhancements, we will use information about your account that is within our database, legally referred to as Customer Proprietary Network Information (CPNI) unless you restrict that use in the manner described below. CPNI includes information such as which long distance carrier and plan to which you are subscribed, calling features and plans to which you are subscribed, and the associated charges for those plans. Use of this data will allow DRN Read iTech to tailor its service offerings to your individual needs.

For this purpose, CPNI data will be used by DRN Read iTech, its subsidiaries, and affiliates only. This data will not be shared by DRN Read iTech with any other outside source except as necessary and required to provide the service(s) to which you are already subscribed, and unless we are legally compelled to.

You have a right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. To restrict the use of your CPNI data, you must contact our business office at 701-344-5000 or customerservice@drtel.com within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial of approval for DRN Read iTech to use this data will not affect the provision of any services to which you subscribe. Your approval or denial of approval for the use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

DO NOT CALL - RESIDENTIAL

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

Add your phone number for free by visiting donotcall.gov, or calling 1-888-382-1222 from the phone you want to register (TTY: 1-866-290-4236). If you register online, you will receive a confirmation email from donotcall.gov. You must click on the link in the email within 72 hours to complete your registration.

The Do-Not-Call Registry prohibits sales calls. You still may receive political calls, charitable calls, debt collection calls, informational calls, and telephone survey calls. In addition, companies may still call if you've recently done business with the company, or if you've given the company written permission to call you. However, if you ask a company not to call you again, it must honor your request. Record the date of your request. For detailed information go to donotcall.gov.

DO NOT CALL - BUSINESS

As you are likely aware, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. As part of the do-not-call initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national Do-Not-Call rules and regulations. We recognize that few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers.

If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of the national Do-Not-Call Registry

and the rules requiring checking of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national Do-Not-Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone solicitation, at 47 C.F.R. § 64.1200 and 16 C.F.R. Part 310, respectively. For detailed information go to donotcall.gov.

LIFELINE

Every person in America should have access to quality, affordable telecommunications services. This principle of “Universal Service” has been the goal of the telecommunications industry for decades. In 1934, the federal government codified the goal and reaffirmed it in 1996 by establishing policies for the “preservation and advancement of Universal Service.” To achieve the Universal Service goal, carriers have access to a fund that is generated by contributions from the telecommunications providers in the United States. Telecommunications companies draw from the fund to provide programs that support telecommunications services nationwide.

For more information, including qualifications, household worksheet, and application, visit www.drn.coop/assistance-programs

NON-DISCRIMINATION STATEMENT

DRN ReadITech is an equal opportunity provider and employer. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) recipient of federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age or disability shall be excluded from participation, in admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization and subsidiaries nondiscrimination compliance efforts is DRTC's general manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Ave SW, Washington, DC 20250-9410, or call 202-720-5964 (voice or TDD). Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.