

CALIFORNIA CONSUMER DISASTER PROTECTION

If there is a state of emergency declared by the California Governor's Office or by the President of the United States that results in a disruption¹ in service or a degradation² in the quality of service, Northland Cable Television, Inc. dba Northland, Northland Communications, and Northland Cable Television ("Northland") residential and small business voice customers located in affected areas of California have the right to the disaster relief protections set forth below for a duration of not less than 12 months from the date of the emergency proclamation or as appropriately determined by the California Office of Emergency Services.

1. Waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;
2. Waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;
3. Waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
4. Waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire Plan;
5. Waiver of the fee for up to five free jacks and associated wiring for Inside Wiring Plan customer upon their return to their permanent location; and
6. Waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

For more information, please contact Northland customer service at 1-888-667-8452.

¹ "Disruption" is the (1) loss of dial tone; (2) no connection or otherwise non-functioning service; or (3) circumstances in which the caller cannot make or receive a voice call because the disaster has rendered the service nonfunctional and so, the caller is unable to make a 9-1-1 call.

² "Degradation" occurs in situations where service is not completely out, but callers still encounter poor service quality, including, but not limited to, static, failure to connect, a fast busy signal, and/or dropped calls, including 9-1-1 calls.