



LUMOS NETWORKS DO NOT CALL POLICY

(Policy specific for LUMOS NETWORKS only)

LUMOS NETWORKS maintains the highest standards of ethical conduct in all its marketing activities and is committed to complying with all federal and state laws.

No employee or agent of **LUMOS NETWORKS** shall engage in telemarketing practices that violate the provisions of the Telephone Consumer Protection Act of 1991, the FTC Telephone Sales Rule, or applicable state regulations. In performing its duties under these requirements, **LUMOS NETWORKS** provides a written copy of this Do Not Call Policy to all personnel or entities that make calls for telemarketing purposes on our behalf. In addition, we also provide training to our customer service employees and other employees engaged in any aspect of telemarketing on our behalf, to ensure that they are informed and knowledgeable in regard to the existence, use and maintenance of the specific to **LUMOS NETWORKS** "Do Not Call" list.

If you don't want to receive sales calls from **LUMOS NETWORKS**, you can ask us to place your telephone number on the **LUMOS NETWORKS** "Do Not Call" list. In compliance with federal and state laws, upon your request, we'll make a record in our files that you contacted us and we will immediately add your number to our "Do Not Call" list. Please allow up to 30 days for your telephone number to be removed from any sales programs that may be currently underway.

- To add your telephone number to the **LUMOS NETWORKS** only "Do Not Call" list, you can make your request in writing to the address below or by calling 1-800-320-6144 for residential accounts, business or wireless accounts. You should include your name, business name, (if applicable) address and telephone number in your request.

LUMOS NETWORKS

Customer Care – Do Not Call List

1150 Shenandoah Village Drive

Waynesboro, Va. 22980

- If you have multiple telephone numbers, please tell us all numbers that you want included on the "Do Not Call" list.
- You will remain on our "Do Not Call" list for five years, unless you ask to be removed.
- If your telephone number ever changes, you must give us your new information for your "Do Not Call" status to remain in effect.

Being on **LUMOS NETWORKS**' "Do Not Call" list means that you will not receive sales calls by anyone representing **LUMOS NETWORKS** for any number on the Do Not Call list. We may still contact you, however, for non-solicitation and non-telemarketing purposes. This could include surveys, billing and other service-related matters.

Please note that **LUMOS NETWORKS**' "Do Not Call" list restricts marketing contacts from **LUMOS NETWORKS** only. If you receive calls from companies you do not want to hear from, you will need to request to be on their Do Not Call list. If you do not want to receive any solicitation calls, we recommend that you add your number to the National Do Not Call List. You may do so by calling 1-888-382-1222, or going online at www.donotcall.gov. Only residential and wireless numbers can register in the National Do Not Call List. Business customers are not eligible.

Please be assured that **LUMOS NETWORKS** respects your right to privacy.