

BURKE'S GARDEN TELEPHONE COMPANY
7044 Burke's Garden Rd. Tazewell, VA. 24651
TEL: 276-472-2345 FAX: 276-472-2785

RIGHTS AND LIABILITIES OF THE COMPANY AND THE CUSTOMERS

Section 1. Service Obligations.

The Company will use reasonable diligence to furnish adequate and dependable services, but it cannot and does not guarantee uninterrupted services nor will it always be able to provide every service desired by each individual member.

The customers should be able to purchase all Telephone Service from the Company to the extent that the Telephone Service meets the needs of customers and is competitively priced.

The Company shall be allowed to inspect and repair Company property and installations located on property of the customers at all reasonable times.

In the event any customer installs or causes to be installed any equipment which, when connected to the facilities of the Company, causes any damage to Company equipment, such customer agrees to indemnify Company for all such damages.

Section 2. Cooperation of the Customers in the Extension of Services.

The cooperation of customers of the Company is imperative to the successful, efficient and economical operation of the Company. Customers who are receiving or who are requesting service shall be deemed to have consented to the reasonable use of their real property to construct, operate, maintain, replace or enlarge telephone and/or communications lines, overhead or under ground, including all conduit, cables, wires, surface testing terminals, markers and other appurtenances under, through, across, and upon any real property or interest therein owned or leased or controlled by said customer for the furnishing of Telephone Service to said member, or any other customer, at no cost to the Company. When requested by the Company, the customer does agree to execute any easement or right-of-way contract on a form to be furnished by the Company.

Section 3. Protection of Customer Records and Information.

All information held by the company concerning the customer's records of service, including billing, long distance services, local service, all regulated services, and unregulated services will be kept confidential in files held by the company. The company does not have any subsidiaries, hence all records are in one location. Further, the company does not have marketing groups, or contract service marketing groups. Should you call the company, or arrange to meet a company representative, you will be asked to grant permission to access any and all records. Should you choose to allow the company representative to access your records, they may review your records and comply with your request. Should you want additional telecommunications services, you will need to request same from the company representative. If the company can provide same, the representative will give you all information concerning process, rates, and service features.