



# Annual Customer Notifications

January 2026

**IMPORTANT NOTICE REGARDING YOUR ACCOUNT**

From time to time Polar 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 Polar to tailor its service offerings to your individual needs.

For this purpose, CPNI data will be used by Polar Communications, its subsidiaries, and affiliates only. This data will not be shared by Polar Communications 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 701-284-7221 or customerservice@polartel.com within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial of approval for Polar 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](http://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](http://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](http://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](http://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](http://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.polarcomm.com/assistance-programs](http://www.polarcomm.com/assistance-programs)

**NON-DISCRIMINATION STATEMENT**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

**MINNESOTA RELAY**

Are you having trouble using the telephone due to a hearing or speech disability? Minnesota Relay is a free telephone service that uses specially trained communications assistants to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year. All calls are completely confidential. To make a relay call dial 711. Once connected to the relay service, tell the communications assistant the type of relay call you wish to make. Or you may dial the specific toll-free number for the type of relay service.

**Captioned Telephone Service (CTS):** CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications assistant transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

**Internet Protocol Captioned Telephone Service (IP CTS):** Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or smartphone. For more information on IP CTS go to [fcc.gov/ipcts](http://fcc.gov/ipcts).

**Hearing Carry Over (HCO): 1-800-627-3529:** HCO allows a person who can hear clearly but who has very limited or no speech capability to make phone calls. Using a special text telephone, you type your conversation for the relay communications assistant to read to the other person and you listen directly to the other person’s response.

**Hearing User: 1-800-627-3529:** A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

**Internet Protocol (IP) Relay:** IP Relay is a text-based form of relay service that uses the internet, rather than a traditional telephone line and TTY, for calls. You can make your relay call using a computer, laptop, tablet, or smartphone. For more information on IP Relay go to [fcc.gov/ip-relay](http://fcc.gov/ip-relay).

**Spanish Relay: 1-877-627-5448:** A Spanish speaking person with a hearing or speech disability can make relay calls. This is not a translation service – both people must speak Spanish, and at least one person must have a hearing or speech disability.

**Speech-to-Speech (STS): 1-877-627-3848:** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The communications assistant revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

**Text Telephone (TTY): 1-800-627-3529:** This service allows a person who is deaf, deafblind, or speech disabled to use a TTY to communicate with the other person on the call.

**Video Relay Service (VRS):** VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the relay communications assistant via an internet-enabled device with a video camera. The communications assistant relays the conversation back and forth between the people on the call – in ASL with the VRS user and by voice with the other person. For more information on VRS go to [fcc.gov/vrs](http://fcc.gov/vrs).

**Voice Carry Over (VCO): 1-877-627-3024:** VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other person on the call. The communications assistant then types the other person’s response, which is displayed on the VCO user’s text telephone.

**Emergency Assistance:** TTY callers should dial 911 directly in an emergency. All 911 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

**For More Information on Minnesota Relay Services:** [mnrelay.org](http://mnrelay.org) or 1-800-657-3775

**To File a Complaint Regarding Minnesota Relay:** 1-800-657-3775 or Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us). You will need to provide: the date and time of the relay call, the calling from and to phone numbers, the CA’s identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:  
[consumercomplaints.fcc.gov](http://consumercomplaints.fcc.gov)  
Voice: 1-888-225-5322  
TTY: 1-888-835-5322  
ASL via VP: 1-844-432-2275

**Minnesota Access to Communication Technology (MN ACT)**

MN ACT provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, or physical disability.  
[mn.gov/deaf-hard-of-hearing/communication-access/mnact/](http://mn.gov/deaf-hard-of-hearing/communication-access/mnact/)  
Voice: 1-800-657-3663  
ASL via VP: 651-964-1514