

NCC Wireless FAQ

April 28th, 2011

- **What will the NCC Wireless Plans be?**
 - **Regional Plan:** \$24.95/mo. for 3,000 anytime minutes to NCC cooperative customers.
 - **Nationwide Plans:**
 - 3,000 in area minutes and 100 nationwide minutes: \$35.95/mo.
 - 3,000 in area minutes and 500 nationwide minutes: \$49.95/mo.

- **Will additional phones be available to add to calling plans?** Yes, up to 3 additional buddy phones can be added to any of the plans at an additional price of \$9.95/mo./phone.

- **What defines the Local Coverage area (and uses in area minutes)?** Our partnership with Nemont (Sagebrush Cellular) and SRT (SRT Wireless) allows a local coverage area that extends beyond the NCC service area. You can find a map of this coverage area on the NCC website.

- **Where will towers be located in the NCC area?** A map of the proposed NCC towers is on the NCC website. The plan is to have 23 towers up and operating by the end of 2009.

- **What phones will be available?** A free phone will be available with a two year contract. If you prefer a different phone, there will be other phones and you will be able to purchase them.

- **Will data be available?** NCC is able to offer data services on your NCC Wireless phone.

- **Will calling features be available?** Voicemail, Caller ID, Call Waiting will all be free. Additional features may be available at an additional monthly per phone cost.

- **Will Text messaging be available?** Yes, \$6.95/mo. for unlimited. This includes texting to and from Verizon and AT&T phones.

- **What if my phone breaks?** We will be offering Handset Protection when you sign up for service and receive a phone. The cost is \$5.95/mo and a \$50 deductible with 2 claims per year.

- **Once a tower is up, why does it take so long to begin offering service?** Equipment needs to be placed on the tower, a building to hold all equipment must be located at each site, it must be connected to our network, electrical and air conditioning work need to be done, and testing must be done to ensure the service is working properly.

- **What will be considered as roaming and what is the charge?**
 - Wireless calls made or received outside of the regional calling area.
 - Roaming charges are incurred anytime you place or receive calls when you are physically outside of your local coverage area.
 - Includes any roaming on the regional plans & any overage roaming minutes on the nationwide plans.
 - \$.30/minute
 - When a customer is charged for roaming on a regional plan, it does not count against their minutes.

- **If I currently have an AT&T phone, will I be able to roam on the NCC towers and receive better coverage? Yes. Then, why would I switch to NCC's service?** We anticipate providing better rates and better service because we are your local cooperative. You can bundle your wireless phone with all of your other communication services and receive only one bill, from a local company that you have ownership in. Local tech support will also be available. **How about if I have a Verizon phone?** Because Verizon does not allow any roaming agreements with other wireless carriers in the state of North Dakota, your Verizon phone will not be able to roam on NCC, SRT and Nemont towers.

- **What will be considered Long Distance and what is the charge?**
 - Wireless calls terminating outside the regional calling area incur long distance charges.
 - Wireless charges occur when you make a call to a number outside of the local calling area.
 - \$.15/minute to calls in the U.S. and \$.30 to Canada.

- **Roaming & Long Distance Charges**
 - Wireless calls which originate outside of the local coverage area would be roaming on other carriers, generating roaming minutes and long distance charges....unless they are on the nationwide plan.
 - Customers on a nationwide plan will be charged for LD and roaming if they go over their allotted nationwide minutes.

- **How about calls from NCC Wireless to a Verizon or AT&T Wireless phone with a local NXX (i.e. 641-xxxx), will these be considered long distance calls?** Calls that originate from an NCC Wireless customer and call a Verizon or Alltel customer with an NXX from the NCC service area, will not be charged any long distance charges. These minutes will count against your 3,000 regional minutes.

- **Can I port my current wireless phone number to an NCC wireless phone?** According to the FCC, Wireless Local number portability (LNP) is a wireless consumer's ability to change service providers within the same local area and still keep the same phone number. In order to do this, "the consumer must be switching carriers within the same general metropolitan area." More information can be found at <http://www.fcc.gov/cgb/NumberPortability/#whatis>
- **If I port a number to NCC Wireless, can I still use my current phone?** For various reasons, wireless handsets are often incompatible among different wireless service providers. New NCC Wireless customers will likely need to purchase a new phone, even when they retain the same phone number.

We will have town meetings beginning in May and invite all who are interested to come for an informational meeting.