



303 Main Street Colo, IA 50056
(641) 377-2202

Customer Update on New CPNI Rules

The Federal Communications Commission (FCC) has adopted new rules designed to better protect the security and confidentiality of Customer Proprietary Network Information (CPNI). CPNI includes call detail information (including the numbers you call, who calls you, and the length of your calls), certain account information (including the services you subscribe to and the amount of your bill) and other individually identifiable and customer specific information. Under the FCC's new rules, telephone companies like Colo Telephone Company are responsible for maintaining the security and confidentiality of CPNI. Failure to comply with the new rules may result in substantial fines or other penalties. The new rules become effective at the end of the year and will have a significant impact on our relationship with customers. In order to prepare for these changes, we will be phasing in new policies and procedures over the coming months. This interim period will provide all of us with the time needed to adjust to the required changes. Listed below are the biggest changes these new rules will have on our relationship:

- At our location, the company can only discuss CPNI with the customer of record or persons designated by the customer of record as authorized to receive information about the account.
- At our retail locations, you will be required to show a photo ID when you have questions relating to your account. For certain routine customer service issues, we may be permitted to discuss CPNI if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. For example, you will be required to show a photo ID if you have questions about your bill (including the amount of the bill) but do not have the bill with you.
- For telephone inquiries relating to CPNI, we will be required to authenticate you as the customer of record. We have three options: the customer can provide a pre-established password, we can call you back at the telephone number related to your account or we can mail the information to your mailing address or e-mail address of record. For certain routine customer service issues, we may be permitted to discuss CPNI if you are able to give our customer representative all the information necessary to assist with your issue.

For your convenience, we have enclosed a form which can be used to set up a password, designate authorized account users and to designate an e-mail address of record. If you wish to have the option to communicate with us regarding CPNI using a password, through authorized account users or via e-mail, you should **return these forms ASAP**.

We recognize that the new rules and the procedures are going to change the way we do business. One way to alleviate the potential frustration associated with these policies and procedures is to always have the information in question or required to complete the transaction with you. We apologize in advance for any inconvenience, but failure of Colo Telephone Company to comply with these rules may result in substantial fines or other penalties imposed by the FCC. We appreciate your understanding and cooperation as we change our policies and procedures to comply with these new FCC requirements.



Dear Colo Telephone Customer:

It is very important that you read, sign and return this form. Do Not Ignore. If you have any questions regarding this information, please contact our office at 377-2202.

Under the new FCC rules governing the use and disclosure of Customer Proprietary Network Information (CPNI), Colo Telephone will only be allowed to discuss CPNI at our location using any of the following authorized information.

Colo Telephone may be permitted to respond to your inquiries regarding call detail information or certain account information only by the customer providing a pre-established password, Colo Telephone calling the telephone number listed on the account or sending such information to the mailing address or electronic address of record. The only exceptions may be for certain routine customer service issues if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. *Remember, CPNI includes call detail information and certain account information, including the amount of your bill.* For telephone inquiries, other rules dictate how we authenticate a customer.

ADDING AUTHORIZED USERS TO ACCOUNT

In order to make your experience with Colo Telephone the best possible, we want to give you the option of adding authorized users to your account. Adding an authorized user does not mean that their name(s) will show up on the bill, but only that these persons will be allowed to discuss CPNI with our company representatives. *Authorized users to add to account:*

Legal Name (Print)

Legal Name (Print)

Legal Name (Print)

Legal Name (Print)

ESTABLISHING A PASSWORD

Colo Telephone may be permitted to respond to your inquiries regarding call detail information or certain account information only by the customer providing a pre-established password. If you wish to establish a password, you must notify us of the password by completing the following. **The password you choose CANNOT be related to your family history or account information (account number, home address, social security number, mother's maiden name, etc) and must be at least 6 alphanumeric characters long.** The following will establish a password and back-up question only for purposes of service and account inquiries, including inquiries relating to CPNI. *Designated Password for Account Inquiries:*

(Print)

Designated Answer to the Back Up Question:

What city were you born?

Account Owner Name

What city were you born?

Account Owner Name (if applicable)

ESTABLISHING AN EMAIL ADDRESS OF RECORD

If you wish to establish an electronic address of record, you must notify us of the e-mail address you wish to designate as your electronic address of record. **In order to be considered an electronic address of record, the designated e-mail address must be on file with the company for at least thirty (30) days.** The following will establish an e-mail address as an electronic "address of record" only for purposes of service and account inquiries including inquiries relating to CPNI. This will not change the billing address for your account. If you wish to establish an electronic address of record for service and account inquiries, please complete below.

Designated E-mail Address for Account Inquiries:

Password (Print)

IMPORTANT: By signing below, I (Colo Telephone Customer) am expressly requesting that Colo Telephone can share certain account and call detail information, including CPNI using any of the above information before communicating:

- with authorized account users
- the above password and back-up question
- the designated e-mail address

Account Owner (Print)

Signature

(Only one signature required if more than one name on account)

Date

Telephone Number on Account