

Your CPNI (Customer Proprietary Network Information) Rights

OTELCO provides a vast array of telecommunications and data services including local, long distance, wireless and Internet access. By way of this notice, we want to assure you that OTELCO always takes great care in the way we handle sensitive information that pertains to your account, known as Customer Proprietary Network Information or CPNI. We also want to provide you with an opportunity to let us know if you do not want us to contact you with product and service offers.

Restrictions Apply to the Way We Use CPNI

CPNI includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications and Internet services and related billing for those services. Thus, it contains very sensitive and personal information. OTELCO and its agents have an obligation under federal law to treat all information that relates to your CPNI, including your calling and billing information, in a confidential manner.

Only your OTELCO service provider and its authorized agents may use your CPNI. CPNI data will not be shared with any other company or entity without your approval, except as necessary to provide the service or services to which you are already subscribed, or where we are required or authorized by law, regulation, or other controlling authority to share the information with an outside party.

May We Use Your CPNI to Better Inform You of Other Service Offerings?

Under FCC rules, OTELCO is allowed to share your CPNI with other OTELCO companies that provide additional services unless you tell us otherwise.

If you do not want OTELCO to share your CPNI with its company affiliates that provide services to which you do not already subscribe, you may “opt-out” by notifying us within the next 30 days in the following manner:

- Call our toll-free number **1-800-231-8767** within 30 days to register your request. You may call anytime, twenty-four hours a day, seven days a week.
- Email to **optout@otelco.com**

You'll need provide the following information. Simply say (voicemail) or type (email):

- Your name
- The name that appears on the account
- The billing number of your account
- **“I wish Otelco to restrict use of my CPNI”**

“Opting Out” Does Not Affect Your Current Service

The restriction will remain in effect for the next two years unless and until you notify us otherwise. Restricting use of your CPNI will not affect the services that you currently have with any OTELCO service provider. Please note that restricting your CPNI will not eliminate all marketing contacts with you. You may still receive marketing contacts from OTELCO that are not based on your CPNI, such as mailings or bill stuffers sent to all customers. During a customer service call, FCC rules permit OTELCO to use your CPNI to notify you about additional products and services related to your existing service and, with your permission, to market other products and services during that call.

You Can Always Change Your Mind – Just Tell Us

Your CPNI instructions to OTELCO will remain in effect for two years unless and until you revoke or limit that approval or denial. (FCC regulations require us to send notices similar to this one to remind customers of their options every two years.) Regardless of whether you decide to “opt-out” or not, OTELCO is committed to continuing to provide you with the same high quality services that you have come to expect from us. If you have any questions or would like additional information regarding our use of CPNI, please contact Customer Care.