

Important Customer Notice

Federal law protects your privacy rights as a customer of Tombigbee Communications. These rights are in addition to the existing safeguards that Tombigbee Communications already has in place to ensure one's privacy rights. The Federal Communications Commission (FCC) requires Tombigbee Communications to notify all subscribers of their rights to restrict the use of their Customer Proprietary Network Information (CPNI). You have the right, and Tombigbee Communications has a duty, under federal law, to protect the confidentiality of your CPNI.

What is CPNI?

Customer Proprietary Network Information (CPNI) is personally identifiable information that a telecommunications carrier collects when providing telephone service to a subscriber. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer.

Why should I care about the use of my CPNI?

Congress has enacted federal legislation making a practice known as "pretexting" a crime. This practice involves a party, acting under the false "pretext" of being a customer, contacting a telephone company or accessing on-line accounts and obtaining CPNI, often times with the intent to sell it to others. Federal CPNI protection rules have existed since 1996 but because of the development of "pretexting" and other unethical practices for misuse of CPNI stronger rules are now in place for your protection.

Permitted Use of CPNI by a Telephone Company Without Your Permission

CPNI can be used by your Telephone Company for certain purposes without your permission. Your Telephone Company may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. Your Telephone Company may also use CPNI to respond to your inquiry regarding services you currently use or related services Tombigbee Communications offers. In addition, your Telephone Company may use CPNI in connection with repair and maintenance services, billing and collection, and to protect Telephone Company property and to prevent fraud.

Prohibited Use of CPNI Unless Authorized by You

Unless you specifically authorize its use, your Telephone Company may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, your Telephone Company may not use CPNI to offer you any type of long distance or wireless service unless you currently subscribe to their long distance or wireless offerings. Your Telephone Company may not share CPNI with any other company, including our affiliate companies unless you are a customer of our affiliate.

Additional Information Regarding Your CPNI Rights

You have the right to deny or withdraw access to CPNI at any time or to instruct Tombigbee Communications to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from Tombigbee Communications is valid until you affirmatively revoke or limit

such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

CPNI “Opt-In” Protection Request

I give my permission for the use of my Customer Proprietary Network Information (CPNI) by Tombigbee Communications for those uses specifically permitted with my consent. I have been provided a copy of the notification of my rights concerning release of my CPNI, and I understand my rights under Federal CPNI rules. I understand I may limit or revoke this authorization at any time upon proper written notice to Tombigbee Communications.

Please print:

Customer Name _____

Address _____

Account Number _____

Customer Signature _____

Date _____