

# NEW HOPE TELEPHONE COOPERATIVE

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## CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY

New Hope Telephone Cooperative (NHTC) is committed to maintaining subscriber privacy. In addition to protecting personal information, NHTC is obligated to give additional protections to certain information about how subscribers use their services. This information is known as Customer Proprietary Network Information or CPNI. On December 8, 2007, additional Federal Communications Commission (FCC) rules went into effect to further protect your CPNI.

### What is CPNI?

CPNI is defined as:

- A. Information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and
- B. Information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. Practically speaking, CPNI includes information such as the phone numbers called by a consumer; the frequency, duration, and timing of such calls; and any services purchased by the consumer, such as call waiting. CPNI, therefore, includes some highly sensitive personal information.

### Examples of CPNI

- Information a telecommunications provider has as a result of providing service to a subscriber;
- Type of service purchased by a subscriber;
- Providers selected or used by a subscriber;
- Information appearing on the subscriber's bill;
- Who a subscriber calls, where they call, when they call, or how much they call;
- How much a subscriber uses their services;
- How a subscriber uses their services.

### CPNI Is Not

- A customer's name, address or telephone number (when used in phone books and directory listings/publishing services);
- Aggregate information, or data that is lumped together and is not specific to a single customer;
- Reports containing total counts, number of subscribers selecting various long distance carriers, etc.;
- Customer premise equipment, internet access or related data, or voice mail information.

### Requirements

You will be required to present a valid photo ID for customer authentication when appearing in person at our business office. Only account holders or their authorized representatives are permitted to obtain account information.

NHTC has assigned a password to your account. The use of your account password is the ONLY authentication method we will accept for phone inquiries. You may change your password by calling the business office, you must first authenticate with the current password before changing it. If you lose or forget your password you must come in to the business office with valid photo ID to obtain it.

You will be immediately notified of certain account changes, including but not limited to, changes made to passwords, phone number, address and long distance carrier.