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763.314.0100 | [FiberNetMonticello.com](http://FiberNetMonticello.com)

## CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

### PROTECTING YOUR PRIVACY

FiberNet Monticello protects the confidentiality of its telecommunications customers consistent with applicable law, including the FCC's regulations governing Customer Proprietary Network Information (CPNI).

#### What is CPNI?

CPNI is information FiberNet obtains or creates in the normal course of providing local or long distance telecommunications services to you. This information includes the quantity and types of telecommunications services you currently receive, how you use them and related billing information, such as call destination, location and amount of use. CPNI is made available to FiberNet solely by virtue of our carrier-customer relationship. CPNI does not include your telephone number, name and address since this information is typically published in a telephone directory.

#### What can FiberNet Do With CPNI?

FiberNet is permitted to use CPNI to provide the telecommunications services you purchase, including billing and collections for those services. FiberNet can also use or disclose CPNI, without your approval, to offer enhancements to telecommunications services of the same type that you already purchase from us. For example, if you purchase basic local telephone services, FiberNet does not need your approval to use your customer information to offer you enhanced services such as voicemail or caller ID services.

FiberNet is also permitted by federal law to use, disclose or permit access to your individually identified customer information in certain circumstances:

1. as required by law or court order;
2. with your approval;
3. in providing or marketing the services from which the customer information is derived or services necessary to or used in such services;
4. to initiate, render, bill and collect for services;
5. for the provisioning of inside wiring, installation, maintenance and repair services;
6. to investigate fraud or to protect against unlawful or abusive use of service and to protect other users.

#### Examples where disclosure of CPNI is permitted without your approval:

- When you dial 911, information about your location may be transmitted automatically to a public safety agency.
- Certain information about your long distance calls is transmitted to your long distance company for billing purposes.
- We must disclose information, as necessary, to comply with court orders or subpoenas.
- We will share information to protect the rights or property and to protect users of its services and other carriers from fraudulent, abusive or unlawful use of services.
- We may, where permitted by law, provide information to credit bureaus, or provide information and/or sell receivables to collection agencies to obtain payment for FiberNet billed products and services.
- FiberNet may also use, disclose or permit access to your customer information for the marketing of different categories of service to which you do not subscribe, however, we must obtain your approval to do so.

#### Disclosure of CPNI

Protecting the confidentiality of your CPNI is your right and FiberNet's duty under federal law. We do not sell or disclose CPNI to anyone outside of FiberNet or to anyone not authorized to represent us to offer products or services, or to perform functions on our behalf, except as may be required or permitted by law or authorized by you. When FiberNet uses agents, contractors or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. FiberNet does not disclose CPNI to any unaffiliated third parties for use in their own marketing. FiberNet is, however, required to seek prior opt-in approval from customer(s) should it choose to use joint venture partners or independent contractors for the purposes of marketing FiberNet communication services.

#### Additional Security Procedures

As part of the Federal Communications Commission's privacy requirements, effective October 1, 2007 a password or photo ID will be required before the following type of information can be released or processed. Telephone Service: "Call detail information" this includes: a called number, calling number, time, location or duration of any call. To extend this protection, FiberNet will also require the same password be used when requesting the following information:

- Video OnDemand (VOD): VOD Purchases: Manually ordering a VOD event or movie if available in your service area.
- Internet services: Changing of password(s) and information regarding website or e-mail usage.

As part of this process a backup authorization procedure must be in place in case a customer should forget or lose his/her password. It will be important to include any person(s) you wish to have access to the account. If they are not listed on the account no information can be released or changes to the account processed.

Without either a password or an answer to these questions, FiberNet will only be able to mail the "address of record or call the customer" or to call the customer at the "telephone of record" to process any changes or requests for information. Security questions are:

1. What is your dream vacation? (example: Alaska)
2. What is your favorite color? (example: blue green)

## Restricting Our Use Of CPNI

No action by you is necessary to permit us to access and use your CPNI information to offer you communications-related services that may be different from the type of services you currently receive. Your approval to use CPNI may enhance FiberNet's ability to offer products and services tailored to your needs. You have 35 days from the date of this Notice to advise us if you DO NOT want us to use your CPNI for this purpose before approval is assumed. Only FiberNet and its authorized representatives will use the CPNI. You may inform us of your decision to deny access by either calling our office, in writing or by e-mail as set forth below. There is no cost to you for your decision. After the 35 days has expired, FiberNet may begin using your information to offer different products to you. At any time after the 35 days, however, you can change your decision by contacting us. You have the right to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you change it.

## How To Contact FiberNet

- Mail: FiberNet  
Attn: Subscriber Privacy  
118 6th St W, Suite A  
Monticello, MN 55362
- Telephone: 763-314-0100
- Telephone and e-mail are available 24 hours a day, seven days a week to allow you to opt-out whenever you choose.

Additional information on CPNI privacy is available from the FCC:

- Online: [fcc.gov/cgb/complaints.html](http://fcc.gov/cgb/complaints.html)
- Telephone: 1-888-CALL-FCC (1-888-225-5322), 1-888-TELL-FCC (1-888-835-5322) TTY
- Mail: Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, DC 20554

## CUSTOMER COMPLAINTS

If you have any inquiries, problems or complaints concerning signal quality, services or billing, you should contact FiberNet in person, by telephone, fax, e-mail or in writing.

Our Telephones are answered during business hours by trained company representatives. Inquiries received outside business hours will be responded to by a company representative during the next business day. Billing inquiries may also be directed to us by e-mail at [info@fibernetmonticello.com](mailto:info@fibernetmonticello.com)

- Office Business Hours: Monday - Friday from 8:00 am - 4:30 pm

We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority.

City of Monticello, City Hall  
505 Walnut St. Suite 1  
Monticello, MN 55362  
763-295-2711

## MAINTENANCE AND SCHEDULED INTERRUPTIONS

Maintenance and scheduled interruptions of service, to the extent possible, will be preceded by notice and will occur during periods of minimum viewing hours, usually between 1 am - 5 am. We will interrupt your service only when necessary, and for the shortest time possible.

## CLOSED CAPTIONING SUPPORT

For immediate assistance with Closed Caption please contact us by:

- Phone: 763-314-0100
- Fax: 763-314-0102

Closed Caption Complaints can be submitted by:

- Mail: FiberNet Monticello  
General Manager  
118 6th Street West, Suite A  
Monticello, MN 55362
- Phone: 763-314-0100
- Fax: 763-314-0102