



## OTZ TELEPHONE COOPERATIVE, INC.

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### ANNUAL CUSTOMER PROPRIETARY NETWORK INFORMATION NOTICE

OTZ Telephone Cooperative, Inc. respects the privacy of all our customers and our employees do everything possible to protect information that may be found in customers' account records. In order to help ensure that customer information is adequately protected, the Federal Communications Commission (FCC) developed new rules in 2007 that require certain steps be taken to protect Customer Proprietary Network Information (CPNI).

The FCC determined that telephone companies may release information over the telephone only under the following three circumstances:

1. A telephone company can release call detail information if the customer provides the carrier with a pre-established password.
2. A telephone company may at the customer's request, send call detail information to the customer's address of record.
3. A telephone company may call the telephone number of record and disclose call detail information. A telephone company may disclose non-call detail CPNI to a customer after the carrier authenticates the customer.

The FCC has stressed in its new rules that a telephone company must take reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Telephone companies must properly authenticate a customer prior to disclosing CPNI based on customer-initiated telephone contact, online account access, or an in-store visit.

If you have any questions regarding the CPNI rules, please contact OTZ Telephone Cooperative, Inc. customer service at (907) 442-3114