

# Customer Proprietary Network Information (CPNI)

## **Your privacy is important to us**

Craigville Telephone Company, Inc. (DBA AdamsWells Telecom) provides communication services to you and in doing so we may collect certain information that is made available to us solely by virtue of our relationship with you. Information such as name and address and type, destination, location and amount of use of the telecommunications services you purchase. This information and related billing information is known as Customer Proprietary Network Information ("CPNI"). The Federal Communications Commission and other regulators require us to protect your CPNI.

In order to better serve your communications needs and to provide products and services to meet your requirements, we need your permission to share this information among our affiliates. The protection of your information is important to us, and Craigville/AdamsWells acknowledges that you have a right, and we have a duty, under federal and state law, to protect the confidentiality of your CPNI.

You have a right to keep your CPNI private by "opting out." Unless you provide us with notice that you wish to opt out within 30 days of us providing notice to you in your bill or through the mail, we will assume that you give Craigville/AdamsWells the right to share your CPNI within our companies as described above. You may opt out by calling us at **260-565-3131**.

Please be advised that if you do not opt out, your consent will remain valid until we receive your notice withdrawing it. If you wish to withdraw your consent at any time, you may do so by calling us at **260-565-3131**. Furthermore, note that opting out will not affect the status of the services you currently have with Craigville/AdamsWells. In addition, we can disclose your CPNI to comply with any laws, court order or subpoena, or to provide services to you pursuant to your Customer Agreement.

## **Customer Proprietary Network Information Frequently Asked Questions**

### **Q1. What is CPNI?**

A. Customer Proprietary Network Information (CPNI) is information created by virtue of the relationship between a carrier and a customer, including the quantity, technical configuration, type, destination, location, and amount of use of a customer's telecommunications services purchased (including specific calls a customer makes and receives) and related local and toll billing information. It does not include information such as one's name, address or telephone number.

### **Q2. Why does Craigville/AdamsWells need my consent?**

A. Craigville/AdamsWells may need to share your CPNI with our affiliate companies in order to better offer and provide to you the full range of the communications related products and services. The Federal Communications Commission requires that we obtain your consent to do so.

### **Q3. If I give my consent, what can Craigville/AdamsWells do with my information?**

A. With your consent, Craigville/AdamsWells will be able to share your CPNI with our affiliates. Sharing such information will enable us to collaborate on how to better serve your communications needs.

### **Q4. Can I change my mind about giving consent?**

A. A customer has the right at any time to withdraw its previously given permission to share CPNI by notifying Craigville/AdamsWells at **260-565-3131**, email [telco@adamswells.com](mailto:telco@adamswells.com), or by U.S. mail at **PO Box 38 Craigville, IN 46731**.

### **Q5. How am I affected if I decide not to provide my consent?**

A. The inability to share your CPNI may make it more difficult for Craigville/AdamsWells to work with our affiliates to offer you new communications related products and services in the future. However, your decision to disallow the sharing of CPNI will not affect the services that you currently obtain from the Craigville/AdamsWells.