

## **Privacy Policy and Customer Proprietary Network Information (CPNI)**

Craigville Telephone Company, Inc. and subsidiary AdamsWells Telecom (“CTC”) understand how important personal privacy is to our customers. CTC maintains strict privacy policies and uses industry-accepted technologies to safeguard such information. As part of our commitment to our customers we have adopted the following Privacy/CPNI Policy.

### **Information Collection**

- We do collect various "anonymous" facts. This information may include the number of lines, products/services used, minutes of use by our customers, date and time of access to our site, internet address used, page(s) on the site visited, type of browser used, etc. This generic information keeps us up-to-date on how we are doing compared to others in the industry, what we might do to improve our service, measures the number of visitors to the different sections of our site and helps us make our site more useful to visitors.
- We do collect personal information you provide directly to us in the course of conducting business. This information can include name, address, date of birth, social security number, e-mail address, etc. This personally identifiable information is only used to conduct business with you, provide you with specific services and communicate with you. We may also use this information to send you information, including e-mails, about new products and services. If you create a personal account with us and provide us with the above information for the purpose of conducting business, you authorize us to store that information. NO INFORMATION IS EVER SOLD, RENTED OR GIVEN TO ANOTHER PARTY unless required by law, or an authorized company is transacting business on our behalf.

### **Customer Privacy**

As stated above, we do not sell, trade or rent your personal information to outside companies or marketing firms. We will NOT give your e-mail address to an outside party or person. We may share this information among other Craigville Telephone Company entities. We share personal customer information only when required for the specific and limited purpose of analyzing and/or providing products or services to you.

FCC regulations are designed to protect your privacy rights as a customer. CTC values our customers and meeting your communication needs is our top priority. The Telecommunications Act now requires CTC to have your permission to use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available and includes information such as type of service, number of telephone lines, amount of usage, calling records and billing records. Publicly available information includes name and phone number.

You now have the right to authorize use or non-use of your CPNI by CTC companies. Regardless of your decision, CTC companies will keep your information confidential. Giving CTC authorization only allows us to further customize the services we can provide you, our valued customer. You have the right under federal law to restrict the use of CPNI data, and we have a responsibility to protect your data. In order to restrict the use of your CPNI data, you must contact us in writing at PO Box 38, 2351 N. Main St, Craigville, IN 46731 or e-mail us at [telco@adamswells.com](mailto:telco@adamswells.com), or by telephone at 260-565-3131 within 30 days of receiving this notification. Your restriction of this CPNI data will not affect the service or services to which you subscribe.