

TO: WesTel Systems Customers

FROM: CPNI Compliance Officer, WesTel Systems (WesTel)

DATE: January 1, 2008

RE: Customer Notice Regarding CPNI Compliance

In order to help protect your privacy regarding customer proprietary network information (CPNI), the Federal Communications Commission (FCC) has taken measures to strengthen the rules of providing CPNI to customers, when requested. WesTel is in the process of implementing these new FCC rules. In order for our company to be in compliance with the new FCC rules for CPNI, we want to inform you, our valued customer, of the changes that pertain to you. **'Call Detail' CPNI** includes long distance toll call information such as the called number, time of call, length of call, etc. **'Non Call Detail' CPNI** includes account information such as types of services being purchased, how much the monthly bill is, or any act of trying to change an account.

With the new FCC rule revisions, WesTel will only be able to discuss account information with the person(s) listed on the account or proven power of attorney. If 'call detail CPNI' such as information about a toll call is requested by a customer over the phone and the call is initiated by the customer, that customer will need to provide a previously set password in order for our customer service representative (CSR) to supply the requested information on the phone call. The password can not be historical background information that would be available to someone else, such as the last four digits of your social security number, mother's maiden name, your address, etc. If this password is not supplied and back-up questions can not be answered, there are only three ways for the customer to obtain this requested detail:

1. Hang up and have the CSR call back the telephone number of record
2. Have the CSR mail the requested information to the address of record
3. The authorized customer on the account must come to the telephone office and show a valid government issued photo ID

With these new rules, if you would like to add someone to the account that can be authorized to make such requests please let us know. Otherwise, only the person(s) listed on the account will be able to obtain such call detail information in the manner addressed above and be able to discuss changes to the account or certain account details. If a customer initiates a call to WesTel for account changes that are 'non-call detail CPNI' such as questions on your bill, the customer will be asked to authenticate their self by answering background questions before information will be released. In order to assist in adding an authorized person(s) to your account such as a spouse or dependent, please complete the attached form and return to WesTel Systems.

We apologize in advance for any inconvenience this may cause, however the new rules are for the protection of your privacy in order to ensure that no one other than the authorized person is receiving the requested detail and making account changes. ***Our service to you is not changing as your privacy has always been important to us; we are only tightening our security of protecting your private information, as mandated by the FCC.***

Along with the authorized person form, we have included a section to complete in order to begin the process of setting up your password and back-up questions. **Please complete this form and return to our telephone office at your earliest convenience.**

Due to the new FCC rule revisions, you will also receive a "Notice of Change/Activity" form at the address of record from our office anytime changes are made to your account such as an address change, service change, or password change. The notice will inform you of such change or activity. If this change was not made by an authorized person, please contact our office immediately.

Occasionally, WesTel would like to make you aware of additional products or services available from us outside our current service relationship. For example, if you have our local exchange voice service, you may be interested in our long distance packages. However, per the new FCC rules on CPNI, you have the option of signing the attached "Opt-Out" form in order to exclude yourself from such internal marketing services. We never sell your private information to outside entities; however we would like the opportunity to continue to make you aware of additional products and service available to you that you currently may not know about. By completing the attached "Opt-Out" form, we will *exclude* you from such internal marketing opportunities based upon your specific account information. If you wish to be excluded, please complete the attached "Opt-Out" form and return to our office. Otherwise, if you would like to continue hearing about our products and service that may be of interest to you based upon your current account status, please disregard this "Opt-Out" form.

Thank you in advance for your assistance in completing the necessary forms attached and returning to our office in order to help us comply with the new FCC rules for your CPNI protection. The new procedures will help ensure your private information is protected. If you have any questions regarding our new procedures for CPNI compliance, please contact our office at (712) 786-1181.

Enclosures (3)