



012 E. Third Street • PO Box 330 • Remsen, IA 51050 • Phone 712-786-1181 • Fax 712-786-2400

Your privacy matters to us. As we provide services to you, we gather information about the quality, technical configuration, type, destination, and amount of products and services you use. This information is known as **Customer Proprietary Network Information (CPNI)** and “Non-public Personal Information”.

Under federal law, you have a right and WesTel Systems has a duty, to protect the confidentiality of your CPNI. WesTel Systems will not disclose or sell this information, unless required to do so by law; or upon receipt of a written request by you. WesTel Systems may share your CPNI on a limited, as-needed basis with trusted agents and contractors that assist us in providing services. They share a duty to protect your CPNI. Know that we limit access to your personal information to employees, agents or contractors who must use the information to provide products and services to you. Further sharing of this information is restricted by our employee handbook, nondisclosure agreements, and the law.

We will only be able to discuss account information with the person(s) listed on the account or proven power of attorney. If call detail is requested by a customer over the phone, that customer will need to provide a password in order for our employees to supply the information. A password form may be obtained on our website or by contacting us. 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 detail:

1. Hang up and have the employee call back the telephone number of record.
2. Have the employee mail the requested information to the address of record.
3. The authorized customer must show an ID in person.

If you would like to add an authorized person(s) to your account such as a spouse or adult child, please complete the enclosed form. **Please complete the Authorized Accounts Contacts form and return to our telephone office.**

Occasionally, WesTel Systems would like to make you aware of additional products or services available from us outside our current relationship. However, per the FCC rules on CPNI, you have the option of signing the attached “Opt-Out” form in order to exclude yourself from such marketing services. 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.

We apologize in advance for any inconvenience this may cause. *Our service to you is not changing as your privacy has always been important to us.* If you have any questions regarding our procedures for CPNI compliance, please contact us at (712) 786-1181.

WesTel Systems Authorized Account Contacts

Per the FCC rules regarding Customer Proprietary Network Information (CPNI) as described in the attached notice, this form needs to be completed and returned to our office.

If you add another contact, please provide their name(s) in the lines below.

Reminder: Due to the new CPNI FCC rules, we can only discuss certain account information and call detail with such authorized contacts.

Account/Telephone #: _____

- No, at this time I do not want to add any additional authorized contacts to my account.
- Yes, at this time I would like to add the following people as authorized contacts for my account.

Email Address*: _____

*The FCC does allow call detail CPNI to be sent to an email account of record. However, this email address must be in the company files for at least 30 days before CPNI can be sent to it. If you would like our company to have an "email address of record" in our files, please provide the address.

Authorized By: _____
(Signature of authorized contact currently listed on the account)

Date: _____

Please return the completed form to our office at:

WesTel Systems
012 E. Third Street
PO Box 330
Remsen, IA 51050

For questions regarding this form or the new CPNI company policies, please contact:

CPNI Compliance Officer
WesTel Systems

(712) 786-1181

Phone Number