

## Mid-Plains Rural Telephone Cooperative (MPRTC)

### CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) STATEMENT

MPRTC is compliant with FCC rules and regulations implemented pursuant to Section 222 of the Communications Act of 1934, as Amended, regarding the collection, access, use, disclosure or distribution of Customer Proprietary Network Information ("CPNI"), as well as regarding customer privacy safeguards with respect to CPNI. MPRTC makes an annual CPNI certification filing with the FCC and has adopted CPNI policies and procedures for training employees, agents and independent contractors, as well as for addressing and reporting any such violations.

It is the official policy of MPRTC that all access, use, disclosure or distribution of Customer Proprietary Network Information ("CPNI") be in accordance with the customer privacy safeguards and CPNI regulations set forth in the Communications Act and the Federal Communications Commission ("FCC") Rules, and that all MPRTC employees, agents and independent contractors who handle the customers' CPNI are aware of these customer privacy safeguards and CPNI regulations, and comply with them fully.

CPNI is defined in Section 222(f) of the Communications Act as (A) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of a wireline or wireless telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier (except that CPNI does not include subscriber list information). Generally, CPNI includes personal information regarding a consumer's use of his or her wireline and/or wireless telecommunications services. CPNI encompasses information such as: (a) the telephone numbers called by a customer; (b) the frequency, duration and timing of a customer's phone calls, and (c) the telecommunications and information services purchased by a customer (including, but not limited to, local exchange, toll, cellular, paging, data transmission, call waiting, call forwarding, call blocking, Primary Interexchange Carrier (PIC) freeze, three-way calling, conference calling, voice mail, Internet access, call back, caller identification, call trace and toll denial services).