

## Customer Proprietary Network Information (CPNI)

The Federal Communications Commission (FCC) recently issued new security regulations intended to protect the privacy of your call detail information on file with CARR TELEPHONE COMPANY. This information includes specific telephone billing and call data, such as the number called, time, location, or call duration. The rules prohibit CARR TELEPHONE COMPANY from releasing any call detail information during customer-initiated telephone contact without first verifying that the identity of the caller matches the customer name on the account. The FCC has expressed concern that individuals “pretending” to be a customer are attempting to obtain call detail information from telecommunications companies by calling to discuss “billing questions”. Consequently, the new rules allow CARR TELEPHONE COMPANY to share call detail information only with you, our customer, under two circumstances: You may come into our office to ask questions and present a valid photo ID matching the name on the account; or, you can call us with your billing questions and tell us the call detail information on your bill that you are questioning, such as telephone number called and time of the call. If you decide to call us with a billing question but do not have a copy of your bill, the FCC’s new rules provide three alternatives:

- (1) You can ask us to call you back to discuss your billing questions, but we can only call the telephone number that is listed on your account.
- (2) You can request that a copy of your bill be sent to you at the billing address listed in our account records. When you receive it, you can call us and provide the call detail information when you ask you question.
- (3) You can provide us with a pre-established password, and then we can discuss your billings questions.

If you wish to establish a password for your account, to facilitate the discussion of your billing questions over the phone, please contact CARR TELEPHONE COMPANY at your earliest convenience. In addition, if you wish to add an individual as an authorized user of your account, and enabling that individual to obtain call detail information on your behalf, please contact us. If your wish to rely on someone else to discuss account changes, payments, or any call detail information, you must add that person’s name to your account. Any contact(s) that you authorize will not be responsible for payment of this account. If you have any questions concerning this matter, please call us at **231-898-2244**.