



CUSTOMER PROPRIETARY NETWORK INFORMATION

It is the La Harpe Telephone Company policy not to use CPNI for any activity other than permitted by law. Any disclosure of CPNI to other parties (such as affiliates, vendors, and agents) occurs only if it is necessary to conduct a legitimate business activity related to the services already provided by the company to the customer. If the Company is not required by law to disclose the CPNI or if the intended use does not fall within one of the carve outs, the Company will first obtain the customer's consent prior to using CPNI.

La Harpe Telephone Company follows industry-standard practices to prevent unauthorized access to CPNI by a person other than the subscriber or La Harpe Telephone Company. However, La Harpe Telephone Company cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information. Therefore:

If an unauthorized disclosure were to occur, La Harpe Telephone Company shall provide notification of the breach within seven (7) days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI").

La Harpe Telephone Company shall wait an additional seven (7) days for its government notice prior to notifying the affected customers of the breach.

Notwithstanding the provisions in subparagraph B above, La Harpe Telephone Company shall not wait the additional seven (7) days to notify its customers if La Harpe Telephone Company determines there is an immediate risk of irreparable harm to the customers.

La Harpe Telephone Company shall maintain records of discovered breaches for a period of at least two (2) years.

All employees will be trained as to when they are, and are not, authorized to use CPNI upon employment with the Company and annually thereafter.

Specifically, La Harpe Telephone Company shall prohibit its personnel from releasing CPNI based upon a customer-initiated telephone call except under the following three (3) circumstances:

When the customer has pre-established a password.

When the information requested by the customer is to be sent to the customer's address of record, or When La Harpe Telephone Company calls the customer's telephone number of record and discusses the information with the party initially identified by customer when service was initiated.

La Harpe Telephone Company may use CPNI for the following purposes:

1. To initiate, render, maintain, repair, bill and collect for services.
2. To protect its property rights; or to protect its subscribers or other La Harpe Telephone Companies from fraudulent, abusive, or the unlawful use of, or subscription to, such services.
3. To provide inbound telemarketing, referral or administrative services to the customer during a customer-initiated call and with the customer's informed consent.
4. To market additional services to customers that are within the same categories of service to which the customer already subscribes.
5. To market services formerly known as adjunct-to-basic services; and



6. To market additional services to customers with the receipt of informed consent via the use of opt-in or opt-out, as applicable.

Prior to allowing access to Customers' individually identifiable CPNI to La Harpe Telephone Company's joint venturers or independent contractors, La Harpe Telephone Company will require, to safeguard that information, their entry into both confidentiality agreements that ensure compliance with this Statement and shall obtain opt-in consent from a customer prior to disclosing the information. In addition, La Harpe Telephone Company requires all outside Dealers and Agents to acknowledge and certify that they may only use CPNI for the purpose for which that information has been provided.

La Harpe Telephone Company requires express written authorization from the customer prior to dispensing CPNI to new carriers, except as otherwise required by law.

La Harpe Telephone Company does not market, share or otherwise sell CPNI information to any third party.

La Harpe Telephone Company maintains a record electronically or in some other manner, of its own and its affiliates' sales and marketing campaigns that use La Harpe Telephone Company's customers' CPNI. La Harpe Telephone Company shall maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign. La Harpe Telephone Company shall retain the record for a minimum of one (1) year.

Prior commencement of a sales or marketing campaign that utilizes CPNI, La Harpe Telephone Company establishes the status of a customer's CPNI approval. The following sets forth the procedure followed by La Harpe Telephone Company.

Prior to any solicitation for customer approval, La Harpe Telephone Company will notify customers of their right to restrict the use of, disclosure of, and access to their CPNI.

La Harpe Telephone Company will use opt-in approval for any instance in which La Harpe Telephone Company must obtain customer approval prior to using, disclosing, or permitting access to CPNI.

A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.

Records of approvals are maintained for at least one year.

La Harpe Telephone Company provides individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.

The content of La Harpe Telephone Company's CPNI notices complies with FCC rule 64.2008 (c).

La Harpe Telephone Company has implemented a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This system allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.

La Harpe Telephone Company has a supervisory review process regarding compliance with the CPNI rules for outbound marketing situations and will maintain compliance records for at least one



year. Specifically, La Harpe Telephone Company's sales personnel will obtain express approval of any proposed outbound marketing request for customer approval of the use of CPNI by The General Counsel or Legal Representative of La Harpe Telephone Company.

La Harpe Telephone Company notifies customers immediately of any account changes, including address of record, authentication, online account, and password related changes.

La Harpe Telephone Company may negotiate alternative authentication procedures for services that La Harpe Telephone Company provides to business customers that have a dedicated account representative and a contract that specifically addresses La Harpe Telephone Company's protection of CPNI.

La Harpe Telephone Company is prepared to provide written notice within five business days to the FCC of any instance where the opt-in mechanisms do not work properly to such a degree that the consumer's inability to opt-in is more than an anomaly.