



YOUR CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) RIGHTS

Farmers Telephone Cooperative, Inc. and its affiliated companies, FTC Diversified Services, LLC, and FTC Communications, LLC, provide a vast array of telecommunications and data services, including Internet, wireless, voice, security and digital TV. Together, we comprise the FTC Family of Companies. In this notice, we want to assure you that we always take great care in the way we handle sensitive information that pertains to your account, known as Customer Proprietary Network Information or CPNI. We also provide you with an opportunity to let us know if you do not want us to use your CPNI data to market to you new service offerings.

Restrictions Apply to the Way We Use CPNI

CPNI includes the type, technical arrangement, quantity, destination and amount of use of telecommunications services and related billing for those services. Thus, it contains sensitive and personal information. Please be aware that you have a right to have this information treated confidentially and FTC and its agents have an obligation under federal law to treat all information that relates to your CPNI, including your calling and billing information, in a confidential manner.

Only FTC and its authorized agents will use your CPNI. CPNI data will not be shared by the ABC Telecommunications Family of Companies and its agents with any other company or entity without your approval, except to provide the service or services to which you are already subscribed, or where we are required or authorized by law, regulation or other controlling authority to share the information with an outside party.

The Federal Communications Commission (FCC) regulations give you a choice, a choice about how FTC can use your CPNI to let you know about the availability of innovative services offerings or discounted service packages that you may have not anticipated or even knew that we were able to provide to you.

You will also be able to enjoy savings and may even be able to combine all these services on one monthly bill. Under FCC rules, FTC is allowed to share your CPNI among its divisions or affiliates that provide services to which you do not already subscribe unless you tell us otherwise. **If you do not want the FTC Family of Companies to share your CPNI with its divisions or affiliates that provide services to which you do not already subscribe, you may “opt-out” by calling FTC Customer Service at 888-218-5050 or by stopping by one of FTC’s seven local stores.**

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YOUR CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) RIGHTS Cont'd

“Opting Out” Does Not Affect Your Current Service

The restriction will remain in effect until you notify us otherwise. Restricting use of your CPNI will not affect the services that you currently have with FTC. Please note that restricting your CPNI will not eliminate all of our marketing contacts with you. You could still receive marketing contacts from us that are not based on your CPNI. Also, FCC rules permit FTC to use your CPNI for contact about additional service offerings related to the services to which you already subscribe or to market other service offerings with your permission in the context of a customer service call.

You Can Always Change Your Mind

You can always change your mind about FTC's use of CPNI simply by telling us. Your instructions to our family of companies will remain in effect until you revoke or limit that approval or denial. (Please be aware that every two years, we send notices similar to this one to remind customers of their options). Regardless of whether you decide to “opt-out” or not, FTC is committed to continuing to provide you with the same high quality services that you have come to expect from us.

In Summary

FTC understands that you might have questions, so we thought we should take one extra step to clear up any chance of a misunderstanding:

- First, FTC does not sell or provide customer information of any kind to other entities;
- Customer information is private and FTC is required by federal law to treat this information as confidential; CPNI notifications are a requirement of this law.
- FTC customer information is shared only within FTC, between its departments and divisions to the extent that it is allowed by CPNI regulations.
- If you opt out of new service offerings, you will not receive information about specials on equipment, ways to save money on products and services and will not be notified when new services are being offered. That is what you will be discontinuing.

Again, it is your choice and making sure you get what you want is important to us. It is also important for us to make sure we are conveying the material clearly. If you have any questions or would like additional information regarding our use of CPNI, please contact customer service at 888-218-5050.