



## ***Privacy Policy Customer Proprietary Network Information (CPNI)***

Price County Telephone Company is committed to protecting the rights and privacy of our customers.

Under Federal law, you have the right and we have the duty to protect the confidentiality of your telecommunications service information. This information includes the type, technical arrangement, quantity, destination and amount of use of telecommunications services and related billing for these services. Unless legally compelled to, we will not release CPNI to any outside company. In fact, the FCC prohibits us from releasing your customer information to you when you call except when you provide a password. If you do not provide a password, PCTC may not release your customer information to you except by sending it to your address of record or calling you at your telephone number of record. If you come in person you will need to provide the password or valid photo identification before we can provide you all your customer information. PCTC must notify you immediately when it creates or changes a password, a back-up for a forgotten password, or an address of record. Finally, PCTC must disclose your customer information to any person you designate if you make your request in writing.

### **Using Your Customer Information for Marketing**

PCTC may use your customer information to market enhancements to services you already use. For example, if you purchase basic local telephone service from a telephone company, it does not need your approval to use your customer information to try to sell you voice mail or caller ID service. PCTC will not use your customer information for other marketing.

### **Filing a Complaint with the FCC**

If you suspect that your customer information has been disclosed without your permission or otherwise unlawfully, immediately contact PCTC to inform us of your concern. You can also file a complaint with the FCC. There is no charge for filing a complaint. You can file your complaint using the on-line complaint Form 2000B found on the FCC Web site at [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html). You can also file your complaint with the FCC's Consumer Center by e-mailing [fccinfo@fcc.gov](mailto:fccinfo@fcc.gov); calling 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY; faxing 1-866-418-0232; or writing to:

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, D.C. 20554

### **What to Include in Your Complaint**

The best way to provide all the information the FCC needs to process your complaint is to complete fully the on-line complaint Form 2000B. If you do not use the on-line complaint Form 2000B, your complaint, at a minimum, should indicate:

- your name, address, e-mail address, and phone number where you can be reached;
- the telephone and account numbers that are the subject of your complaint;
- the names and phone numbers of any companies involved with your complaint; and
- the details of your complaint and any additional relevant information.