

## Protecting Your Privacy

RS Fiber Cooperative protects the confidentiality of its telecommunications customers consistent with applicable law, including the FCC's regulations governing Customer Proprietary Network Information (CPNI).

### ***What is CPNI?***

CPNI is information RS Fiber Cooperative obtains or creates in the normal course of providing local or long distance telecommunications services to you. This information includes the quantity and types of telecommunications services you currently receive, how you use them and related billing information, such as call destination, location and amount of use. CPNI is made available to RS Fiber Cooperative solely by virtue of our carrier-customer relationship. CPNI does not include your phone number, name and address since this information is typically published in a phone directory.

### ***What can RS Fiber Cooperative do With CPNI?***

RS Fiber Cooperative is permitted to use CPNI to provide the telecommunications services you purchase, including billing and collections for those services. RS Fiber Cooperative can also use or disclose CPNI, without your approval, to offer enhancements to telecommunications services of the same type that you already purchase from us. For example, if you purchase basic local phone services, RS Fiber Cooperative does not need your approval to use your customer information to offer you enhanced services such as voicemail or caller ID services.

RS Fiber Cooperative is also permitted by federal law to use, disclose, or permit access to your individually identified customer information in certain circumstances: (1) as required by law or court order; (2) with your approval; (3) in providing or marketing the services from which the customer information is derived or services necessary to or used in such services; (4) to initiate, render, bill and collect for services; (5) for the provisioning of inside wiring, installation, maintenance and repair services; or (6) to investigate fraud or to protect against unlawful or abusive use of service and to protect other users.

### **Examples where disclosure of CPNI is permitted without your approval**

- When you dial 911, information about your location may be transmitted automatically to a public safety agency.
- Certain information about your long distance calls is transmitted to your long distance company for billing purposes.
- We must disclose information, as necessary, to comply with court orders or subpoenas.
- We also will share information to protect the rights or property and to protect users of its services and other carriers from fraudulent, abusive or unlawful use of services.
- We may, where permitted by law, provide information to credit bureaus, or provide information and or sell receivables to collection agencies to obtain payment for RS Fiber Cooperative billed products and services.
- RS Fiber Cooperative may also use, disclose or permit access to your customer information for the marketing of different categories of service to which you do not subscribe, however, we must obtain your approval to do so.

### **Disclosure Of CPNI**

Protecting the confidentiality of your CPNI is your right and RS Fiber Cooperative's duty under federal law. We do not sell or disclose CPNI to anyone outside of RS Fiber Cooperative or to anyone not authorized to represent us to offer products or services, or to perform functions on our behalf, except as may be required or permitted by law or authorized by you. When RS Fiber Cooperative uses agents, contractors or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. RS Fiber Cooperative does not disclose CPNI to any unaffiliated third parties for use in their own marketing. RS Fiber Cooperative is, however, required to seek prior opt-in approval from customer(s) should it choose to use joint venture partners or independent contractors for the purposes of marketing RS Fiber Cooperative communication services.

### **Additional Security Procedures**

As part of the Federal Communications Commission's privacy requirements, effective October 1, 2007 a password or photo ID will be required before the following type of information can be released or processed. Phone Service: "Call detail information" this includes: a called number, calling number, time, location or duration of any call. To extend this protection, RS Fiber Cooperative will also require the same password be used when requesting the following information:

#### **Internet Services**

When changing of password(s) and information regarding website or email usage, a password will be required.

As part of this process a backup authorization procedure must be in place in case a customer should forget or lose his/her password. It will be important to include any person(s) you wish to have access to the account. If they are not listed on the account no information can be released or changes to the account processed.



## Protecting Your Privacy, Continued

Without either a password or an answer to these questions, RS Fiber Cooperative will only be able to mail the “address of record” or to call the customer at the “phone of record” to process any changes or requests for information.

Security questions are:

1. What is your dream vacation? (Example: Alaska)
2. What is your favorite color? (Example: blue green)

## Notice Of Your Rights To Restrict CPNI

You have the right under federal law to restrict our use or disclosure of and access to your CPNI. You also have the right to grant or deny access to your CPNI. This notice seeks your consent to permit RS Fiber Cooperative to use, disclose or permit access to your CPNI for purposes of marketing other communications-related service offerings to which you do not already subscribe. Your approval will be deemed granted unless you otherwise notify us. At no time will your decision to deny approval affect the provision of any telecommunications services from RS Fiber Cooperative. However, without your approval, our ability to provide you with information on other services will be prohibited.

## Restricting Our Use Of CPNI

No action by you is necessary to permit us to access and use your CPNI information to offer you communications-related services that may be different from the type of services you currently receive. Your approval to use CPNI may enhance RS Fiber Cooperative’s ability to offer products and services tailored to your needs. You have 35 days from the date of this notice to advise us if you DO NOT want us to use your CPNI for this purpose before approval is assumed. Only RS Fiber Cooperative and its authorized representatives will use the CPNI. You may inform us of your decision to deny access by either calling our office, in writing or by email as set forth below. There is no cost to you for your decision. After the 35 days has expired, RS Fiber Cooperative may begin using your information to offer different products to you. At any time after the 35 days, however, you can change your decision by contacting us. You have the right to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you change it.

## Restriction Of Use Of Customer Proprietary Information

You have the right to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you change it.

*- Additional Information On CPNI Privacy Is Available From The FCC*

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, DC 20554  
Phone: **(888) 225-5322 (888-CALL-FCC)**  
TTY: **(888) 835-5322 (888-TELL-FCC)**  
Email: **[fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)**  
Website: **[www.fcc.gov/guides/protecting-your-telephone-calling-records](http://www.fcc.gov/guides/protecting-your-telephone-calling-records)**

To Contact RS Fiber Cooperative For Changes:

RS Fiber Cooperative  
Attn: Subscriber Privacy  
P.O. Box 326  
Gaylord, MN 55334  
Phone: **(800) 628-1754**  
Email: **[subscriber.privacy@rsfiber.coop](mailto:subscriber.privacy@rsfiber.coop)**

*- Phone and email are available 24 hours a day, 7 days a week to allow you to opt-out whenever you choose.*

## Customer Complaints

If you have any inquiries, problems or complaints concerning signal quality, services or billing, please contact your local Customer Care Representative. Our phones are answered during business hours by trained company representatives, and answered by an answering machine outside business hours. Inquiries received outside business hours will be responded to by a company representative during the next business day. Email [billing@rsfiber.coop](mailto:billing@rsfiber.coop) for any billing inquiries. We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority. Names, addresses, and phone numbers of the franchising authorities are:

**City of Arlington**  
204 Shamrock Drive  
Arlington, MN 55307  
Phone: (507) 964-2378

**City of Brownton**  
335 3rd Street South  
P.O. Box 238  
Brownton, MN 55312  
Phone: (320) 328-5318

**City of Buffalo Lake**  
203 Main Street North  
P.O. Box 396  
Buffalo Lake, MN 55314  
Phone: (320) 833-2272

**City of Fairfax**  
18 1st Street Southeast  
P.O. Box K  
Fairfax, MN 55332  
Phone: (507) 426-7255

**City of Gaylord**  
332 Main Avenue  
P.O. Box 987  
Gaylord, MN 55334  
Phone: (507) 237-2338

**City of Gibbon**  
985 1st Avenue  
Gibbon, MN 55335  
Phone: (507) 834-6566

**City of Green Isle**  
310 McGrann Street  
P.O. Box 275  
Green Isle, MN 55338  
Phone: (507) 326-3901

**City of Henderson**  
600 Main Street  
P.O. Box 433  
Henderson, MN 55334  
Phone: (507) 248-3234

**City of Lafayette**  
700 9th Street  
P.O. Box 375  
Lafayette, MN 56054  
Phone: (507) 228-8241

**City of New Auburn**  
8303 8th Avenue  
New Auburn, MN 55366  
Phone: (320) 864-5831

**City of Stewart**  
551 Prior Street  
P.O. Box 195  
Stewart, MN 55385  
Phone: (320) 562-2518

**City of Winthrop**  
305 North Main Street  
P.O. Box Y  
Winthrop, MN 55396  
Phone: (507) 647-5309

**Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.**

Minnesota Public Utilities Commission  
350 Metro Square Building  
121 7th Place East  
St. Paul, MN 55101-2147  
Phone: (800) 657-3782  
Website: [www.mn.gov/puc](http://www.mn.gov/puc)