

Customer Proprietary Network Information (CPNI) Policy

Under Federal Communications Commission (FCC) rules, the privacy of information associated with all telephone accounts must be protected. **Butler-Bremer Communications** may discuss account information **only** with the individual(s) listed on the account.

When contacting our office, callers must be authenticated to confirm they are authorized to receive or make changes to account information.

Authenticating Our Customers

To protect customer privacy, we verify a caller's identity using one or more of the following methods:

- The account PIN; or
- The account's authentication question(s).

Even after successful authentication, **certain call detail information will not be provided over the phone**. When applicable, this information will be made available through one of the following secure options:

- Mailed to the address on file;
 - A return call placed to the phone number associated with the account; or
 - In-person pickup at our office with valid identification.
-

Authorized Contacts

If an account is listed in only one name, Butler-Bremer Communications can discuss the account **only** with that individual.

Customers who want another person (such as a spouse, roommate, or trusted helper) to discuss or manage their account must add that individual as an **Authorized Contact**.

Please note:

- Authorized Contacts may discuss account information and request changes;
- Authorized Contacts are **not** responsible for payment of the account;

- The Authorized Contact does not need to be added to the billing name, only to our internal account records.

If you rely on someone else to assist with billing, payments, or account management, **their name must be added as an Authorized Contact** before we can speak with them about your account.

Our Commitment to Privacy

These procedures are in place to safeguard your personal information and ensure compliance with FCC CPNI regulations. We appreciate your cooperation in helping us protect your privacy.

If you have questions about authentication or Authorized Contacts, please contact our office or stop by in person for assistance.