

**Customer Proprietary Network Information (CPNI)
Documentation
For
Algona Municipal Utilities
104 West Call Street
P.O. Box 10
Algona, Iowa 50511**

- CPNI rules are reviewed on a regular basis with employees that have access to CPNI.
- Employees with access to CPNI have been trained on when they are, and are not, authorized to use CPNI.
- Company does not provide CPNI to third parties.
- Company has a defined disciplinary process in place for violations and for improper use of any customer information, which would include CPNI.
- Currently, our company markets a product or service to its entire customer base or it uses the “total service approach” which allows it to use CPNI to market offerings related to the customer’s existing service to which the customer currently subscribes.

If, in the future, the company wants to use CPNI to market outside of the total service approach, a process will be developed for notifying customers of their CPNI rights and for requesting approval to use CPNI. At that time a process will, also, be established for noting customer accounts when notification is given and the approval/denial status on each customer account.