

I. DEFINITIONS

Affiliate: A person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person. The term "own" means to own an equity interest (or the equivalent thereof) of more than 10 percent.

Carrier: See Telecommunications Carrier.

CMRS: Commercial Mobile Radio Service.

Communications-Related Services: Telecommunications services, information services typically provided by telecommunications carriers, and services related to the provision or maintenance of customer premises equipment.

Company: Great Lakes Comnet, Inc. or Comlink LLC

Customer: A person or entity to which a telecommunications carrier is currently providing service.

Customer Proprietary Network Information (CPNI): Information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and Information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier. CPNI does not include subscriber list information.

Customer Premises Equipment: Equipment employed on the premises of a person (other than a carrier) to originate, route, or terminate telecommunications.

FCC: Federal Communications Commission.

Information Service: The offering of a capability for generating, acquiring, storing, transforming, processing, retrieving, utilizing, or making available information via telecommunications, and includes electronic publishing, but does not include any use of any such capability for the management, control, or operation of a telecommunications system or the management of a telecommunications service.

Information Services Typically Provided by Telecommunications

Carriers: Information services that telecommunications carriers typically provide, such as Internet access or voice mail services. The term does not include retail consumer services provided using Internet websites (such as travel reservation services or mortgage lending services), whether or not such services might otherwise be considered to be information services.

Local Exchange Carrier: Any person engaged in the provision of telephone exchange service or exchange access. Such term does not include a person insofar as such person is engaged in the provision of a commercial mobile service (except to the extent that the FCC determines that such service should be included in the definition of the term).

Opt-In Approval: A method for obtaining customer consent to use, disclose, or permit access to the customer's CPNI. This approval method requires that the carrier obtain the customer's affirmative, express consent allowing the requested CPNI usage, disclosure, or access after the customer is provided appropriate notification of the carrier's request.

Opt-Out Approval: A method for obtaining customer consent to use, disclose, or permit access to the customer's CPNI. Under this approval method, a customer is deemed to have consented to the use, disclosure, or access to the customer's CPNI if the customer has failed to object thereto within the prescribed waiting period, after the customer is provided appropriate notification of the carrier's request for consent.

Subscriber List Information: Any information (1) identifying the listed names of a carrier's subscribers and the subscribers' telephone numbers, addresses, or primary advertising classifications (as such classifications are assigned at the time of the establishment of such service), or any combination of such listed names, numbers, addresses, or classifications; and (2) that the carrier or an affiliate has published, caused to be published, or accepted for publication in any directory format.

Telecommunications Carrier: Any provider of telecommunications services, except that such term does not include aggregators of telecommunications services (as defined in 47 USC 226).

Telecommunications Service: The offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

II. STATEMENT OF CORPORATE POLICY

The policy of Great Lakes Comnet, Inc. and its wholly owned subsidiary company, Comlink LLC, is to comply with the letter and spirit of all laws of the United States, including those pertaining to CPNI contained in § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and the FCC's regulations, 47 CFR 64.2001-.2009. The Company's policy is to rely on the involvement of high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.

The FCC's regulations, 47 CFR 64.2009, require the Company to implement a system to clearly establish the status of a customer's CPNI approval prior to the use of CPNI, and to train its personnel as to when they are, and are not, authorized to use CPNI, and to have an express disciplinary process in place. This Manual constitutes the Company's policies and procedures related to CPNI.

All employees are required to follow the policies and procedures specified in this Manual.

- ◆ Any questions regarding compliance with applicable law and this Manual should be referred to your immediate supervisor.
- ◆ Any violation of, or departure from, the policies and procedures in this Manual shall be reported immediately to the CEO, COO, or the CFO.

III. USE OF CPNI IN GENERAL

Except as otherwise described in this Manual, when the Company receives or obtains CPNI by virtue of its provision of a telecommunications service, it can only use, disclose, or permit access to individually identifiable CPNI in its provision of:

1. The telecommunications service from which the information is derived; or
2. Services necessary to, or used in, the provision of the telecommunications service, including the publishing of directories.

IV. Guidelines for Use of CPNI

- A. The Company may not use, disclose, or permit access to CPNI to market service offerings to a customer that are within a category of service to which the customer does not already subscribe from the Company, unless the Company has customer approval to do so (except that no customer approval is necessary in the situations described in IV.D.).
- B. The Company cannot use, disclose or permit access to CPNI to identify or track customers that call competing service providers. Thus, the Company may not use local service CPNI to track all customers that call its local service competitors.
- C. The Company may use, disclose, or permit access to CPNI for the purpose of providing or marketing service offerings among the categories of service (i.e., local, interexchange, and CMRS) to which the customer already subscribes from the Company, without customer approval.
 - 1. If the Company provides different categories of service, and a customer subscribes to more than one category of service offered by the Company, the Company may share CPNI among its affiliated entities that provide a service offering to the customer, without customer approval.
 - 2. If the Company provides different categories of service, but a customer does not subscribe to more than one offering by the carrier, the carrier is not permitted to share CPNI with its affiliates, except with the customer's approval as discussed in V., below.
- D. The Company may use, disclose, or permit access to CPNI, without customer approval, as described below:
 - 1. To provide inside wiring installation, maintenance, and repair services.
 - 2. CMRS providers may use, disclose, or permit access to CPNI for the purpose of conducting research on the health effects of CMRS.

3. To market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller I.D., call forwarding, and Centrex features.
4. For the provision of customer premises equipment and call answering, voice mail or messaging, voice storage and retrieval services, fax store and forward, and protocol conversion.
5. To protect the rights or property of the carrier, or to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.
6. Initiate, render, bill and collect for telecommunications services;
7. Provide call location information concerning the user of a commercial mobile service in emergency situations; and

V. Obtaining Customer Approval for Use of CPNI

A. Soliciting Customer Approval

The Company may obtain approval through written, oral or electronic methods.

1. If the Company relies on oral approval, it bears the burden of demonstrating that such approval has been given in compliance with the FCC's regulations.
2. A customer's approval or disapproval to use, disclose, or permit access to CPNI must remain in effect until the customer revokes or limits such approval or disapproval.
3. The Company must maintain records of approval, whether oral, written or electronic, for at least one year.

B. Use of Opt-Out and Opt-In Approval Processes

1. The Company may utilize the opt-out or opt-in method to obtain approval to use its customer's individually identifiable CPNI for the purpose of marketing communications-related services to that customer.
2. The Company may also utilize the opt-out or opt-in method to obtain approval to disclose its customer's individually identifiable CPNI, for the purpose of marketing communications-related services to that customer, to its agents, to its affiliates that provide communications-related services, and to its joint venture partners and independent contractors.
3. If the Company discloses or provides access to CPNI to a joint venture partner or independent contractor, in addition to obtaining customer approval, it must enter into confidentiality agreements with such contractors or partners. The confidentiality agreement must:
 - i. Require that the independent contractor or joint venture partner use the CPNI only for the purpose of marketing or providing the communications-related services for which the Company has provided the CPNI;

- ii. Disallow the independent contractor or joint venture partner from using, allowing access to, or disclosing the CPNI to any other party, unless required to make such disclosure under force of law; and
- iii. Require that the independent contractor or joint venture partner have appropriate protections in place to ensure the ongoing confidentiality of consumers' CPNI.

VI. Notices Required for Use of CPNI

A. Mandatory Notices Regarding Solicitation

1. Prior to soliciting any customer approval to use, disclose, or permit access to customers' CPNI, the Company must notify the customer of the customer's right to restrict use of, disclosure of, and access to, the customer's CPNI.
2. The Company must maintain records of the notification, whether oral, written or electronic, for at least one year.
3. Content of Notice: Customer notification must provide sufficient information to enable the customer to make an informed decision whether to permit a carrier to use, disclose, or permit access to, the customer's CPNI. The notification must:
 - i. State that the customer has a right, and the Company has a duty, under federal law, to protect the confidentiality of CPNI.
 - ii. Specify the types of information that constitute CPNI and the specific entities that will receive the CPNI, describe the purposes for which CPNI will be used, and inform the customer of the right to disapprove those uses, and deny or withdraw access to CPNI at any time.
 - iii. Advise the customer of the precise steps the customer must take in order to grant or deny access to CPNI, and must clearly state that a denial of approval will not affect the provision of any services to which the customer subscribes. However, the Company may provide a brief statement, in clear and neutral language, describing consequences directly resulting from the lack of access to CPNI.
 - iv. Be comprehensible and not misleading
 - v. State that any approval or denial of approval for the use of CPNI outside of the service to which the customer already subscribes from that carrier is valid until the customer affirmatively revokes or limits such approval or denial.

4. If written notification is provided, the notice must be clearly legible, use sufficiently large type, and be placed in an area so as to be readily apparent to a customer.
5. If any portion of a notification is translated into another language, then all portions of the notification must be translated into that language.
6. The Company may state in the notification that the customer's approval to use CPNI may enhance the carrier's ability to offer products and services tailored to the customer's needs. The Company also may state in the notification that it may be compelled to disclose CPNI to any person upon affirmative written request by the customer.
7. A carrier may not include in the notification any statement attempting to encourage a customer to freeze third-party access to CPNI.
8. The Company's solicitation for approval must be proximate to the notification of a customer's CPNI rights.

B. Opt-Out Notice Requirements

The Company must provide notification to obtain opt-out approval through electronic or written methods, but not by oral communication (except for one-time use of CPNI, as discussed in VI.E., below). The contents of any such notification must comply with the requirements of VI.A.3., above.

1. The Company must wait a 30-day minimum period of time after giving customers notice and an opportunity to opt-out before assuming customer approval to use, disclose, or permit access to CPNI. The Company may, in its discretion, provide for a longer period. The Company must notify customers as to the applicable waiting period for a response before approval is assumed.
 - i. In the case of an electronic form of notification, the waiting period begins to run from the date on which the notification was sent.
 - ii. In the case of notification by mail, the waiting period begins to run on the third day following the date that the notification was mailed.

2. If the Company uses the opt-out mechanism it must provide notices to its customers every two years.
3. Use of E-mail: If the Company uses e-mail to provide opt-out notices, it must comply with the following additional requirements:
 - i. The Company must have express, verifiable, prior approval from consumers to send notices via e-mail regarding their service in general, or CPNI in particular;
 - ii. Customers must be able to reply directly to e-mails containing CPNI notices in order to opt-out.
 - iii. Opt-out e-mail notices that are returned to the Company as undeliverable must be sent to the customer in another form before the Company may consider the customer to have received notice; and
 - iv. The subject line of the e-mail must clearly and accurately identify the subject matter of the e-mail.
 - v. The Company must make available to every customer a method to opt-out that is of no additional cost to the customer and that is available 24 hours a day, seven days a week. The Company may satisfy this requirement through a combination of methods, so long as all customers have the ability to opt-out at no cost and are able to effectuate that choice whenever they choose.

D. Opt-In Notice Requirements

The Company may provide notification to obtain opt-in approval through oral, written, or electronic methods. The contents of any such notification must comply with the requirements described in § VI.A.3., above.

E. Notice Requirements Specific to One-Time Use of CPNI

1. The Company may use oral notice to obtain limited, one-time use of CPNI for inbound and outbound customer telephone contacts for the duration of the call, regardless of whether carriers use opt-out or opt-in approval based on the nature of the contact.

2. The contents of any such notification must comply with the requirements of VI.A.3., except that the Company may omit any of the following if not relevant to the limited use for which the carrier seeks CPNI:
 - i. The Company need not advise customers that if they have opted-out previously, no action is needed to maintain the opt-out election.
 - ii. The Company need not advise customers that it may share CPNI with its affiliate(s) or third parties and need not name those entities, if the limited CPNI usage will not result in use by, or disclosure to, an affiliate or third party.
 - iii. Carriers need not disclose the means by which a customer can deny or withdraw future access to CPNI, so long as carriers explain to customers that the scope of the approval the carrier seeks is limited to one-time use.
 - iv. Carriers may omit disclosure of the precise steps a customer must take in order to grant or deny access to CPNI, as long as the carrier clearly communicates that the customer can deny access to his CPNI for the call.
- F. Except for use and disclosure of CPNI that is permitted without customer approval as discussed above, and except for the purpose of marketing communications-related services to a customer, the Company may only use, disclose, or permit access to a customer's individually identifiable CPNI subject to opt-in approval.

VII. Company Safeguards and Recordkeeping Requirements.

A. Management Safeguards

1. Training of Company personnel will include review of this Manual by all new employees and all existing employees who have not previously done so.
2. The Company will provide additional training on an as-needed basis.
3. Company personnel will make no decisions regarding CPNI without first consulting one of the following individuals:

The CEO, COO, or CFO

The Company's personnel must obtain supervisory approval from a person listed above regarding any proposed use of CPNI.

4. In deciding whether the contemplated use of the CPNI is proper, the individual(s) listed in the previous paragraph will consult this manual, applicable FCC regulations or Compliance Guide, and, if necessary, legal counsel.
5. The person(s) listed in VII.A.3. above will personally oversee the use of approval methods and notice requirements for compliance with all legal requirements.
6. The person(s) listed in VII.A.3. above will also ensure that the Company enters into confidentiality agreements, as necessary, with any joint venture partners or independent contractors to whom it discloses or provides access to CPNI.
7. Any improper use of CPNI will result in disciplinary action in accordance with established Company disciplinary policies. Any improper use shall be treated as a serious offense, and may result in suspension or termination of employment in appropriate cases. Any company personnel making improper use of CPNI will undergo additional training to ensure future compliance.
8. The Company will provide written notice within five business days to the FCC of any instance where the opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.

- i. The notice will be in the form of a letter, and will include the Company's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the relevant state commission(s) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
 - ii. The Company must submit the notice even if the Company offers other methods by which consumers may opt-out.
9. On an annual basis, a corporate officer of the Company will sign a compliance certificate (Appendix 1) stating that the officer has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the FCC's rules.
10. The Company will review these procedures on a continuing basis to ensure compliance with all FCC regulations, and will revise these procedures as needed to reflect any subsequent revisions to the applicable Rules and Regulations addressing CPNI.

B. Recordkeeping

1. The Company will maintain records of its own sales and marketing campaigns that use CPNI in files clearly identified as such. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company will maintain these records in its offices for a minimum of one year.
2. The Company will maintain records of its affiliates' sales and marketing campaigns that use CPNI in files clearly identified as such. These records will include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company will maintain these records in its offices for a minimum of one year.

3. The Company will maintain records of all instances where it disclose or provides CPNI to third parties, or where third parties are allowed access to CPNI, in files clearly identified as such. These records will include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.
4. The Company's policy is to maintain records of customer approval for use of CPNI, as well as notices required by the FCC's regulations, for a minimum of one year. The Company maintains records of customer approval and disapproval for use of CPNI in a readily-available location that is consulted on an as-needed basis.
5. The Company will maintain separate files in which it will retain any court orders respecting CPNI.

C. Authentication and Procedural Safeguards

1. **Online Access to CPNI.** The Company must authenticate Customer without the use of Readily Available Biographical Information or Account Information, prior to allowing the Customer online access to CPNI related to a Telecommunications Service account. Once authenticated, the Customer may only obtain online access to CPNI related to a Telecommunications Service account through a password, as described in Section 10.C.3., that is only prompted by the Company asking for Readily Available Biographical Information, or Account Information.

The Company may choose to block access to a Customer's account after repeated unsuccessful attempts to log into that account.

2. **In-Office Access to CPNI.** The Company may disclose CPNI (including Call Detail Information) to a Customer who, in the Company's office, first presents a Valid Photo ID matching the Customer's Account Information.

APPENDIX 1

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

_____ signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2009, on behalf of _____ Telephone Company (Company). This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide both a Certificate of Compliance and a "statement accompanying the certificate" to explain how its operating procedures ensure compliance with 47 CFR 64.2001-.2009.

On behalf of the Company, I certify as follows:

1. I am the _____ of the Company. My business address is _____.

2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to customer proprietary network information (CPNI).

3. The Company has established a system by which the status of a customer's approval for use of CPNI, as defined in 47 USC 222(h)(1), can be clearly established prior to the use of CPNI. The Company relies on the involvement of its high-level management to ensure that no use of CPNI is made until a full review of applicable law has occurred.

4. The Company trains its personnel regarding when they are authorized to use CPNI, as well as when they are not authorized to use CPNI. However, Company personnel make no decisions regarding CPNI without first consulting with management. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.

5. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company likewise maintains records of its affiliates' sales and marketing campaigns that use CPNI. The Company also maintains records of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. These records include a description of each campaign, the specific CPNI that was used in the campaign, and the products and services that were offered as a part of the campaign. The Company maintains these records in its offices for a minimum of one year.

6. The Company has a supervisory review process regarding compliance with the FCC's rules relating to protection of CPNI for outbound marketing situations. The purpose of this supervisory review process is to ensure compliance with all rules prior to using CPNI for a purpose for which customer approval is required. Company personnel, prior to making any use of CPNI, must first consult with management regarding the lawfulness of using the CPNI in the manner contemplated. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the Company's own compliance manual, the applicable FCC regulations, the FCC's Compliance Guide, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.

8. Further, management oversees the use of opt-in, opt-out, or any other approval requirements, or notice requirements (such as notification to the customer of the right to restrict use of, disclosure of, and access to CPNI), contained in the FCC's regulations. Management also reviews all notices required by the FCC regulations for compliance therewith.

9. The Company enters into confidentiality agreements, as necessary, with any joint venture partners or independent contractors to whom it discloses or provides access to CPNI.

10. The Company's policy is to maintain records of customer approval for use of CPNI, as well as notices required by the FCC's regulations, for a minimum of one year. The Company maintains records of customer approval and disapproval for use of CPNI in a readily-available location that is consulted on an as-needed basis.

Date: _____

APPENDIX 3

SAMPLE OPT-OUT NOTICE

_____ Company (Company) utilizes Customer Proprietary Network Information (CPNI) when providing telecommunications products and services to its customers. CPNI is defined as information relating to the quality, technical configuration, destination and amount of use of telecommunications services, including information that may appear on a customer's bill. Information published in the telephone directory is not CPNI.

Under Federal law, telephone companies have a duty to protect this information. As a customer, you have the right at any time to restrict the use of CPNI for marketing purposes. This is considered an "Opt-Out" approach. Your approval to use CPNI may enhance the Company's ability to offer products and services tailored to your needs.

The Company proposes to use your CPNI to [Specify: (1) the information that will be used, (2) the specific entities that will receive the CPNI, (3) the purposes for which CPNI will be used].

If you wish to opt-out, you should take the following steps: [list]

Your decision to opt-out will not affect the provision of any services to which you subscribe. The Company does not and will not sell or offer such information to any third party, except as permitted under Federal Communications Commission regulations. Once you opt-out, you will remain on this list until your request otherwise.

If the Company does not receive an opt-out from you prior to the expiration of the 30-day period following the Company's sending of this notice to you, it will assume that you approve of its proposed use of your CPNI.



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FCC site map

<h2>Protecting Your Telephone Calling Records</h2>	<h2>FCC Consumer Facts</h2>
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Information that Your Telephone Company Collects

Your local, long distance, and wireless telephone companies, as well as your Voice over Internet Provider (VoIP), collect information such as the numbers you call and when you call them, as well as the particular services you use, such as call forwarding or voice mail. These companies collect this customer information, also called Customer Proprietary Network Information (CPNI), so they can provide the services you have requested and send you bills for them.

Protecting Your Customer Information

Both Congress and the Federal Communications Commission (FCC) impose requirements on telephone companies and VoIP providers about how they can use this personal information and what they must do to protect it from disclosure. Both Congress and the FCC have strengthened their rules to combat a practice known as "pretexting," or posing as the actual customer or a law enforcement official to obtain telephone calling records. In some cases, data brokers offer calling records for sale on the Internet. Congress has passed a law making it a crime punishable by fine or imprisonment of up to 10 years to obtain calling records from a telephone company or VoIP provider by: making false or fraudulent statements, providing fraudulent documents, or accessing customer records without prior authorization through the Internet or fraudulent computer-related activities. The law also prohibits the unauthorized sale or transfer of confidential phone records or the purchase or receipt of such information with knowledge that it was obtained fraudulently or without authorization.

Both a law passed by Congress and FCC rules impose a general duty on telephone companies and VoIP providers to protect the confidentiality of your customer information. Telephone companies and VoIP providers may use, disclose, or permit access to your customer information in these circumstances: (1) as required by law; (2) with your approval; and (3) in providing the service from which the customer information is derived.

Disclosing Your Customer Information At Your Request

The FCC prohibits your telephone company or VoIP provider from releasing your customer information to you when you call the company except when you provide a password. If you do not provide a password, your telephone company or VoIP provider 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. Your telephone or VoIP company must provide password protection for your on-line account. If you come in person with valid identification to a company store or office, your company can provide you all your customer information. Your company must notify you immediately when it creates or changes a password, a back-up for a forgotten password, an on-line account, or an address of record. Finally, your company must disclose your customer information to any person you designate if you make your request in writing.

Using Your Customer Information for Marketing

Your telephone company or VoIP provider may use your customer information, without your approval, 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.

If your telephone company or VoIP provider uses your customer information for other marketing, it must obtain your approval to do so. The company may request your approval orally, in writing, or electronically. The request must contain specific disclosures about how your company will use your customer information. The company can request your approval using one of two methods:

- 1) **"Opt-Out"** – Your company sends you a notice saying it will consider you to have given your approval to use your customer information for marketing unless you tell it not to do so (usually within 30 days.)
- 2) **"Opt-In"** – Your company sends you a notice asking that you expressly give it permission to use your customer information for marketing.

Your telephone company or VoIP provider must obtain your "opt-out" or "opt-in" approval before it can share your customer information within the company to sell you communications-related services you don't already purchase; for example, to sell you long distance service if you only subscribe to local service. Your company must obtain your "opt-in" approval to disclose your customer information for marketing purposes to joint venture partners and independent contractors. If your telephone company or VoIP provider discloses your customer information to joint venture partners or independent contractors, it must enter into agreements with them to keep your customer information confidential.

Additional Requirements

The FCC requires your telephone company or VoIP provider to report to you and law enforcement officials such as the Federal Bureau of Investigation if your customer information is disclosed without your permission. Your company must take reasonable measures to discover and protect against pretexting. It must also keep accurate records of all instances where it disclosed your customer information to third parties, and whether or not you have provided approval to use your customer information for marketing. Marketing campaigns using customer information must be carefully reviewed within the company. Employees must be trained in the appropriate use of customer information. Finally, telephone companies and VoIP providers must submit to the FCC annual certification proving that they are abiding by these rules, including an explanation of any actions taken against data brokers and a summary of all consumer complaints received regarding unauthorized release of customer information.

How to Help Prevent Unauthorized Disclosure of Your Customer Information

- Ask your telephone company or VoIP provider to provide information about what it does to protect the confidentiality of your customer information.
- Read your telephone bill and any other notices you receive from your company carefully. Determine if your company is seeking opt-in or opt-out permission to use or share your customer information for marketing.
- Make your choice about sharing your customer information clear to your telephone company or VoIP provider. The choice you make about how your customer information is used and shared is valid until you inform your company that your choice has changed.
- If you use a password when contacting your telephone company or VoIP provider to obtain your customer information, avoid using any sensitive or readily apparent information, such as your social security number.

Remember: Customer information rules apply to all telephone companies: local, long distance, wireless and VoIP. Make your customer information choices known to each company.

Filing a Complaint with the FCC

If you suspect that your customer information has been disclosed without your permission or otherwise unlawfully, immediately contact your telephone company or VoIP provider to inform it 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 an on-line complaint form found at esupport.fcc.gov/complaints.htm. You can also file your complaint with the FCC's Consumer Center by e-mailing 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. When you open the on-line complaint form, you will be asked a series of questions that will take you to the particular section of the form you need to complete. If you do not use the on-line complaint form, 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.

For More Information

For information about other telecommunications issues, visit the FCC's Consumer & Governmental Affairs Bureau Web site at www.fcc.gov/cgb, or contact the FCC's Consumer Center using the information provided for filing a complaint.

For this or any other consumer publication in an accessible format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to FCC504@fcc.gov.

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, visit www.fcc.gov/cgb/contacts/.

This document is for consumer education purposes only and is not intended to affect any proceedings or cases involving this subject matter or related issues.

10/20/08



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- Privacy Policy
- Website Policies & Notices
- Required Browser Plug-ins
- Freedom of Information Act

Annual "Do Not Call List" Customer Notice

Dear Subscriber,

This notice is being provided to you in accordance with the regulations of the Federal Communications Commission (FCC), 47 CFR 64.1200 (g), regarding the national Do Not Call list.

The national Do Not Call list is a database maintained by the federal government. Under federal law, you may elect to use the national Do Not call database to register your objection to receiving telephone solicitations. If you elect to do so, you can register with the database by making a toll free call to 888-382-1222. For TTY access, call 866-290-4236. You may also register online at www.donotcall.gov.

If you use the national Do Not Call list to register an objection to receiving telephone solicitations, you may later revoke that objection if you so choose.

Westphalia Telephone Company

**NOTICE REGARDING THE AVAILABILITY OF YOUR
NAME AND TELEPHONE NUMBER TO THE PARTIES YOU CALL**

Westphalia Telephone Company provides you this notification in accordance with Michigan Public Service Commission rules.

Westphalia Telephone Company provides Caller ID service, which means that your name and telephone number is displayed to the called party. However, two complimentary features are available to either prevent your name and number from being displayed, or make your name and number available as desired.

You may temporarily restrict the availability of your name and number to the party called on a per-call basis. To activate this feature, just dial *67 on a touch tone phone, or 1167 on a rotary phone, before placing the call. Note that this is a "per-call" feature and will automatically terminate when the call is ended.

If you have made arrangements for your private telephone number to be automatically blocked to the called party, but wish to make your name and number public for one call, dial *82 on a touch tone phone, or 1182 on a rotary phone, prior to making the call. This is also a "per-call" feature and will automatically terminate when the call is ended.

Note that subscribers of automatic number identification or charge number service are prohibited from using the telephone number and billing information for any of the following activities:

- (i) The reuse or sale of the telephone number or billing information without the express, affirmative consent of the originating telephone subscriber.
- (ii) Disclosure of any information derived from an automatic number identification or charge number service, except for;
 - billings and collections;
 - routing, screening, completing, and providing services directly related to the originating telephone subscriber's call and transaction;
 - the originating telephone subscriber expressly, affirmatively consents;
 - to perform a service or transaction that is a subject of the originating telephone subscriber's calls;
 - to ensure network performance security;
 - to ensure the effectiveness of call delivery;
 - to compile aggregate information for use and disclosure;
 - to comply with a law or legal process

Red Flag and Address Discrepancies

**Compliance Manual and
Operating Procedures**

For

**Great Lakes Comnet, Inc and its subsidiary
Comlink, LLC**