

Definitions

This ASTAC Wireless CPNI policy manual relies on the following definitions:

- (1) **Account information.** “Account information” is information that is specifically connected to the customer’s service relationship with ASTAC Wireless, including such things as an account number or any component thereof, the telephone number associated with the account, or the bill’s amount.
- (2) **Address of record.** An “address of record,” whether postal or electronic, is an address that the carrier has associated with the customer’s account for at least 30 days.
- (3) **Affiliate.** The term “affiliate” means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another to own an equity interest (or the equivalent thereof) of more than 10 percent.
- (4) **Breach.** When a person, without authorization or exceeding authorization, has intentionally gained access to, used, or disclosed CPNI.
- (5) **Call detail or call records information.** Any information that pertains to the transmission of specific telephone calls, including, for outbound calls, the number called, and the time, or duration of any call and, for inbound calls, the calling number, and the time, location, or duration of any call.
- (6) **Communications-related services.** The term “communications-related services” means telecommunication services, information services typically provided by ASTAC Wireless and services related to the provision or maintenance of customer premises equipment.
- (7) **Customer.** A customer of ASTAC Wireless is a person or entity to which ASTAC Wireless is currently providing service.
- (8) **Customer premises equipment (CPE).** The term “customer premises equipment (CPE)” means equipment employed on the premises of a person (other than a carrier) to originate, route, or terminate telecommunications.
- (9) **Customer Proprietary Network Information.** The term “customer proprietary network information” means – 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 carriers; except that such term does not include subscriber list information.

The FCC Summary Definition: “CPNI includes where, when and to whom a customer places a call, as well as the types of service offerings to which customers subscribe and

- (16) **Local exchange carrier (LEC).** The term “local exchange carrier (LEC)” means any person that is 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 under section 332(c) of TA-96, except to the extent that the Commission finds that such service should be included in the definition of such term.
- (17) **Opt-in approval.** The term “opt-in approval” refers to a method for obtaining customer consent to use, disclose, or permit access to the customer’s CPNI. This approval method requires that ASTAC Wireless obtain from the customer affirmative, express consent allowing the requested CPNI usage, disclosure, or access after the customer is provided appropriate notification of the ASTAC Wireless’ request consistent with the requirements.
- (18) **Opt-out approval.** The term “opt-out approval” refers to 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 waiting period described after the customer is provided appropriate notification of ASTAC Wireless’ request for opt-out consent consistent with the rules.
- (19) **Password.** The term “password” means a secret word or sequence of alpha and numeric characters which is used to limit access to a customer’s account to authorized individuals.
- (20) **Pretexting.** The term “pretexting” means the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer’s call detail or other private communications records.
- (21) **Readily available biographical information.** “Readily available biographical information” is information drawn from the customer’s life history and includes such things as the customer’s social security number, or the last four digits of that number; mother’s maiden name; home address; or date of birth.
- (22) **Subscriber list information (SLI).** The term “subscriber list information” means any information –
- (A) identifying the listed names of subscribers of ASTAC Wireless and such 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
 - (B) ASTAC Wireless or an affiliate has published, caused to be published, or accepted for publication in any directory format.
- (23) **ASTAC Wireless or carrier.** The terms “ASTAC Wireless Telecom,” “ASTAC Wireless,” or “carrier” shall have the same meaning. For CPNI this term shall include provision of interconnected VoIP service which ASTAC Wireless looks forward to providing when it becomes feasible.

- (24) **Telecommunications service.** The term “telecommunications service” means 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.
- (25) **Telephone number of record.** The telephone number associated with the underlying service, not the telephone number supplied as a customer’s “contact information.”
- (26) **Valid photo identification.** The term “valid photo identification” means an official identification document issued by a federal or state governmental agency that identifies the holder of the document that includes a photograph of sufficient clarity to positively identify the holder of the document.

Company Policy Regarding CPNI

ASTAC Wireless has chosen not to use CPNI data that enables the company or its affiliates to market additional products or services. Accordingly, ASTAC Wireless' personnel are trained not to use CPNI for such purposes. Because CPNI is not used for marketing purposes, ASTAC Wireless has established the appropriate safeguards for this type of treatment (non-use) of CPNI data. These safeguards include documentation of this policy in this manual and training of ASTAC Wireless personnel with regard to non-use of CPNI data.

In this effort, the Company must follow all applicable FCC rules as contained in Subpart U – Customer Proprietary Network Information – of Part 64 of Title 47 of the Code of Federal Regulations. Specific ASTAC Wireless procedures are as follows:

BUSINESS CUSTOMER EXEMPTION

If a business customer of ASTAC Wireless has in place a contract for service with ASTAC Wireless that specifies:

- (1) a dedicated ASTAC Wireless account representative as the primary contact,
- (2) who can be reached without going through a call center, and
- (3) ASTAC Wireless' protection of that business customer's CPNI,

then ASTAC Wireless' authentication policies and procedures do not apply to that business customer. Specifically, the customer does not need to provide a password or the correct response to a back up means of authentication prior to the dedicated account representative discussing call detail CPNI with that customer during a customer-initiated telephone contact.

In the event that the dedicated account representative is unavailable for a customer-initiated telephone contact, a primary and a secondary account representative have been established by ASTAC Wireless. Either one of these may discuss call detail CPNI with the business customer during the period of unavailability of the dedicated account representative.

ACCESS TO CPNI DATA

Access to CPNI data is limited to employees or entities with the requisite proper authorization as allowed by FCC rules. Any employees or entities with CPNI access must operate under policies that require nondisclosure of confidential information. Improper use or disclosure of CPNI by employees is subject to disciplinary action up to and including termination.

Marketing Programs

ASTAC Wireless will not use CPNI for marketing purposes. As a cooperative, all members are treated equally and any marketing initiative will be inclusive of all members for which the service is available.

Contact the Chief Service Officer if you are uncertain as to the type of information you can use in marketing services to customers.

Carrier Authentication Requirements

- Customer calls for information on their account
 - Customer must provide pre-established password, or
 - Information may be mailed at the customer's request to the customer's address of record, or
 - ASTAC Wireless calls the telephone number of record at the customer's request.
 - However, if a customer is able to provide ASTAC Wireless, during a customer initiated phone call, all the call detail information necessary to address a customer service issue (i.e., the telephone number(s) called, when they were called, and, if applicable, the amount charged for the call(s)), then ASTAC Wireless is permitted to proceed with its routine customer care procedures.

- Customer uses on-line account access
 - Must be password protected
 - Password may not be readily available biographical information or account information to authenticate a customer's identity.
 - A shared secret can be used to authenticate a customer if they have forgotten their password.

- Customer visits an ASTAC Wireless Customer Care Center
 - Customer must provide a valid photo ID and name must match the account.

CUSTOMER NOTICE AT INITIATION OF SERVICE

Customers are informed during the initiation of service with ASTAC Wireless that their CPNI data is not used for marketing purposes. Customers receive annual reminders (Form 8-W or Form 8-WO) of this CPNI policy.

CUSTOMER NOTICE

Adequate notice with respect to customer CPNI rights and ASTAC Wireless' duty to protect CPNI is provided in ASTAC Wireless' telephone directory. In addition, a CPNI notice is printed periodically on the customer's billing statement.

RECORD OF CUSTOMER COMPLAINTS CONCERNING THE UNAUTHORIZED RELEASE OF CPNI

All customer complaints concerning the unauthorized release of CPNI will be logged (Form 9) and retained for a period of five years. This information is summarized and included with ASTAC Wireless' annual certification to the FCC.

Release of Call Detail Information (Forms 7-W or 7-WO & 8-W or 8-WO)

CUSTOMER INITIATED TELEPHONE ACCOUNT ACCESS

Release of any CPNI information requested by the customer via a telephone call is prohibited except when:

- the requesting individual provides the password of record; or
- the information will be sent via mail USPS to the customer's address of record; or
- ASTAC Wireless will call the telephone number of record and disclose the call detail information.

If the customer has forgotten their password or does not have a password established, ASTAC Wireless can proceed with routine customer care procedures if the customer can provide all of the call detail information. ASTAC Wireless will not disclose any call detail other than the information the customer disclosed during that particular contact.

RETAIL LOCATION ACCOUNT ACCESS

Customers or their authorized contacts as allowed by the Telecommunications Act of 1996 – Section 222(c)(2) must have a valid, government issued photo identification, such as a driver's license, passport, or comparable ID to obtain CPNI information.

ON-LINE ACCOUNT ACCESS

ASTAC Wireless requires an on-line password to protect on-line access to CPNI. Passwords will be designed by the customer and will consist of alpha and numeric characters. On-line passwords are not required if the customer chooses to receive call detail information via either of the two methods above.

ASTAC Wireless will authenticate both new and existing customers seeking on-line access to their CPNI.

ASTAC Wireless can reinitialize existing passwords for on-line access but will NOT base on-line access on readily available biographical or account information. This procedure will relate to all customer information, not just call detail.

On-line access to CPNI will be blocked after five (5) unsuccessful attempts to log on.

NOTIFICATION OF ACCOUNT CHANGES

- ASTAC Wireless must immediately notify customers of account changes to:
 - Password
 - Shared secret
 - Changes to on-line account, if applicable
 - Address of record.

New customers are exempt from this notification at service initiation.

Methods for Establishing a Password

- New customers may be asked for a password at initiation of service. Existing customers who have not provided a password through outreach may be asked for one in the course of normal account servicing. No customer has to provide ASTAC Wireless with a password; they may instead choose to have ASTAC Wireless call them at the telephone number of record or mail to the address of record or appear in person at an ASTAC Wireless Customer Care Center.

PROCEDURES TO PROTECT AGAINST PRETEXTING

Pretexting is the practice of pretending to be a particular customer or other authorized person in order to obtain access to that customer's call detail or other private communications record. The Company has employed the above procedures and safeguards in order to achieve reasonable measures designed to discover and protect against pretexting.

Annual Certification

- Annually, ASTAC Wireless will certify its compliance with CPNI requirements and make this certification publicly available in its offices and on its website. The certification will be signed by an officer of the company, stating that they have personal knowledge that ASTAC Wireless has established operating procedures that are adequate to comply with FCC CPNI rules. An accompanying statement will give an overview of the training employees receive concerning the safeguarding of CPNI, the disciplinary process applicable for willful or careless improper disclosure of CPNI, non-use of CPNI for marketing, restricted access to CPNI and any other measures taken by ASTAC Wireless to further safeguard CPNI. ASTAC Wireless should also include a summary of all customer complaints concerning unauthorized use of CPNI.

- This filing is submitted to the Enforcement Division of the FCC electronically at <http://www.fcc.gov/cgb/ecfs/> and labeled "Certification of CPNI Filing (date of filing)" on the first page. Filers should also include their full name, USPS mailing address and reference the applicable docket number (EB Docket No. 06-36).

Notice of Unauthorized Disclosure of CPNI

- ASTAC Wireless is required to notify law enforcement of CPNI breaches no later than seven days after a reasonable determination of a breach.
- ASTAC Wireless shall send an electronic notification through a central reporting facility to the United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI).
- Carriers may notify their customer and/or disclose a breach of their CPNI after seven days following notification of law enforcement unless the USSS or FBI requests ASTAC Wireless postpone the disclosure.
- If the investigative agency determines that public disclosure would impede or compromise an ongoing or potential criminal investigation or national security, the agency may direct ASTAC Wireless, in writing, to withhold disclosure for an initial 30-day period.
- The 30-day period may be extended another 30 days as reasonably necessary in the judgment of the agency. The agency will provide a written request to extend the postponement of notification of breach.
- ASTAC Wireless may disclose the breach to the customer after consultation with the investigative agency if ASTAC Wireless believes there is an extraordinarily urgent need to notify the customer(s) to avoid immediate irreparable harm.

Responsibility to notify USSS and FBI has been assigned to the Chief Service Officer.

NOTIFICATION OF CPNI SECURITY BREACHES

- (1) *Notification of law enforcement agencies* (Form 3). ASTAC Wireless will notify law enforcement of a breach of its customers' CPNI as stated in this section of ASTAC Wireless's CPNI manual. ASTAC Wireless will not notify any of its customers or disclose the breach publicly, whether voluntarily or under state or local law or these rules, until it has completed the process of notifying law enforcement as required and spelled out below.
- (2) *Limitations*. As soon as practicable, but in no event later than seven (7) business day, after reasonable determination of the breach, ASTAC Wireless shall electronically notify the **United States Secret Service (USSS) and the Federal Bureau of Investigation (FBI)** through a central reporting facility. This will be done through the FCC's link to the reporting facility at <http://www.fcc.gov/eb/cpni>.
 - a) Notwithstanding any state law to the contrary, ASTAC Wireless shall not notify customers or disclose the breach to the public until 7 full business days have passed after notification to the USSS and the FBI except as in the following two parts of this section.

- b) If ASTAC Wireless believes that there is an extraordinarily urgent need to notify any class of affected customers sooner than otherwise allowed under the above paragraph of this section, in order to avoid immediate and irreparable harm, it shall so indicate in its notification and may proceed to immediately notify its affected customers only after consultation with the relevant investigating agency. ASTAC Wireless shall cooperate with the relevant investigating agency's request to minimize any adverse effects of such customer notification.
 - c) If the relevant investigating agency determines that public disclosure or notice to customers would impede or compromise an ongoing or potential criminal investigation or national security, such agency may direct ASTAC Wireless not to disclose or notify for an initial period of up to 30 days. Such period may be extended by the agency as reasonably necessary in the judgment of the agency. If such direction is given, the agency shall notify ASTAC Wireless when it appears the public disclosure or notice to affected customers will no longer impede or compromise a criminal investigation or national security. The agency shall provide in writing its initial direction to ASTAC Wireless, any subsequent extension, and any notification that notice will no longer impede or compromise a criminal investigation or national security and such writing shall be contemporaneously logged on the same reporting facility that contains records of notifications filed by carriers.
- (3) *Customer Notification* (Form 4). After ASTAC Wireless has completed the process of notifying law enforcement as listed above, it shall notify its customers of a breach of those customers' CPNI.
- (4) *Recordkeeping*. ASTAC Wireless will maintain a record, electronically or in some other manner, of any breaches discovered, notifications made to the USSS and the FBI as defined in the above section of this manual, and all notifications made to customers. This record must include, if available:
- a) Dates of discovery and notification.
 - b) A detailed description of the CPNI that was the subject of the breach.
 - c) The circumstances of the breach.
 - d) ASTAC Wireless will retain the record for a minimum of 2 years.
- (5) *Supersede*. This section does not supersede any statute, regulation, order, or interpretation in any State, except to the extent that such statute, regulation, order, or interpretation is inconsistent with the provisions of this section, and then only to the extent of the inconsistency.

SAFEGUARDS BY ASTAC Wireless

CUSTOMER RECORDS

Customer service records will clearly establish customer CPNI approval. Record of this approval will be kept for a minimum of one year. The record is designed by ASTAC Wireless' service bureau.

All personnel of ASTAC Wireless will be trained annually or upon commencement of employment regarding CPNI policies. These policies include when the employee is authorized to use and when they are NOT authorized to use CPNI. Any infractions of ASTAC Wireless' CPNI policies will be reported to the Chief Service Officer and a record will be made of the infraction(s) and the disciplinary steps taken.

All employees of ASTAC Wireless have a responsibility to safeguard CPNI within their possession. Access to customer accounts will be restricted for personnel not routinely requiring sensitive information. A willful or careless breach of established security measures for CPNI will be grounds for discipline, up to and including termination of employment.

Records Maintenance ASTAC Wireless is required to maintain records that track access to customer CPNI records as well as all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI records. These records must be maintained a minimum of one year.

INTERFACE WITH CONTRACTORS

ASTAC Wireless has occasion to utilize contractors for specific projects needed to conduct its business. ASTAC Wireless requires all its contractors to include the following language in all agreements with ASTAC Wireless:

“Whereas ASTAC Wireless is required by law and its company policies to protect the privacy and security of the information regarding its customers,

To the extent that [Name of Contractor], in rendering services for ASTAC Wireless receives customer proprietary network information, as that term is defined under 47 U.S.C. Section 222 and interpreted by the FCC (“CPNI”), [Name of Contractor] shall maintain the confidentiality of such CPNI according to the policies and procedures implemented by ASTAC Wireless. [Name of Contractor] shall promptly delete from its records any CPNI that is received by [Name of Contractor] in its engagement with ASTAC Wireless.”

TRAINING OF EMPLOYEES

EMPLOYEE TRAINING

The company provides training to employees on the proper use and disclosure of CPNI. The company also provides written documentation of CPNI policy on the company's internal website.

Included as a part of the employee training is the need to communicate to company employees that the customer is provided the opportunity to restrict company or affiliate use of CPNI data. The customer decision regarding ASTAC Wireless use of CPNI use will not affect ASTAC Wireless's provision of any current customer services.

ASTAC Wireless specific CPNI training will be provided annually and with each newly hired employee. Documentation of training (Form 1) will be kept on file for a period of at least five years.

ANNUAL REVIEW BY COMPANY MANAGEMENT

ASTAC Wireless treats customer privacy as a serious issue. ASTAC Wireless is proud of its long history of reliable, trustworthy service and is vigilant in the steps that will be taken to ensure customer privacy. Accordingly, ASTAC Wireless policy requires this CPNI Policy Manual to be reviewed on an annual basis. This review is conducted during the 4th quarter by the Chief Service Officer each calendar year.

The Chief Service Officer's annual review will include, but may not be limited to a review with GVNW Consulting, Inc. and a review with the Board of Directors.

Employee Training Certification - CPNI

I, undersigned, hereby acknowledge receiving and reviewing ASTAC Wireless' CPNI Manual. I have completed the training coordinated by ASTAC Wireless' CPNI Compliance Officer. I further understand my responsibilities to protect CPNI and the disciplinary procedures established by ASTAC Wireless concerning CPNI.

Name: _____

Position: _____

Date CPNI Manual Received: _____

Date CPNI Training: _____

Signature

Date

Witnessed by the CPNI Compliance Officer or designee.

Print Name

Signature

Date

**Certification of CPNI Filing
[Section 64.2009(e) of FCC Rules]**

I hereby certify that I am an Officer of ASTAC Wireless.

I have personal knowledge that ASTAC Wireless established operating procedures that are adequate to ensure compliance with the Customer Proprietary Network Information Rules and requirements in Part 64 Subpart U of the Federal Communications Commission's Rules. The attached Statement of CPNI Compliance explains how ASTAC Wireless' operating procedures ensure that it is in compliance with the applicable rules.

I am making this certification for the year _____.

Signature

Printed Name

Office Held

Date

Breach Notification – Law Enforcement

This notice has been generated to comply with Part 64 Subpart U of the Federal Communications Commission's Rules (47 C.F.R. §64.2011) which requires telecommunications carriers to notify the Federal Bureau of Investigation (FBI) and the United States Secret Service (USSS) when a breach to Customer Proprietary Network Information (CPNI) has been detected.

This message has been submitted to the FBI and the USSS via the FCC link - <http://www.fcc.gov/eb/cpni>

A description of the breach follows:

Customer Name on Account: _____

Phone Number: _____

Breach Performed By: _____

Description of Breach: _____

Sensitivity Analysis: _____

Corrective Measures: _____

Date Submitted: _____ (Must be reported within 7 days of breach)

Please contact Compliance Officer of ASTAC Wireless to provide instructions and/or gather more information regarding this breach of CPNI.

Signature Date

Printed Name

Breach Notification - Customer

[Date]

[Customer Name]

[Address of Record]

[City, State Zip]

ASTAC Wireless respects your privacy and observes the privacy rules established by the Federal Communications Commission and the Regulatory Commission of Alaska.

This notice is being sent to you because a breach of your account information has occurred. In compliance with Part 64 Subpart U of the Federal Communications Commission's Rules, ASTAC Wireless was required to notify the Federal Bureau of Investigation and the United States Secret Service of the breach. Please see a summary of the breach information below:

Phone Number: _____ Date of Breach: _____

Description of Breach: _____

Date Submitted to Law Enforcement: _____

Please call our office to receive further information. We appreciate your business and strive to protect your information.

Sincerely,

Chief Service Officer

Notification of Account Changes

[Date]

[Customer Name]
[Address of Record]
[City, State Zip]

ASTAC Wireless respects your privacy and observes the privacy rules established by the Federal Communications Commission and the Regulatory Commission of Alaska.

This notice is being sent to you because of changes made to your account. Current Federal Communications Commission rules require that we notify you of certain situations.

Please see the summary below that describes the reason for this notice. Should you have any questions, please do not hesitate to contact us.

Phone Number: _____

Name(s) on Account: _____

Recent changes or account activity:

- New password was created.
- Password has been changed.
- Address of record was changed.
- Email of record was changed.
- Back-up questions were used to re-issue a lost or forgotten password.

Account activity was recorded on [Date]. Thank you for your business with ASTAC Wireless.

Sincerely,

Chief Service Officer

Certification of Marketing Campaign Effort

The attached marketing documents have been approved and are found to not violate Customer Proprietary Network Information (CPNI) rules established in Part 64 Subpart U of the Federal Communications Commission's Rules and ASTAC Wireless' CPNI Manual.

This certification is made by CPNI Compliance Officer for ASTAC Wireless.

Signature

Printed Name

Date

Initial CPNI Customer Notification (With Password)

[Date]

To our Valued Customers,

Under federal law, you have the right to confidentiality of information regarding the telecommunication services to which you subscribe and ASTAC Wireless Telecom has the duty to protect that confidentiality. This confidential information includes such things as, specific services you purchase, the number of services purchased, who your provider is for a service, call detail records, and charges related to the services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

Due to the sensitive nature of CPNI, on April 2, 2007, the Federal Communications Commission (FCC) released new rules pertaining to the security of CPNI with special emphasis on call detail CPNI. Call detail CPNI refers to any and all information pertaining to the transmission of specific telephone calls such as telephone number called, telephone number calling, time, date, charges, location and duration of the telephone call.

Among the new rules is the option for you to establish a password with ASTAC Wireless and provide that password during a telephone call from you before we are authorized to disclose or discuss call detail records. For your protection, this password cannot derive from readily available biographical information such as your social security number, mother's maiden name, home address, or date of birth.

(Company specific language)

If you happen to lose or forget your password, ASTAC Wireless has implemented a back-up authentication method. We will ask that you provide us with a secret question. This secret question should prompt you for a response that will allow us to provide you with your password. Again, the secret question cannot derive from biographical information. As an example your secret question might be; what is the color of my eyes? or, what is my dogs' name? In which case, your back-up answers may be "Green" or "Gizmo" respectively.

If you choose not to establish a password and/or secret question, below are alternatives which can be used in order for us to discuss or provide you call detail information.

- ASTAC Wireless may discuss only the call detail information you provide such as called number, when it was called, the duration of the call, and, if applicable, the amount charged for the call.
- ASTAC Wireless can send the call detail information to the address of record that we have on file for you.
- ASTAC Wireless can call you back at the telephone number of record from which your service is derived.

- ASTAC Wireless may disclose call detail CPNI to you at our business office with a valid photo ID matching the name listed on the account. Note that we are only authorized to disclose call detail CPNI to the individual(s) listed on the account with a valid photo ID.

This password protection will become effective on December 8, 2007 so we strongly encourage you to establish your password and back-up secret question by completing the enclosed form and returning it to the address provided.

The new CPNI rules also require we notify you immediately if your password, your response to a backup means of authorization for lost or forgotten passwords, or address of record is created or changed. The means of notification may be by way of a telephone call from us to your telephone number of record, or by mail to the address of record as it was prior to the change.

Please feel free to contact ASTAC Wireless' local business office at (907) 563 - 3989 with any questions or concerns.

Sincerely,

Chief Service Officer

Establishment of Account Password

So that ASTAC Wireless Telecom employees are free to discuss and/or provide call detail *information to me during a call that I initiate to your business office, please establish the following password for my account.*

Password: _____

Should I forget or lose my password please use the following question to authenticate my password.

Secret Question: _____

Answer: _____

Primary Customer Name: _____

Secondary Customer Name: _____

Additional Authorized Contacts: _____

Telephone Number: _____

Account Number: _____

Authorized Signature: _____

Date: ____ / ____ / ____

Please return completed form to:

ASTAC Wireless
4300 "B" St., Suite 501
Anchorage, AK 99503

Contact telephone number for questions – (907) 563 - 3989

Initial CPNI Customer Notification (No Password)

Date

To our Valued Customers;

Under federal law, you have the right to confidentiality of information regarding the telecommunication services to which you subscribe and ASTAC Wireless has the duty to protect that confidentiality. This confidential information includes such things as, specific services you purchase, the number of services purchased, who your provider is for a service, call detail records, and charges related to services purchased. This information is referred to as Customer Proprietary Network Information (CPNI).

Due to the sensitive nature of CPNI, on April 2, 2007, the Federal Communications Commission (FCC) released new rules pertaining to the security of CPNI with special emphasis on call detail CPNI. Call detail CPNI refers to any and all information pertaining to the transmission of specific telephone calls such as telephone number called, telephone number calling, time, date, charges, location and duration of the telephone call.

In compliance with FCC rules and to protect your call detail information to the best of our ability, ASTAC Wireless has opted to no longer disclose or discuss call detail information during a customer initiated telephone call unless the customer can provide the specific call detail information in question. The call detail information would include such things as the called number, date and time of the call and if applicable, the amount charged for the call. Effective December 8, 2007, the methods below will be the only way in which ASTAC Wireless may disclose or discuss your call detail records with you.

- ASTAC Wireless may discuss only the call detail CPNI you provide such as called number, when it was called, the duration of the call, and, if applicable, the amount charged for the call.
- ASTAC Wireless can call you back at the telephone number of record from which your service is derived.
- ASTAC Wireless can send the call detail information to the address of record that we have on file for you.
- ASTAC Wireless may disclose call detail CPNI to you at our business office with a valid photo ID matching the name listed on the account. Note that we are only authorized to disclose call detail CPNI to the individual(s) listed on the account with a valid photo ID.

The new CPNI rules also require we notify you immediately if address of record is created or changed. The means of notification may be by way of a telephone call from us to your telephone number of record, or by mail to the address of record as it was prior to the change.

Please feel free to contact ASTAC Wireless' local business office at (907) 563 - 3989 with any questions or concerns.

Sincerely,

Chief Service Officer

Annual CPNI Notice

[Date]

To our Valued Customers;

ASTAC Wireless respects the privacy of our customers and our employees do everything possible to protect information that may be found in your account records. The Federal Communications Commission developed new rules in 2007 that require certain steps be taken to protect Customer Proprietary Network Information (CPNI).

CPNI rules require that every customer is given the opportunity to create a password. Any person who knows the password can then be given requested account information during a telephone call they initiate. If you choose not to establish a password, the account information is available in one of three ways:

- 1) we may call the telephone number of record and provide the account information;
- 2) we may mail the information to the address of record; or
- 3) we may provide the information at our office if we are presented with valid photo identification and the individual so identified is on the account.

We encourage you to establish a password and share it only with the persons you trust to have access to your account. This will allow for easier retrieval of your account information.

Enclosed is additional information regarding CPNI and how it is used in marketing campaigns. If you *elect not to (choose to)* receive targeted marketing, please fill out the form and return it to our office.

We do not anticipate that these new rules will interfere with quality customer service. If you wish to receive additional information regarding CPNI rules and how they are implemented in ASTAC Wireless, please call or stop by our office.

Sincerely,

Chief Service Officer