

17. WIN employees, agents, independent contractors and joint venture partners are required to notify the CPNI Compliance Officer of any access or security problems they encounter with respect to files containing CPNI.

18. Customers may obtain an initial or replacement password: (i) if they come in person to WIN's business office, produce a driver's license, passport or other government-issued identification verifying their identity, and correctly answer certain questions regarding their service and address; or (ii) if they call a specified WIN telephone number from their telephone number of record, and then wait at that number until a WIN representative calls them back and obtains correct answers to certain questions regarding their service and address.

19. WIN will notify customers immediately of certain changes in their accounts that may affect privacy or security matters.
 - a. The types of changes that require immediate notification include: (a) change or request for change of the customer's password; (b) change or request for change of the customer's address of record; and (c) a change or request for change to the customer's responses with respect to the back-up means of authentication for lost or forgotten passwords.

 - b. The notice may be provided by: (a) a Company call or voicemail to the customer's telephone number of record; or (b) a written notice mailed to the customer's address of record (to the customer's prior address of record if the change includes a change in the customer's address of record).

 - c. The notice must identify only the general type of change and must not reveal the changed information.

 - d. WIN employee or agent sending the notice must prepare and furnish to the CPNI Compliance Officer a memorandum containing: (a) the name, address of record, and telephone number of record of the customer notified; (b) a copy or the exact wording of the written notice, telephone message or voicemail message comprising the notice; and (c) the date and time that the notice was sent.

20. WIN must provide an initial notice to law enforcement and a subsequent notice to the customer if a security breach results in the disclosure of the customer's CPNI to a third party without the customer's authorization.
 - a. As soon as practicable (and in no event more than seven (7) days) after the WIN discovers that a person (without authorization or exceeding authorization) has intentionally gained access to, used or disclosed CPNI, WIN must provide electronic notification of such breach to the United States Secret Service and to the Federal Bureau of Investigation via a central

reporting facility accessed through a link maintained by the FCC at <http://www.fcc.gov/eb/cpni>.

21. WIN will provide customers with access to CPNI at are location if the customer presents a valid photo ID and the valid photo ID matches the name on the account.
22. WIN takes reasonable measures to discover and protect against activity that is indicative of pretexting including requiring WIN employees, agents, independent contractors and joint venture partners to notify the CPNI Compliance Officer immediately by voice, voicemail or email of: (a) any suspicious or unusual call requesting a customer's call detail information or other CPNI (including a call where the caller furnishes an incorrect password or incorrect answer to one or both of the "shared secret" question-answer combinations); (b) any suspicious or unusual attempt by an individual to change a customer's password or account information (including providing inadequate or inappropriate identification or incorrect "address or record," "telephone number of record" or other significant service information); (c) any and all discovered instances where access to WIN's electronic files or databases containing passwords or CPNI was denied due to the provision of incorrect logins and/or passwords; and (d) any complaint by a customer of unauthorized or inappropriate use or disclosure of his or her CPNI. The CPNI Compliance Officer will request further information in writing, and investigate or supervise the investigation of, any incident or group of incidents that reasonably appear to entail pretexting.

IV. CPNI Compliance Officer

In addition to the specific matters required to be reviewed and approved by WIN's CPNI Compliance Officer, employees and agents, independent contractors and joint venture partners are strongly encouraged to bring any and all other questions, issues or uncertainties regarding the use, disclosure, or access to CPNI to the attention of WIN's CPNI Compliance Officer for appropriate investigation, review and guidance. The extent to which a particular employee or agent brought a CPNI matter to the attention of the CPNI Compliance Officer and received appropriate guidance is a material consideration in any disciplinary action brought against the employee or agent for impermissible use, disclosure or access to CPNI.

V. Disciplinary Procedures

WIN has informed its employees and agents, independent contractors and joint venture partners that it considers compliance with the Communications Act and FCC Rules regarding the use, disclosure, and access to CPNI to be very important. Violation by WIN employees or agents of such CPNI requirements will lead to disciplinary action (including remedial training, reprimands, unfavorable performance reviews, probation, and termination), depending upon the circumstances of the violation (including the severity of the violation, whether the violation was a first time or repeat violation,

whether appropriate guidance was sought or received from the CPNI Compliance Officer, and the extent to which the violation was or was not deliberate or malicious).

Violation by WIN independent contractors or joint venture partners of such CPNI requirements will lead to prompt disciplinary action (up to and including remedial training and termination of the contract).

Western Independent Networks

STATEMENT OF ACTIONS TAKEN AGAINST DATA BROKERS

A. During Calendar Year 2008, the Company has instituted the following proceeding, or filed the following petitions, against data brokers before the Federal Communications Commission:

NONE

B. During Calendar Year 2008, the Company has instituted the following proceeding, or filed the following petitions, against data brokers before the Oregon Public Utility Commission:

NONE

C. During Calendar Year 2008, the Company has instituted the following proceeding, or filed the following petitions, against data brokers before the [NAME OF COURT]:

NONE

Western Independent Networks

**SUMMARY OF CUSTOMER COMPLAINTS
REGARDING UNAUTHORIZED RELEASE OF CPNI**

A. During Calendar Year 2008, the Company has received the following number of customer complaints related to unauthorized access to, or disclosure of, CPNI due to improper access by Company employees:

NONE

B. During Calendar Year 2008, the Company has received the following number of customer complaints related to unauthorized access to, or disclosure of, CPNI due to improper disclosure to individuals not authorized to receive the information:

NONE

C. During Calendar Year 2008, the Company has received the following number of customer complaints related to unauthorized access to, or disclosure of, CPNI due to improper access to online information by individuals not authorized to view the information:

NONE

D. During Calendar Year 2008, the Company has become aware of the following processes that pretexters are using to attempt to access its CPNI:

NONE

Attachment 5

CPNI Policy Acknowledgement

I hereby state and acknowledge that I have received a copy of the **CUSTOMER PROPRIETARY NETWORK INFORMATION COMPLIANCE MANUAL** (December 2008 Version), that I am responsible for reviewing and understanding this Manual, that I have attended a training session pertaining to the subjects covered in this Manual, and that I understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal.

Frank D Richter
Signature

2/4/09
Date

Frank D Richter
Print name

WITNESSED:

CPNI COMPLIANCE OFFICER

April L. McClure
Signature

2/4/09
Date

April L. McClure
Print name

Received & Inspected

FEB - 9 2009

FCC Mail Room

**CUSTOMER PROPRIETARY NETWORK INFORMATION
(CPNI)**

COMPLIANCE MANUAL

DECEMBER 2008

WIN
WESTERN
INDEPENDENT NETWORKS

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CUSTOMER PROPRIETARY NETWORK INFORMATION MANUAL

DECEMBER 2008

Overview

This Manual governs all use of customer proprietary network information (CPNI) by all Western Independent Networks, Inc. ("WIN") employees, agents, independent contractors and joint venture partners.

It is the official policy of Western Independent Networks, Inc. that all access, use, disclosure or distribution of CPNI be in accordance with the customer privacy safeguards set forth in the Communications Act (47 U.S.C. §222) and the Federal Communications Commission (FCC) Rules (47 C.F.R. §§64.2001 through 64.2011), and that all Company employees, agents, independent contractors and joint venture partners who handle the Company's CPNI are aware of these customer privacy safeguards and comply fully with them.

It is the responsibility of all WIN employees, agents, independent contractors and joint venture partners to read and review this Manual, and to seek clarification from the Company's CPNI Compliance Officer regarding any CPNI-related questions, before accessing, using, disclosing or distributing CPNI in any manner and for any purpose. It is further the responsibility of every WIN employee, agent, independent contractor and joint venture partner to comply fully with all federal CPNI requirements, and to seek clarification from the Company's CPNI Compliance Officer any time that an access, use, disclosure or distribution of CPNI appears to be questionable.

NOTE: Some companies may retain individuals or entities as "agents," rather than as "independent contractors." In common language as well as legal analyses, there is not always a clear dividing line between "agents" and "independent contractors." Under basic commercial law, an "agent" is a non-employee authorized to act on the behalf of the Company and bound by a fiduciary duty to act in the Company's best interests, whereas an "independent contractor" is an entity that completes a task under contract for the Company but is generally responsible to the Company primarily for the results of its work while remaining generally free to choose its own means and methods of performing and completing the work. The two terms are often used interchangeably in business discussions and documents, and appear to overlap somewhat even in more precise legal terminology.

The "agent/independent contractor" distinction has significance for CPNI compliance purposes. For example, as of this time, the FCC has not restricted the provision of CPNI to third parties for the preparation, rendering and collection of bills for telecommunications services. However, the Communications Act specifically states that a telecommunications carrier is not prohibited from using, disclosing, or permitting access to CPNI either directly or through its "agents" for billing and several other specified purposes (e.g., protection against fraudulent, abusive or unlawful use of services). Accordingly, to the extent the

Company uses a third party for billing and collection, the third party will be clearly designated and treated as the Company's "agent" for that purpose.

The FCC's rules, on the other hand, place stringent restrictions upon CPNI access, use, disclosure and distribution to "independent contractors" for marketing purposes. Accordingly, to ensure compliance with the FCC's marketing restrictions, WIN will designate and treat any third party to which it furnishes CPNI for marketing and marketing-related uses as an "independent contractor" for purposes of compliance with the CPNI marketing rules unless and until it seeks and obtains a clear legal opinion from FCC counsel that it may do otherwise under specific circumstances.

VoIP Services: The FCC's CPNI Rules (47 C.F.R. §§64.2001 through 64.2011) apply to all providers of telecommunications services and to all providers of interconnected Voice over Internet Protocol ("VoIP") services.

I. Customer Proprietary Network Information ("CPNI")

CPNI is defined in Section 222(f) of the Communications Act as (A) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of a wire line or wireless telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier (except that CPNI does not include subscriber list information).

Generally, CPNI includes personal information regarding a consumer's use of his or her wire line and/or wireless telecommunications services. CPNI encompasses information such as: (a) the telephone numbers called by a customer; (b) the telephone numbers from which a customer receives calls; (c) the frequency, duration, timing and location of a customer's phone calls, and (d) the telecommunications and information services purchased by a customer (including, but not limited to, local exchange, toll, cellular, PCS, paging, data transmission, call waiting, call forwarding, call blocking, PIC freeze, three-way calling, conference calling, voice mail, Internet access, call back, caller identification, call trace and toll denial services).

Call detail information (also known as "call records") is a category of CPNI that the FCC had determined to be particularly sensitive from a privacy standpoint and that may be sought by pretexters, hackers and other unauthorized entities for illegitimate purposes. Call detail information includes any information that pertains to the transmission of a specific telephone call to or from a specific customer, including: (a) the number called (for outbound calls); (b) the number from which the call was placed (for inbound calls); and (c) the date, time, location and/or duration of the call (for all calls). The FCC has imposed additional restrictions upon the release of call detail information over the telephone unless the requesting party can clearly authenticate himself or herself as the customer to whom the call detail information applies.

Information regarding **customer preferred carrier ("PC") freezes** (including preferred interexchange carrier ("PIC") freezes) constitutes CPNI. However, the FCC has determined that PC freeze information is less sensitive than other CPNI, and has granted limited forbearance so that it can be exchanged with other carriers without advance customer notice and consent.

Subscriber list information (that is, subscriber names, addresses, phone numbers and/or advertising classifications that a carrier or its affiliate have published, or provided for publication, in a telephone directory) is not CPNI because it is deemed to be more like aggregate customer information than personal, individually identifiable customer information. Subscriber list information may be used by a carrier (or disclosed to its agents, independent contractors, affiliates and/or third parties) to publish telephone directories without the approval of the "listed" subscribers (that is, those subscribers that do not have unlisted telephone numbers). Subscriber list information must be provided by

carriers to third parties for the purpose of publishing directories, and must be so provided on a timely and unbundled basis at reasonable and nondiscriminatory rates, terms and conditions. NOTE: Unlisted phone numbers are not included in subscriber list information, and may not be used by a carrier, or disclosed to its affiliates or third parties, for the purpose of publishing telephone directories.

Subscriber list information (PLUS unlisted subscriber names, addresses and phone numbers) must be provided to emergency services and emergency support services for the purposes of delivering (and/or assisting in the delivery of) emergency services. This information must be provided on a timely and unbundled basis at reasonable and nondiscriminatory rates, terms and conditions.

NOTE: "Subscriber list information" contains only publicly available information that has been, or will soon be, published in one or more directories, whereas "**billing name and address information**" ("**BNA**") may include information for unlisted as well as listed numbers. The FCC's rules restrict the release of BNA to certain specific circumstances.

II. Use and Disclosure of CPNI Is Restricted

GENERAL RULE: Because CPNI includes information that is personal and individually identifiable, privacy concerns have led Congress and the FCC to impose restrictions upon its use and disclosure, and upon the provision of access to it by individuals or entities inside and outside the Company.

In the wake of the improper provision or sale of CPNI to certain Internet sites, the FCC has made it clear that it will impose swift and potentially severe sanctions upon companies that violate its CPNI requirements. The FCC has put carriers on notice that it will infer from evidence that a pretexter obtained access to a customer's CPNI that the carrier did not sufficiently protect that customer's CPNI. The carrier will then have the **burden of demonstrating** to the FCC that it took reasonable steps to protect CPNI from unauthorized disclosure (in light of the threat posed by pretexting and the sensitivity of the customer information at issue) if it is to escape forfeitures or other sanctions.

III. CPNI Compliance Officer

The Company has designated a CPNI Compliance Officer who is responsible for: (1) communicating with the Company's attorneys and/or consultants regarding CPNI responsibilities, requirements and restrictions; (2) supervising the training of Company employees and agents who use or have access to CPNI; (3) supervising the use, disclosure, distribution or access to the Company's CPNI by independent contractors and joint venture partners; (4) maintaining records regarding the use of CPNI in marketing campaigns; and (5) receiving, reviewing and resolving questions or issues regarding use, disclosure, distribution or provision of access to CPNI.

The Company's current CPNI Compliance Officer is April McClure, Bookkeeper/Executive Assistant.

In addition to the specific matters required to be reviewed and approved by the Company's CPNI Compliance Officer, Company employees, agents, independent contractors and joint venture partners are strongly encouraged to bring any and all other questions, issues or uncertainties regarding the use, disclosure, or access to CPNI to the attention of the Company's CPNI Compliance Officer for appropriate investigation, review and guidance. The extent to which a particular employee or agent brought a CPNI matter to the attention of the CPNI Compliance Officer and complied with the CPNI Compliance Officer's instructions or guidance constitutes a material consideration in any disciplinary action brought against the employee or agent for impermissible use, disclosure, distribution or access to CPNI.

IV. Training and Contract Arrangements Regarding CPNI

A. Employee and Agent Training

Various Company employees and agents may access, use, disclose or distribute customer records containing CPNI. These employees and agents may include: (a) officers and managers; (b) customer service representatives; (c) dispute resolution personnel; (d) accountants and bookkeepers; (e) billing and collection personnel; (f) sales and marketing representatives; (g) account representatives; and (h) technicians and installers.

Before accessing, using, disclosing or distributing any customer's CPNI, a Company employee or agent must complete the following CPNI Training Program:

1. The employee or agent must receive, read and review this Manual, including the attached copies of (a) Section 222 of the Communications Act (Attachment 1); (b) the FCC's CPNI Rules (Attachment 2); (c) the Company's Customer CPNI Request Form (Attachment 3); and (d) the template for the Company's annual CPNI Compliance Certificate (Attachment 4).

NOTE: Each Company employee or agent must sign a CPNI POLICY ACKNOWLEDGEMENT at the time that he or she receives the Manual. Sample attached to this Manual (Attachment 5).

2. The employee or agent must attend a group training session (or, where timing and/or other circumstances render a group training session impracticable, a private meeting) with the Company's CPNI Compliance Officer or designated trainer during which this Manual will be reviewed and discussed.
3. Employees and agents must attend annual Company reviews of CPNI policies, requirements and issues.

B. Contract Arrangements for Agents, Independent Contractors and Joint Venture Partners

Before an independent contractor or joint venture partner may receive or be allowed to access or use CPNI for the purpose of marketing communications-related or other services to a particular customer, WIN must have obtained a signed "Opt-In CPNI Notice" from that customer.

Before an agent, independent contractor or joint venture partner may receive or be allowed to access or use the Company's CPNI, the agent's, independent contractor's or joint venture partner's agreement with WIN must contain provisions (or the Company and the agent, independent contractor or joint venture partner must enter into an additional confidentiality agreement which provides) that: (a) the agent, independent contractor or

joint venture partner may use the CPNI only for the purpose for which the CPNI has been provided; (b) the agent, independent contractor or joint venture partner may not disclose or distribute the CPNI to, or allow access to the CPNI by, any other party (unless the agent, independent contractor or joint venture partner is expressly and specifically required to do so by a court order); and (c) the agent, independent contractor or joint venture partner must implement appropriate and specific safeguards acceptable to WIN to ensure the confidentiality of the Company's CPNI.

V. Permissible Uses of Proprietary Information Obtained from Other Carriers

WIN may receive or obtain proprietary information (including CPNI) from other carriers for the purpose of: (a) executing changes of customer services and accounts to the other carrier; and (b) providing telecommunications services for or in conjunction with the other carrier (including services provided via interconnection, traffic exchange, reciprocal compensation, access, and bill and keep arrangements).

WIN may use proprietary information received or obtained from other carriers only for the purpose(s) for which it is provided by the other carriers. If there is any uncertainty regarding the purpose(s) intended by the other carrier(s), WIN employees and agents are required to consult with the CPNI Compliance Officer, who will determine whether it is necessary to seek and obtain written or email confirmation of purpose(s) from the other carrier(s). WIN employees and agents are expressly prohibited from using proprietary information received or obtained from other carriers for purposes not intended by such carriers (particularly for uses related to the Company's marketing of its own services, including customer retention and customer win-back efforts).

NOTE REGARDING WIN-BACK EFFORTS: Efforts to retain or win back customers lost in whole or part to other carriers are NOT prohibited. However, WIN employees and others acting on the Company's behalf may not use proprietary information obtained from the competing carrier to trigger, design or execute its customer retention or win-back effort. WIN employees designing and/or conducting a customer retention or win-back effort **must document** that the information they used and relied upon was obtained solely and entirely from sources other than proprietary information received or obtained from the competing carrier.

VI. Permissible Uses of CPNI Obtained from Customers

Company employees and agents are strictly prohibited from accessing or using CPNI, and from disclosing or distributing CPNI to individuals or entities inside or outside the Company, except as follows:

A. Requests for CPNI from Law Enforcement

1. WIN will provide CPNI (including call detail information) to a law enforcement agency in accordance with applicable legal requirements. Generally, such legal requirements entail an appropriate warrant or subpoena that specifies the particular CPNI to be furnished.
2. WIN employees, agents, independent contractors and joint venture partners must direct all law enforcement requests for CPNI (whether or not accompanied by a warrant or subpoena) to the CPNI Compliance Officer, who will be responsible for handling such requests and for consulting with counsel (particularly in any instances where law enforcement claims that a warrant or subpoena is not required). The CPNI Compliance Officer will coordinate with the CALEA Compliance Officer when appropriate for the circumstances.

B. Requests for CPNI from Customers or Purported Customers

1. **Telephone Requests for Call Detail Information.** When a customer or a person claiming to be a customer calls WIN to request call detail information regarding the customer over the telephone, WIN will provide the requested call detail information only under the following three alternative circumstances:
 - i. WIN may provide the requested information over the telephone during the customer-initiated call **IF**; (a) the caller provides a pre-established password that meets the requirements in paragraphs 1.a through 1.g. below; or (b) the caller correctly answers the pre-established "shared secret" questions comprising the Company's back-up customer authentication method for that customer (if he or she loses or forgets his or her password)
 - ii. WIN may, at the customer's request, send the requested call detail information to the customer's postal or electronic "address of record" (which address must have been associated with the customer's account in the Company's billing and service records for at least the previous 30 days); or
 - iii. WIN may terminate the customer-initiated call, initiate a call to the customer's "telephone number of record" (which must be the

telephone number associated with the underlying service, and may not be some other telephone number supplied as part of the *contact information for the customer*) and disclose the requested call detail information to the customer during the Company-initiated call.

- a. Passwords can be designed in a manner that is privately significant and memorable to the customer (e.g., "pirates1971," "1836alamo," "\$beatles4"). However, passwords may NOT be based upon readily obtainable biographical information (e.g., the customer's name, mother's maiden name, social security number or date of birth) or account information (e.g., the customer's telephone number, address, account number, or amount of last bill).
- b. WIN will periodically announce on its billing materials that customers must have a password for security and privacy purposes in order to call WIN and obtain their call detail information over the telephone. WIN announcements will inform customers that they may obtain an initial or replacement password: (i) if they correctly answer certain questions regarding their service and address; or (ii) if they call a specified Company telephone number from their "telephone number of record" (see definition above) and then wait at that number until a WIN employee calls them back and obtains correct answers to certain questions regarding their service and address.
- c. WIN's "back-up customer authentication method" will consist of a "shared secret" combination of two pre-selected questions by WIN and two pre-selected answers by the customer regarding two non-public aspects of the customer's life that would not be known by a pretexter, hacker or other unauthorized entity. For example, such "shared secret" questions and answers might relate to the customer's favorite color, song, book, movie, food, or sports team (unless such characteristic are a matter of public record or known by a significant number of people). If the customer claims to have lost or forgotten his or her password, but can correctly provide the pre-selected answers to the two pre-selected "shared secret" questions, the requested call detail information can be given to the customer over the telephone during the customer-initiated call.
- d. Because pretexters can replicate caller ID numbers, caller ID is not an appropriate method for authenticating customer-initiated call requesting call detail information and may not be employed for such purpose by the Company.
- e. WIN will retain all customer passwords and "shared secret" question-answer combinations in secure files that may be accessed only by authorized WIN employees who need such information in order to authenticate the identity

of customers requesting call detail information over the telephone. Paper copies of this information are retained in locked drawers or filing cabinets that may be accessed only by WIN employees authorized to supervise or perform customer authentications. Electronic files containing this information are maintained on computers that are not accessible from the Internet or that are behind firewalls that are regularly monitored and tested for effectiveness. In addition, such electronic files may be accessed only by authorized Company employees who have been provided a currently effective password (which password is periodically changed).

- f. If a customer calls WIN regarding a service or billing issue, and if the customer himself or herself (without prompting or assistance) is able to provide all of the call detail information necessary to address the issue (e.g., the telephone number called, the date and duration of the call, and the amount charged for the call), the WIN employee may proceed to address and resolve the issue during the call. However, the WIN employee may not disclose to the customer any call detail information other than the call detail information provided by the customer without the customer first providing his or her password (or answering the back-up "shared secret" question-answer combinations).
2. **Telephone Requests for CPNI That Is Not Call Detail Information.** When a customer or a person claiming to be a customer calls WIN to request over the telephone CPNI regarding the customer that is not call detail information (e.g., information about the telecommunications and information services purchased by the customer), the WIN employee handling the call must establish that the person calling is actually the named customer, but is not presently required by FCC Rules to have the caller furnish a pre-established password. However, given the potential sanctions imposed upon unauthorized disclosure of CPNI and the lack of FCC guidance regarding acceptable alternative methods of customer authentication, WIN employees will authenticate all telephone requests for CPNI in the same manner whether or not the CPNI consists of call detail information. That is, WIN employees must: (a) be furnished the customer's pre-established password (or correct answers to the pre-established back-up "shared secret" combinations); (b) send the requested information to the customer's postal or electronic "address of record" (see definition above); or (c) call the customer back at the customer's "telephone number of record" (see definition above) with the requested information.
 3. **Customer In-Bound Marketing Calls.** When an existing customer calls WIN to inquire about or order new, additional or modified services (in-bound marketing), the WIN employee may use the customer's CPNI to assist the customer for the duration of the customer's call ONLY under the following circumstances:
 - a. If the WIN employee must disclose call detail information or other CPNI to the customer during the call, the employee must: (i) require the caller to

establish his or her identity by providing a pre-established password (or the answers to the back-up "shared secret" customer authentication questions); (ii) provide the customer with the oral notice set forth in Attachment 3; and (iii) obtain the customer's oral consent to the use of his or her CPNI during the call.

- b. If the WIN employee can use CPNI to assist the customer without disclosing such CPNI to the customer during the call, the employee must obtain the customer's oral consent to the use of his or her CPNI during the call.
4. **Written Requests for CPNI.** Upon receiving an appropriate written request from a customer, the Company will provide to the customer or to any person designated by the customer a written document containing specifically requested portions of the customer's CPNI. Any and all such customer requests: (1) must be made in writing; (2) must include the customer's correct billing name and address and telephone number; (3) must specify exactly what type or types of CPNI are to be provided; (4) must specify the time period for which the CPNI must be provided; and (5) must be signed by the customer. A "Customer CPNI Request Form" is included as Attachment 6.

If the customer requests to pick-up the requested CPNI in person at the Company's business office, the customer must produce a driver's license, passport or other government-issued identification verifying his or her identity, and must correctly answer questions regarding his or her service and address. CPNI will be provided in person only to the customer of record, and will not be provided to any other individuals, including individuals claiming to be the customer's agent or relative.

In all other cases (including instances where the customer making the written request cannot produce acceptable government-issued identification and/or correctly answer questions regarding his or her service and address), written documents containing specifically requested portions of the customer's CPNI will be sent to the customer's established (for at least 30 days) "address of record" (see definition above) by United-States mail or other secure and reliable delivery service (e.g., Federal Express or UPS).

When a customer submits a written request for the delivery of his or her CPNI to a third party (and ALL such requests must be in writing), the Company will call the customer's "telephone number of record" (see definition above) and/or send a notification of the customer's request to the customer's "address of record" (see definition above) to verify the accuracy of this request. This is a sensitive area that may place the Company in the middle of potentially conflicting FCC and statutory policies seeking to protect customers from unauthorized distribution of their CPNI and seeking to enable competing carriers to obtain rapid access to the CPNI of new and potential new customers. Any questions or concerns regarding the validity of a written request by a "customer" for delivery of CPNI to a third party must be brought immediately to the attention of the CPNI Compliance Officer. It is the preference of the Company that in such instances, the requested CPNI be provided

directly to the customer, who is then free to deliver it to the desired third party. However, if the customer cannot be persuaded to follow this course, the procedures in this paragraph should be followed.

5. **In-Person Request at Business Office or Retail Location.** A "customer of record" (i.e., a customer whose name is on the account) may review and/or obtain copies of his or her CPNI at any Company business office or retail sales location where such CPNI is available by coming in-person to the facility and presenting a driver's license, passport or other government-issued identification that verifies his or her identity, and that lists an address that is the same as the customer's "address of record."
6. **Business Customer Exception.** The Company may contract with certain multi-line business customers for different procedures to handle the business customer's requests for CPNI. The CPNI Compliance Officer and counsel must review such alternative procedures before they are implemented. At minimum, the alternative procedures require the Company to assign an employee as the dedicated account representative with primary responsibility for handling all CPNI requests from the business customer.
7. **Adult Children of Elderly Customers.** The Company is aware that adult children (or other relatives) of elderly customers may have legitimate needs to make service changes or to raise and resolve billing questions on behalf of their parents. At the same time, the Company has concerns that a pretexter might pose as an "adult child" in order to gain unauthorized access to an elderly customer's CPNI, or that a family member may simply be unauthorized to receive the customer's CPNI. The Company will normally respond to such requests by requiring the adult relative to either furnish proof that he or she is authorized by the customer to transact such business (through a legally binding power of attorney or other recognized legal document), or have the customer confirm by telephone that the relative is authorized to receive CPNI. The relative should also furnish the elderly customer's correct password, "address of record" and "telephone number of record." If applicable, the adult child should provide all of the call detail information necessary to address the issue. If that approach is not feasible in a particular instance, the matter must be brought to the attention of the CPNI Compliance Officer who may devise (in consultation with counsel, if necessary) a solution that will satisfy the elderly customer's legitimate service needs without risking the unauthorized disclosure of the customer's CPNI, and place a memorandum describing the particular circumstances and solution in the Company's CPNI files.

C. Requests for CPNI from Competing Carriers and Other Third Parties

1. Because of the danger of unauthorized access to CPNI, the Company will not accept, process or fulfill written or verbal requests by any third party (other than a recognized law enforcement agency as set forth in Section VI.A above) for a

customer's CPNI. This restriction encompasses requests for a customer's CPNI by a competing carrier, including a competing carrier that claims to be an existing or former customer's new carrier.

2. A customer may request in writing that his or her CPNI be delivered to a competing carrier or other third party. If the written request is presented by the customer in person at the Company's business office, the Company will fulfill it if the customer presents a driver's license, passport or other government-issued identification that verifies his or her identity, and that lists an address that is the same as the customer's "address of record" (see definition above). If the written request is received via U.S. mail or other recognized delivery service, the Company will call the customer's "telephone number of record" (see definition above) and/or send a notification of the customer's request to the customer's "address of record" (see definition above) to verify the accuracy of this request. As noted in Section VI.B.4 above, this is a sensitive area that may place the Company in the middle of potentially conflicting FCC and statutory policies regarding CPNI protection and telecommunications competition. Any questions or concerns regarding the validity of a written request by a "customer" for delivery of CPNI to a competing carrier or other third party must be brought immediately to the attention of the CPNI Compliance Officer. It is the preference of the Company that in such instances, the requested CPNI be provided directly to the customer, who is then free to deliver it to the desired third party. However, if the customer cannot be persuaded to follow this course, the procedures in this paragraph should be followed.

D. Use of CPNI for Marketing Purposes

1. **Marketing Activities Not Involving CPNI.** Marketing activities that do not use CPNI are not restricted in any manner by the federal CPNI requirements. The Company's employees, independent contractors and joint venture partners may send direct mail advertisements to households and businesses in various geographic areas (including communities, neighborhoods and zip codes) as long as they do not use CPNI to design the direct mail campaign or to target particular recipients. *Such direct mail advertisements may be included as inserts in the monthly bills sent to the Company's customers, as long as CPNI is not used to target particular customers or to provide particular bill inserts to particular customers.* The Company's employees, independent contractors and joint venture partners may also engage in telemarketing (subject to do-not-call list restrictions) to households and businesses in particular communities or exchange areas, as long as CPNI is not used to target particular recipients or to design the particular script or message transmitted to particular recipients.
2. **"Total Service Approach" Marketing Activities.** The Company's employees (but not its independent contractors or joint venture partners) may access and use CPNI, without customer approval, to provide or market to a customer the same "category" or "package" of services to which the customer presently subscribes from the

Company. The FCC refers to this as the "total service approach." In other words, to the extent that the Company stays within the bounds of its existing service relationship with a customer, it may use CPNI to provide or market certain related services to that customer.

- a. CPNI may be used, without customer approval, to provide or market to the customer the same service from which the CPNI is derived. For example, CPNI from the Company's provision of local exchange service to a customer may be used to provide or market new, additional or modified local exchange services (e.g., extended area service) to the customer. In contrast, CPNI from the Company's provision of local exchange service to a customer may NOT be used to provide or market cable television service to the customer.
- b. CPNI may be used, without customer approval, to provide or market "adjunct-to-basic" services to a customer subscribing to the underlying basic service (e.g., services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features are "adjunct" to basic local exchange service).
- c. CPNI may be used, without customer approval, to provide or market services "necessary to" or "used in" the provision of the telecommunications service from which the CPNI is derived (e.g., CPNI may be used to provide or market installation, maintenance, and repair functions with respect to the customer's services).

CAUTION: Because the services that are "necessary to" or "used in" the provision of a category of telecommunications service may be subject to varying interpretation, Company employees must consult with the Company's CPNI Compliance Officer before using CPNI, without customer approval, to provide or market new services under this classification.

- d. If a customer takes multiple categories of service from the Company (e.g., local exchange, long distance toll, and cellular service), the scope of the Company's permissible use of the customer's CPNI, without customer approval, expands accordingly. For example, if the Company provides local exchange service and long distance toll service to a customer, its employees can use the customer's CPNI from these services to design and market various packages of local exchange and toll services to the customer.
- e. **SPECIAL FCC LEC/IXC RULE:** If the Company provides local exchange or interexchange services, its employees may use, disclose, or permit access to CPNI derived from its provision of local exchange service or interexchange service, without customer approval, to provide customer premises