

# CPNI

## Protecting Your Privacy

St. Olaf College Telephone Office protects the confidentiality of its telecommunications customers consistent with applicable law, including the FCC's regulations governing Customer Proprietary Network Information (CPNI).

### What is CPNI?

CPNI is information St. Olaf College Telephone Office obtains or creates in the normal course of providing local, long distance or DSL services to you. This information includes the quantity and types of telecommunications services you currently receive, how you use them and related billing information, such as call destination, location and amount of use. CPNI is made available to St. Olaf College Telephone Office solely by virtue of our carrier-customer relationship. CPNI does not include your telephone number, name and address since this information is typically published in a telephone directory.

### What can St. Olaf College Telephone Office do with CPNI?

St. Olaf College Telephone Office is permitted to use CPNI to provide the telecommunications services you purchase, including billing and collections for those services. St. Olaf College Telephone Office can also use or disclose CPNI, without your approval, to offer enhancements to telecommunications services of the same type that you already purchase from us. For example, if you purchase basic local telephone services, St. Olaf College Telephone Office does not need your approval to use your customer information to offer you enhanced services such as voicemail or caller ID services.

St. Olaf College Telephone Office is also permitted by federal law to use, disclose, or permit access to your individually identified customer information in certain circumstances: (1) as required by law or court order; (2) with your approval; (3) in providing or marketing the services from which the customer information is derived or services necessary to or used in such services; (4) to initiate, render, bill and collect for services; (5) for the provisioning of inside wiring, installation, maintenance and repair services; or (6) to investigate fraud or to protect against unlawful or abusive use of service and to protect other users.

Examples where disclosure of CPNI is permitted without your approval:

- \* When you dial 911, information about your location may be transmitted automatically to a public safety agent.
- \* Certain information about your long distance calls is transmitted to your long distance company for billing purposes.
- \* We must disclose information, as necessary, to comply with court orders or subpoenas.
- \* We may, where permitted by law, provide information to credit bureaus, or provide information and or sell receivables to collection agencies to obtain payment for St. Olaf College Telephone Office billed products and services.

St. Olaf College Telephone Office may also use, disclose or permit access to your customer information for the marketing of different categories of service to which you do not subscribe, however, we must obtain your approval to do so.

How to contact us:

St. Olaf College Telephone Office  
1520 St. Olaf Avenue, Northfield, MN 55057  
507-786-8888

[www.stolaftelephone.com](http://www.stolaftelephone.com)    [telecom@stolaf.edu](mailto:telecom@stolaf.edu)

## Disclosure of CPNI

Protecting the confidentiality of your CPNI is your right and St. Olaf College Telephone Office's duty under federal law. We do not sell or disclose CPNI to anyone outside of St. Olaf College Telephone Office except as may be required or permitted by law or authorized by you. St. Olaf College Telephone Office does not disclose CPNI to any unaffiliated third parties for use in their own marketing.

## Notice of Your Rights to Restricted CPNI

You have the right under federal law to restrict our use or disclosure of and access to your CPNI. You also have the right to grant or deny access to your CPNI. This Notice seeks your consent to permit St. Olaf College Telephone Office to use, disclose or permit access to your CPNI for purposes of marketing other communications-related service offerings to which you do not already subscribe. Your approval will be deemed granted unless you otherwise notify us. At no time will your decision to deny approval affect the provision of any telecommunications services from St. Olaf College Telephone Office. However, without your approval, our ability to provide you with information on other services will be prohibited.

## Restricting Our Use of CPNI

No action by you is necessary to permit us to access and use your CPNI information to offer you communications related services that may be different from the type of services you currently receive. Your approval to use CPNI may enhance St. Olaf College Telephone Office's ability to offer products and services tailored to your needs. You have 35 days from the date of installation to advise us if you DO NOT want us to use your CPNI for this purpose before approval is assumed. Only St. Olaf College Telephone Office will use the CPNI. You may inform us of your decision to deny access by either calling our office, in writing or by email. There is no cost to you for your decision. After the 35 days has expired, St. Olaf College Telephone Office may begin using your information to offer different products to you. At any time after the 35 days, however, you may change your decision by contacting us. You have the right to disapprove, and revoke or limit access to your CPNI at any time and at no cost. Your decision will remain effective until you change it.

Additional information on CPNI privacy is available from the FCC via the Internet at  
<http://www.fcc.gov/cgb/complaints.html>, or telephone 1-888-225-5322.

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12th Street, SW  
Washington, DC 20554