CERTIFICATION OF CITY OF BROOKINGS MUNICIPAL TELEPHONE DEPARTMENT

Reporting Period January 1 – December 31, 2012

Sec. 54.313(a)(5) Service Quality Standards and Consumer Protection Rules Compliance

Pursuant to § 54.313(a)(5) for High-cost Recipients, Carrier hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Carrier follows Customer Proprietary Network Information (CPNI) rules and also files the annual CPNI certification with the FCC pursuant to the FCC's current CPNI rules and regulations. Attached is the annual notice to customers on matters related to customer privacy which is printed in the Telephone Directory. Carrier has also implemented an Identity Theft Prevention Program in accordance with the federal Red Flags Rule.

I verify that the foregoing is true and correct. Executed on October 11, 2013.

/s/ Steve Meyer

Steve Meyer, Executive Vice President & General Manager

City of Brookings Municipal Telephone Department

Swiftel™

605-692-6211

1-800-561-6211

Monday - Friday/8am - 5pm

415 Fourth Street • Brookings, SD 57006

www.Swiftel.net

Steve Meyer, Executive Vice President & General Manager

Swiftel Communications is regulated by the Brookings Municipal Utility Board. Meetings are held the 2nd Monday of each month in the BMU Board Room at 1 PM and the 4th Monday of each month via teleconference at 11:45 a.m. A copy of the Tariff governing Swiftel Communications is available for review at either the telephone office or the utility office.

BROOKINGS municipal utilities

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To advertise in the Swiftel Directory, call 697-8270

www.swifteldirectory.com

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WHAT IS CPNI? CPNI stands for Customer Proprietary Network Information. In short, that means all information about any customer that is contained on their account in a telephone company's records.

WHY IS IT SO SPECIAL? Very often, the information on an account is personal and should remain confidential. This could include the address of an unpublished phone number, a customer's Social Security or Driver's License number, the phone numbers they call long distance, and various other pieces of information.

HOW DOES SWIFTEL KEEP IT CONFIDENTIAL? Swiftel has requested all customers to provide a password for their account and answer three security questions. When you contact Swiftel about your account, the password or security questions are confirmed before releasing any information.

Swiftel has added a software feature that records every access to every customer's account. This will track which employee accessed an account, the information that was viewed and the date/time of the access. In addition, Swiftel will send a letter to you if any of the following actions were recorded on your account: name or mailing address change, password change, security questions or answers change, authorized user change, or if the access to the account required the answer of a security question.

If you haven't yet set up your account password, need to make a security question change, or simply have questions about CPNI, please contact the Swiftel Communications office by phone, or at the location listed above.

Thank you to Millie for allowing us to use her photo on the cover of the new Swiftel Directory.