

**URGENT: SECURITY PROCEDURES TO PROTECT THE PRIVACY
OF YOUR TELEPHONE CALLING RECORDS**

REQUIRES SUBSCRIBER COMPLETION OF FORM (REVERSE SIDE)

Our service to you is not changing, as your privacy has always been important to us; we are only tightening our security of protecting your private information known as CPNI, as mandated by the Federal Communication Commission (FCC)'s new ruling regarding Customer Proprietary Network Information (CPNI). Under this federal law, it is your right and our duty to protect the confidentiality of CPNI.

What is CPNI? Practically speaking, CPNI includes information such as telephone numbers called by you; the frequency, duration, and timing of such calls; and any services purchased by you, such as call waiting, etc. CPNI includes some highly-sensitive personal information.

Therefore, in compliance with the FCC's new ruling, if CPNI is requested by you regarding your account, you will now need to provide a previously set password in order to authenticate that we are speaking to an authorized account contact before we will release the requested information. If this password is not supplied and back-up questions cannot be answered, there are only three ways for the authorized account holder to obtain requested detail:

1. Call initiated from us to the telephone number of record;
2. Mailing of the requested information to the address of record; or
3. The authorized subscriber on the account may come to the business office and show a valid government issued photo ID.

We have included a form to complete on the reverse side in order to begin the process of setting up your password and back-up questions. **PLEASE COMPLETE THE REVERSE SIDE AND RETURN TO OUR BUSINESS OFFICE AT YOUR EARLIEST CONVENIENCE.**

With these new rules, if you would like to add someone to your account that will then be authorized to make such requests, be sure to provide those names under 'Authorized Contacts for My Account' on the reverse side. Otherwise, only the person(s) listed on the account will be able to obtain such call detail information in the manner addressed above and be able to discuss changes to the account or certain account details.

You may expect to receive a 'Notice of Change / Activity' form at your address of record from our business office anytime changes are made to your account, i.e. address change, password change, back-up question used for lost or forgotten password, etc. The notice will inform you of such change or activity and if this was not made by an authorized person, you should contact our office immediately.

Occasionally, we would like to make you aware of additional products or services available from us outside our current service relationship. For example, if you have our telephone service, you may be interested in our long distance packages. However, under the new CPNI rules, you have the option of excluding yourself from such internal marketing services by contacting the business office at 877-967-3171, e-mailing us at business.office@tele-mediasolutions.coop, or by signing the attached 'Opt-Out' form and returning to us at PO Box 9, Pekin, IN 47165 within 30 days of receipt of this notice. Approval, or denial of approval (Opt-Out) will not affect the provision of any services to which you subscribe and will remain valid until you affirmatively revoke or limit such approval or denial. We never sell your private information to outside entities; however, we would like the opportunity to continue to make you aware of additional products and services that we offer. **Therefore, if you would like to continue hearing about our products and services, please disregard the 'Opt-Out Notification' section.**

We apologize for any inconvenience, however, these new procedures will help additionally ensure your privacy is protected.

If you have any question regarding our new procedures for CPNI compliance, please contact our business office at 812-967-3171 and we will be happy to assist you.

PLEASE COMPLETE THIS FORM AND RETURN TO THE BUSINESS OFFICE AT:

Tele-Media Solutions
105 East Railroad Street
Pekin, Indiana 47165

SUBSCRIBER NAME: _____ TELEPHONE NUMBER: _____

ADDRESS: _____ EMAIL ADDRESS: _____

(Email address must be in the Cooperative files for at least 30 days before CPNI can be sent to it.)

AUTHORIZED CONTACTS FOR MY ACCOUNT:

AUTHORIZED SUBSCRIBER CHOSEN PASSWORD*: _____

(13 characters or less - Alpha, Numeric or Alpha Numeric Mixed - no spaces or symbols allowed)

*This password cannot be historical information, such as based on your social security number, address, etc. In general, do not use anything that someone else would be able to access to minimize the possibility of false identification for supplying call detail.

SECURITY QUESTIONS & ANSWERS: Choose two security questions and fill in the answers. This will be used to verify you as the authorized customer if the password cannot be remembered.

1. What is your favorite color? _____

2. What is your favorite television show? _____

3. What is your favorite restaurant? _____

AUTHORIZED BY: _____ DATE: _____

(Signature of authorized subscriber on account)

Complete and return this portion ONLY if you choose to 'opt-out', thereby excluding yourself from Tele-Media Solutions' marketing of services and products that are outside of your existing service scope.

OPT-OUT NOTIFICATION

I hereby request that Tele-Media Solutions not utilize the CPNI data from my account(s), except when required to provide the service to which I am already subscribed or when legally compelled.

Name _____

Address _____

Telephone Number(s) _____

AUTHORIZED BY: _____ DATE: _____

(Signature of authorized subscriber on account)