



Date: _____

PROTECTING YOUR PRIVACY

Hiawatha Broadband Communications, Inc. (HBC) 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 HBC obtains or creates in the normal course of providing local or long distance telecommunications 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 HBC 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 HBC Do With CPNI?

HBC is permitted to use CPNI to provide the telecommunications services you purchase, including billing and collections for those services. HBC 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, HBC does not need your approval to use your customer information to offer you enhanced services such as voicemail or caller ID services.

HBC 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 agency.
- 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 also will share information to protect its rights or property and to protect users of its services and other carriers from fraudulent, abusive or unlawful use of services.
- 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 HBC billed products and services.

HBC 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.

Disclosure of CPNI

Protecting the confidentiality of your CPNI is your right and HBC's duty under federal law. We do not sell or disclose CPNI to anyone outside of HBC or to anyone not authorized to represent us to offer products or services, or to perform functions on our behalf, except as may be required or permitted by law or authorized by you. When HBC uses agents, contractors or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. HBC does not disclose CPNI to any unaffiliated third parties for use in their own marketing.

Notice Of Your Rights To Restrict 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 HBC 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 HBC. 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 HBC's ability to offer products and services tailored to your needs. You have **35 days** from the date of this Notice to advise us if you **DO NOT** want us to use your CPNI for this purpose before approval is assumed. Only HBC and its authorized representatives will use the CPNI. You may inform us of your decision to deny access by either calling our office, in writing or by e-mail as set forth below. There is no cost to you for your decision. After the 35 days has expired, HBC may begin using your information to offer different products to you. *At any time after the 35 days, however, you can 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.

How To Contact HBC

Written: HBC, Attn: Subscriber Privacy, 58 Johnson Street, Winona, MN 55987

Telephone: In Winona – 474-4000, St. Charles and Wabasha – 888-474-9995

E-mail: cpni@hbc.com

Telephone and e-mail are available 24 hours a day, seven days a week to allow you to opt-out whenever you choose.

Additional information on CPNI privacy is available from the FCC via the Internet at (<http://www.fcc.gov/cgb/complaints.html>), telephone 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY, or mail.

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

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