



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 phone number, name and address since this information is typically published in a phone 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 phone 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 the 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. HBC is, however, required to seek prior opt-in approval from customer(s) should it choose to use joint venture partners or independent contractors for the purposes of marketing HBC communication services.

Additional Security Procedures

As part of the Federal Communications Commission's privacy requirements, effective October 1, 2007 a password or photo ID will be required before the following type of information can be released or processed. Phone Service: "Call detail information" this includes: a called number, calling number, time, location or duration of any call. To extend this protection, HBC will also require the same password be used when requesting the following information:

VOD/PPV Purchases

When manually ordering a VOD (Video-On-Demand) or PPV (Pay-Per-View) event or movie, a password will be required. VOD and PPV service is available where Video services is available.

Internet Services

When changing of password(s) and information regarding website or email usage, a password will be required.



Protecting your Privacy, Continued

As part of this process a backup authorization procedure must be in place in case a customer should forget or lose his/her password. It will be important to include any person(s) you wish to have access to the account. If they are not listed on the account no information can be released or changes to the account processed.

Without either a password or an answer to these questions, HBC will only be able to mail the "address of record" or to call the customer at the "phone of record" to process any changes or requests for information.

Security questions are:

1. What is your dream vacation? (Example: Alaska)
2. What is your favorite color? (Example: blue green)

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 email 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.

Restriction of use of Customer Proprietary Information

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

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554
Phone: **(888) 225-5322 (888-CALL-FCC)**
TTY: **(888) 835-5322 (888-TELL-FCC)**
Email: **fccinfo@fcc.gov**
Website: **www.fcc.gov/guides/protecting-your-telephone-calling-records**

To Contact HBC for Changes:

HBC
Attn: Subscriber Privacy
58 Johnson Street
Winona, MN 55987
Phone: **(888) 474-9995**
Email: **subscriber.privacy@hbc.com**

- Phone and Email are available 24 hours a day, 7 days a week to allow you to opt-out whenever you choose.



Customer Complaints

If you have any inquiries, problems or complaints concerning signal quality, services or billing, please contact your local Customer Care Representative. Our phones are answered during business hours by trained company representatives, and answered by an answering machine outside business hours. Inquiries received outside business hours will be responded to by a company representative during the next business day. Email billing@hbc.com for any billing inquiries. We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority. Names, addresses, and phone numbers of the franchising authorities are:

City of Altura
Lewiston City Hall
75 Rice Street
Lewiston, MN 55962
Phone: (507) 532-2306

City of Cannon Falls
918 River Road
Cannon Falls, MN 55009
Phone: (507) 263-9300

City of Dover
218 North Chatfield Street
Dover, MN 55929
Phone: (507) 932-4720

City of Elgin
35 East Main Street
Elgin, MN 55932
Phone: (507) 876-2291

City of Eyota
Eyota City Hall
38 South Front Street S.W.
Eyota, MN 55934
Phone: (507) 545-2135

City of Goodhue
PO Box 126
405 Broadway North
Goodhue, MN 55027
Phone: (651) 923-4310

City of Goodview
Goodview City Hall
4140 Fifth Street
Winona, MN 55987
Phone: (507) 452-1630

City of Homer
Winona City Hall
207 Lafayette Street
Winona, MN 55987
Phone: (507) 457-8200

City of Kellogg
PO Box 147
Kellogg, MN 55945
Phone: (507) 767-4953

City of Lewiston
Lewiston City Hall
75 Rice Street
Lewiston, MN 55962
Phone: (507) 532-2306

City of Lake City
205 West Center Street
Lake City, MN 55041
Phone: (651) 345-5383

City of Minneiska
Mayor Dan Thompson
Phone: (507) 689-2951

City of Minnesota City
Goodview City Hall
4140 Fifth Street
Winona, MN 55987
Phone: (507) 452-1630

City of Plainview
214 West Broadway
Plainview, MN 55964
Phone: (507) 534-2229

City of Red Wing
315 West 4th Street
Red Wing, MN 55066
Phone: (651) 385-3600

City of Rollingstone
Rollingstone City Hall
61 Main Street
Rollingstone, MN 55969
Phone: (507) 689-4110

City of St. Charles
St. Charles City Hall
830 Whitewater Ave.
St. Charles, MN 55972
Phone: (507) 932-3020

City of Stockton
Stockton City Hall
600 N. D Street
Stockton, MN 55988
Phone: (507) 689-2005

City of Utica
Cindy Timm
City Clerk
P.O. Box 431
Utica, MN 55979
Phone: (507) 523-3637

City of Wabasha
Wabasha City Hall
900 Hiawatha Ave. East
Wabasha, MN 55981
Phone: (651) 565-4568

City of Wacouta
315 West 4th Street
Red Wing, MN 55066
Phone: (651) 385-3600

City of Wilson
Winona City Hall
207 Lafayette Street
Winona, MN 55987
Phone: (507) 457-8200

City of Winona
Winona City Hall
207 Lafayette Street
Winona, MN 55987
Phone: (507) 457-8200

Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.

Minnesota Public Utilities Commission
350 Metro Square Building
121 7th Place East
St. Paul, MN 55101-2147
Phone: (800) 657-3782
Website: www.mn.gov/puc