

# Important Notice Regarding Your Account Information

Everttek knows the importance of personal privacy to our customers. Everttek keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Recent changes in federal law concerning telecommunications companies regulate the use of account information to selectively market specific products and services to specific customers.

## **What kind of information are we referring to?**

This information, legally referred to as Customer Proprietary Network Information (CPNI), includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, you have subscribed.

## **Who uses this information and is it protected?**

Only Everttek can see or use this information. It is never released to outside companies. You have the right, and we have the duty under federal law, to protect the confidentiality of this type of information.

## **What do I need to do?**

No action on your part is necessary. If you wish to restrict Everttek's ability to tailor our service offerings to your individual needs, you may contact us using the info below. Should you wish to restrict use of your CPNI, please contact our local office at 712-834-2255 or [inquiry@everttek.net](mailto:inquiry@everttek.net).

Your request should be sent within 30 days of receipt of this notice. Restricting CPNI may make you ineligible to receive information from Everttek about new products and services, packaged offerings, and various promotions.

## **How does this affect services I receive?**

Whatever you decide will not affect the provision of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market other telecommunication products and services we offer and no action is required on your part unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters, and other publications that are sent to all customers at the same time, so you will be kept up-to-date on what is happening in the company.

We look forward to being able to serve your telecommunication needs more efficiently with new products and services based on the information we know about your account.

## **-- Regulatory Notification--**

Important information for customers with unlisted or nonpublished numbers

### **Billing, Name and Address (BNA) Notification**

The FCC has ruled that under certain circumstances the Billing Name and Address (BNA) of all telephone customers (including unlisted and nonpublished customers) can be released to telecommunications service providers for use other than marketing purposes. The main reason for releasing BNA information is to ensure proper billing for certain types of calls.

For instance, calls such as collect, third number or calling card calls may be carried by an interexchange carrier who is not your pre-subscribed interexchange carrier or who does not have a billing contract with our company. Under these circumstances, the carrier does not know who to bill the call to, and therefore, must request the BNA from our company in order to bill the call. We must provide the information to the requesting carrier.

BNA can also be released for several other reasons, including verification for pre-subscription and new address purposes, fraud prevention, servicing your account and similar purposes.

If you have an unlisted or nonpublished telephone number, you have a choice. If you do not want your BNA released by our company, we need affirmative notification from you within 30 days. You should know that if you provide us with such notification, your ability to make third number or calling card calls or to receive collect calls could be denied. Should you have questions regarding this matter or would like to block your BNA information from being released, please call our business office.