

Customer Proprietary Network Information

As Harlan Municipal Utilities (HMU) provides telecommunications products and services to you, we gather information about the technical configuration, quantity, type, amount of products and services you use, destination and duration of telephone calls you place, as well as other information found on your Telecommunications bill. Information that is personal to you is called Customer Proprietary Network Information (CPNI). Under Federal Law, you have the right, and HMU has the duty, to protect the confidentiality of your CPNI.

By allowing us to use your CPNI, we have the ability to serve you in the most effective and efficient manner by determining and offering other products that may benefit you. If you allow us to use your CPNI, it will only be used by Harlan Municipal Utilities and its affiliates that provide communication related services. Unless required by law, CPNI will not be shared with any other party without your express permission.

If you agree to let Harlan Municipal Utilities use your CPNI, you need to do nothing.

If you want to restrict the use of your CPNI, you must notify us within 30 days of the receipt of this notice by calling 712-755-5182 between the hours of 7:30am to 4:30pm, Monday through Friday. Denying HMU the use of your CPNI will not affect the quality of your service or have any effect on the products and services to which you currently subscribe.

Your decision on the use of CPNI will remain valid until you change it, Changes can be made anytime by contacting our office during regular business hours.

****Other authorized contacts** is anyone you want to grant access to this account and their access can be *information only* or *full access* to make changes to the account. Understand that if a person calls in and is not listed on the account, they will not be given any information about the account.

CPNI Account Information Sheet

Date: _____

Billing Account Name: _____

Billing Address: _____

Billing Phone Number: _____

Other Authorized Contacts for this Account**:

Account Password: _____

(Should be 4-12 digits and contain both letters and numbers)

Back-up Questions - Please choose two questions to answer. You must be able to answer at least one of the questions below.

What year were you born?

In which city were you born?

What is your pets name?

What is your Mother's maiden name?

-FOR OFFICE USE ONLY-	
<input type="checkbox"/>	Entered on Account
<input type="checkbox"/>	Opt Out
<input type="checkbox"/>	Entered on Spreadsheet
<input type="checkbox"/>	Employee _____