

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Federal law protects your privacy rights as a customer of Millry Communications (Millry Communication, Inc., Millry Telephone Company, Inc. and Millry Telephone LD, LLC). These rights are in addition to the existing safeguards that Millry Communications already has in place to assure you of your privacy rights. Millry Communications values our customers and meeting your communication needs is our top priority.

The Telecommunications Act requires Millry Communications to gain your permission to use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available and includes information such as type of service, number of telephone lines, amount of usage, and calling and billing records. You have the right to authorize use or non-use of your CPNI by Millry Communications and its agents and authorized sales representatives.

How Will You Benefit from Authorizing the Use of CPNI?

With your consent we will be able to deliver solutions tailored to your needs. Without permission to use your CPNI, Millry Communications may not be able to provide you with advanced telecommunications services and solutions and to continually improve the way you do business with us.

Will Millry Communications Protect Your CPNI Information if You Allow Us To Use It?

Absolutely. Regardless of your decision, Millry Communications will keep your information confidential. Giving Millry Communications authorization allows us to further customize the services we can provide to you, our valued customer.

Further Definition and Examples of Customer Proprietary Network Information (CPNI)

CPNI is simply defined as a customer's personal information that relates to the quantity, technical configuration, type, destination and amount of use of the telecommunications services you subscribe to from Millry Communications, including broadband Internet access service (BIAS). CPNI does not include your published directory information or any information that is in the public domain, such as your name, address or telephone number.

Examples of CPNI include information about the services to which you subscribe, the amount of your long distance bill or a list of phone numbers you have called. Certain information relating to your use of our BIAS will also be

considered CPNI and subject to additional privacy protections and use restrictions, including your broadband service plans, geographic location information, MAC and IP addresses, domain name information, device identifiers, traffic statistics, port information, application headers, usage and payload, and certain consumer devices capable of connection to broadband services, such as smartphones, tablets, computers, modems and routers.

Under federal law, Millry Communications has a duty to protect the confidentiality of your CPNI. We will be happy to provide you with the complete FCC rules upon request.

Permitted Use of CPNI by Millry Communications Without Your Permission

CPNI can be used for certain purposes without your permission. CPNI may be used to offer you new or enhanced services, such as speed dialing, call forwarding or Caller ID, that are related to the services to which you currently subscribe or to respond to your inquiry regarding services you currently use. CPNI may also be used for company functions related to billing and collection, repair and maintenance, installation of inside wiring, to protect company and prevent fraud.

Permitted Use of CPNI Unless Authorized by You

Unless you specifically authorize its use, Millry Communications may not use CPNI to market services unrelated to those to which you presently subscribe. Unless authorized to do so, we may not use your CPNI to offer you new or different customer premises equipment unless you previously purchased customer premises equipment or information services as a part of a bundled plan. Millry Communications may NOT share CPNI with any other company. We can share information with our affiliated companies ONLY if you also subscribe to the service the affiliate offers or your authorize Millry Communications to share the information with our affiliate.