Customer Proprietary Network Information 2011

Special Notice Regarding Your Account Information

Pembroke Telephone Cooperative knows the importance of personal privacy to our members. Pembroke Telephone Cooperative 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.

This applies to information about telecommunications services you receive, how much you use them, how we provide them to you, and calling/billing records. Pembroke Telephone Cooperative will use this information to offer you valuable new and additional services, including packages or bundles containing both Pembroke Telephone Cooperative and Giles-Craig Communications, Inc. subsidiary products and services.

This information will be used by only those companies now or in the future that design, market or sell, or assist in the design, marketing or sale of (1) Pembroke Telephone Cooperative communications-related services of (2) Giles-Craig Communications, Inc. subsidiaries communications-related services sold as part of a package or bundle with Pembroke Telephone Cooperative communications-related services, including our agents, authorized sales representatives, joint venture partners/participants and independent contractors. Those companies include Giles-Craig Communications, Inc. and any other current or future direct or indirect subsidiaries of Pembroke Telephone Cooperative that provide, design, market or sell or assist in the design, marketing or sale of any of the services described at the beginning of this paragraph.

Pembroke Telephone Cooperative will protect the confidentiality of this information regardless of whether you approve or disapprove the uses described in this Notice. Under Federal law, you have the right to have your account treated confidentially and to restrict our use of this information, and Pembroke Telephone Cooperative has a duty to protect the confidentiality of that information.

If you wish to prohibit our use of this information, as described in this notice, call us at 540-626-7111 or email us at pembroke@pemtel.net with your request within thirty (30) days of your receipt of this notice. Your denial of approval of Pembroke Telephone Cooperative to use this information will not affect the provision of any services to which you subscribe. Your approval or denial of approval for use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

Restricting CPNI may make you ineligible to receive information from Pembroke Telephone Cooperative about new products and services, promotions and packaged offerings.

PemTel has implemented Red Flag rules which are designed to protect customer information from Identity Theft. This is in compliance with the Federal Trade Commission's regulations.

For more information, contact our office at 626-7111.

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

Pembroke Telephone Cooperative
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