



100 Runestone Drive
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Dear Customer:

The Federal Communications Commission (FCC) has adopted new rules for telephone companies designed to protect customer information. Customer Proprietary Network Information (CPNI) includes call detail information such as the called number, time of call, length of call, etc, as well as the type of service(s) to which you are subscribed and the extent to which they are used.

Also, we can only discuss account information and make changes to your account at the request of the person or persons listed on the account, the additional authorized contacts listed below or those granted legal power of attorney. If, at some point, account information or call detail is requested over the phone the caller will need to provide the password recorded below to proceed.

You should not use common information for this password such as birth date, maiden name, social security number, account or telephone number, etc. Retain this password in your personal records.

Please provide a password:

(must be 1 – 15 characters in length)

Additional authorized contacts:

Please sign here and return this form to our office:

Customer(s) Signature

Account # or Phone Number

Print Name

Date

If you want to change your password please contact the office for a new form. Changing your password cannot be done over the phone.

Your privacy is important to us. We are committed to keeping your information safe.

Please contact us if you have further questions.

Thank you,

Runestone Telecom Association

IMPORTANT NOTICE ABOUT YOUR ACCOUNT

Under Federal law, you have a right, and Runestone Telecom Association (“Runestone”) has a duty, to protect the confidentiality of “Customer Proprietary Network Information.” This Notice is to advise you of these rights and obligations, and to request that you permit Runestone to use your Customer Proprietary Network Information for the purposes described in this Notice.

WHAT IS THIS INFORMATION?

“Customer Proprietary Network Information” or “CPNI” consists of the call, service and billing data regarding the telecommunications services you buy from Runestone.

HOW WOULD RUNESTONE USE THIS INFORMATION?

Runestone intends to use your CPNI to identify and offer to you other Runestone communications services that we think will be of interest to you. Runestone DOES NOT sell or in any way provide this information to any other company, other than when required by law or at your written consent.

WHO WILL BE ABLE TO USE THIS INFORMATION?

Only Runestone Telecom Association

WILL RUNESTONE PROTECT THIS INFORMATION?

Yes, under federal law, we have the duty to protect the confidentiality of this information. Regardless of whether you consent or not, your account will be treated confidentially.

WHAT ACTION IS NECESSARY ON MY PART TO ALLOW PERMISSION?

No action is necessary if you wish to permit Runestone to use your CPNI in order to tell you about Runestone services, new technologies, specials or possible savings to your account.

WHAT IF I DO NOT CONSENT?

You have a right to disapprove Runestone’s use of your CPNI for the purposes described in this notice, or to withdraw your consent at any time. In order to notify Runestone that you do not consent to its use of your CPNI as described in this Notice, you must notify Runestone or Runestone will assume you consent. Your disapproval for the use of your CPNI will not affect Runestone’s provision of the services you now purchase from Runestone.

CAN I CHANGE MY MIND ABOUT GIVING PERMISSION?

Yes, you have the right at any time to withdraw your approval, or to give your approval if you previously denied approval. Until you notify Runestone of your change, your permission or denial of permission remains valid.