

Important Privacy Notice – Please read

The Federal Communications Commission (FCC) has rules designed to protect the security and confidentiality of **Customer Proprietary Network Information** (CPNI). CPNI includes call detail information (including the numbers you call, who calls you, and the length of your calls), certain account information (including the services you subscribe to and the amount of your bill) and other individually identifiable and customer specific information. Under the FCC's rules, telephone companies like Danville Telecom/iconnectyou are responsible for maintaining the security and confidentiality of CPNI. Failure to comply with these rules may result in substantial fines or other penalties.

- **At our office**, Danville Telecom/iconnectyou employees can only discuss CPNI with the customer of record or persons designated by the customer of record as authorized to receive information about the account.
- **At our office**, you will be required to show a photo ID when you have questions relating to your account. For certain routine customer service issues, we may be permitted to discuss CPNI if you have all pertinent information with you, such as the bill or call detail information you wish to discuss. For example, you will be required to show a photo ID if you have questions about your bill (including the amount of the bill) but do not have the bill with you.
- **For telephone inquiries** relating to CPNI, we will be required to authenticate you as the customer of record. We have three options: you can provide a pre-established password, we can call you back at the telephone number related to your account or we can mail the information to your mailing address or e-mail address of record. For certain routine customer service issues, we may be permitted to discuss CPNI if you are able to give our customer representative all the information necessary to assist with your issue.

Forms are available that can be used to designate authorized account users, establish a password, and to designate an e-mail address of record. **If you wish to have the option to communicate with us regarding CPNI through authorized account users, a password or via e-mail, you should complete these forms at your earliest convenience.**

We recognize that these rules and procedures are going to change the way we do business. One way to alleviate the potential frustration associated with these policies and procedures is to always have the information in question or required to complete the transaction with you. **We apologize in advance for any inconvenience, but failure of Danville Telecom/iconnectyou to comply with these rules may result in substantial fines or other penalties imposed by the FCC.** We appreciate your understanding and cooperation as we change our policies and procedures to comply with these FCC requirements.

Yours truly,

Timothy J. Fencil – General Manager/CEO