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**ACTION REQUIRED: ACCOUNT PRIVACY POLICY**

Dear Albany Mutual Telephone Member,

Due to recent changes made by the Federal Communications Commission (FCC), Albany Mutual Telephone is now prohibited from providing Customer Proprietary Network Information (CPNI) (customer account information) to anyone other than the person(s) listed on the account. We are also prohibited from making changes to your account requested by anyone other than the person(s) on the account. This includes spouses and other family members who are not listed on the account.

All Albany Mutual Telephone customer accounts currently only have one name associated with them due to cooperative policy, but we have made changes to allow the addition of authorized persons to your account. The added person(s) will have authorization to receive information about your account and make changes to the account; this will not change the way capital credits are allocated or paid.

Only authorized person(s) on the account can check balances, receive copies of the bill, change an address, add or remove telecommunications services, or receive other information on your account. You may want to consider adding your spouse, parents, or children.

**To add an authorized person to your account, please complete the bottom portion of this letter and return it to Albany Mutual Telephone 131 6<sup>th</sup> Street Albany, MN 56307.**

If you do not wish to add any authorized representatives to your account, no action is necessary.

Albany Mutual Telephone has always carefully maintained your privacy and will continue to do so with high regard. The FCC regulations are intended to standardize how all communication companies maintain privacy.

In addition to these changes we may also ask to see your government issued identification to verify your identity before providing account information. Additionally specific calling information will not be available over the phone – call detail records will be mailed to the address on file or provided in person.

If you have questions concerning these policy changes; or any questions about your account, please contact us at 320.845.2101. We appreciate your patience as we move through this process, and we thank you for your continued support.

Sincerely,

Albany Mutual Telephone



ACCOUNT PHONE NUMBER:

DATE:

ACCOUNT HOLDERS NAME:

EMAIL ADDRESS:

**ACCOUNT HOLDERS SIGNATURE:**

**Please list all the person(s) you would like to be Authorized Representatives on your account:**

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