

**NEW HOPE TELEPHONE COOPERATIVE, INC.**  
**IMPORTANT NOTICE TO SUBSCRIBERS:**  
**CUSTOMER PROPRIETARY NETWORK INFORMATION**

New Hope Telephone Cooperative, Inc. ("New Hope") wants you to understand your right to restrict the use of, disclosure of and access to your Customer Proprietary Network Information, or CPNI. You have a right and New Hope has a duty, under federal law, to protect the confidentiality of your Customer Proprietary Network Information.

**What is CPNI?**

It is the information that New Hope obtains that relates to the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications service you subscribe to from New Hope. It includes the information that is found in your bills, but it does not include subscriber list information (name, address and telephone number).

Examples of CPNI would be the telephone numbers that you call, the times you call them, the duration of your calls or the amount of your bill.

**Use of your CPNI.**

CPNI may be used by New Hope to market services that are related to the package of services to which you currently subscribe, when providing inside wiring installation, maintenance and repair services, and when marketing "adjunct to basic" services, such as call blocking, call waiting and caller I.D. CPNI may also be used for the provision of customer premises equipment ("CPE") and services like call answering and voice mail or messaging, and to protect Company property and prevent fraud. A carrier may use CPNI to bill and collect for the services you receive from the company.

New Hope and its affiliated companies offer additional communications-related services. We seek your approval to access your CPNI so that New Hope, and its affiliates, can provide you information on new services and products that are tailored to meet your needs or may save you money.

**IF YOU APPROVE OF OUR USE OF YOUR CPNI AS DESCRIBED ABOVE, NO ACTION IS NECESSARY ON YOUR PART.**

You have the right to disapprove this use by contacting us in writing at P.O. Box 452, New Hope, Alabama 35760 or by e-mail at [tammyw@nehp.net](mailto:tammyw@nehp.net) or by phone at 1-877-474-4211 within thirty-three (33) days after this notice is sent to you. Our drop box located at 5415 Main Drive is accessible twenty-four (24) hours a day, seven (7) days per week. If you disapprove our use of your CPNI, you may not receive notice of new services or promotions, but your existing services will not be affected. If you do not notify us of your objection within thirty-three (33) days, we will assume you do not object and will use your CPNI for these purposes. You have the right to notify us at any time to object to the use of this information. Your election will remain valid until you notify us otherwise.

**BEFORE WE CAN USE YOUR CPNI TO MARKET SERVICES TO YOU THAT ARE UNRELATED TO THE SERVICES TO WHICH YOU CURRENTLY SUBSCRIBE, OR BEFORE WE CAN SEND YOUR CPNI OUTSIDE OF THE COMPANY TO A JOINT VENTURE PARTNER OR INDEPENDENT CONTRACTOR FOR MARKETING PURPOSES, WE MUST OBTAIN YOUR EXPRESS APPROVAL.**

This can be done by obtaining affirmative permission from you in response to an oral, written or electronic request or, in certain circumstances, giving you an opportunity to "opt-out" in response to a written or electronic notice. When New Hope obtains oral approval, such approval will only be good for the particular Customer call, and the Company bears the burden of demonstrating that the approval was given in compliance with the CPNI rules.

Under rules recently approved by the FCC, only the member or subscriber of record on the account, or additional persons specifically authorized in writing by the member or subscriber, will be able to access, discuss, or make changes to the subscriber's CPNI or account information. You must create a password and a shared secret, should you lose or forget your password, in order to be authenticated as the subscriber of record by New Hope's customer service representatives and to access, discuss or make changes to your account. In the absence of a password, New Hope is permitted to provide limited account information during a customer-initiated call to the Company, but may provide that information by placing a return call to you at the telephone number of record or by mailing the information to the address of record. New Hope can also provide you with account information based on an in-store contact upon the showing of a valid photo ID matching the name on the account. The new rules also require us to notify you immediately of certain changes to your account or of the disclosure of your CPNI to unauthorized persons or the use of your CPNI for unauthorized purposes.

If you have any questions, please call 1--877-474-4211. Thank you for your patronage!