



**Crossville Communications**  
Linking Your World

Dear Valued Subscriber,

At Crossville Communications, we place a high value on the privacy of our customer's account information and work diligently to comply with FCC regulations aimed at consumer protection. While being mindful of consumer protection, there are instances when information regarding your specific account may provide us with an opportunity to make you aware of new services or product packages that you may find useful; this information is referred to as Customer Proprietary Network Information (CPNI). In short, CPNI is information based on what services you subscribe to (calling features, long-distance package, billing accounts, etc.) and how you use those services (who you call, how long calls are, what areas you call, etc.).

The FCC has ruled that subscribers have the right to opt out of receiving marketing materials based on their individual CPNI; you can opt out of marketing efforts solely made by Crossville Communications and you can opt out of similar work performed by an outside entity or marketing firm.

If you opt-out of our marketing services, you will not be allowed to receive information from Crossville Communications based on your CPNI. For example, if you don't have Caller ID and we send out information containing a special sign-up offer on Caller ID to all customers who also don't have Caller ID, you will not be allowed to receive the special offer. You may also opt-out of third party marketing. The only difference between opting out of our marketing services versus the third party service is that an outside firm would be provided access to your CPNI to create marketing materials on Crossville Communications' behalf. This option will not prohibit Crossville Communications from using your CPNI for "in house" marketing efforts.

You have a right under federal law to tell us that you do not want us to use your CPNI data and we will honor your wishes. To "opt out" or restrict Crossville Communications from using your CPNI, you may simply complete & return the bottom of this form to us or you can call us at (618)966-2196 to convey your wishes. "Opting out" will not affect any services to which you subscribe. We will contact you no less than every 24 months in order to provide this notice again to remind you of your options. If you **do not** want to make any changes to your current CPNI choices, there is no need in returning the form. Your approval or denial of approval for the use of CPNI, however, will remain valid until you revoke or limit that approval or denial.

Sincerely,

Crossville Communications

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I DO NOT want Crossville Communications to share my CPNI with any non-affiliates for the purpose of outsourcing marketing.

I DO NOT want Crossville Communications to share my CPNI with any affiliates of use for the purpose of in-house marketing.

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_