

Customer Proprietary Network Information (CPNI) Special Notice Regarding Your Account Information

SkyLine Membership Corporation and SkyBest Communications (SkyLine/SkyBest) knows the importance of personal privacy to our customers. SkyLine/SkyBest keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Federal law concerning telecommunications companies regulate the use of account information to selectively market specific products and services to specific customers.

What information does this involve?

This information, legally referred to as Customer Proprietary Network Information (CPNI), includes data, such as the long-distance carrier you have chosen, what calling features you use and which calling plans, if any to which you may be subscribed.

Who uses this information and is it protected?

Only SkyLine/SkyBest and its subsidiaries can see or use this information. It is never released to outside companies. You have the right, and we have the duty, under federal law, to protect the confidentiality of this type of information.

What do I need to do?

No action on your part is necessary unless you wish to restrict SkyLine/SkyBest's use of this type of information to contact you for the purpose of tailoring our service offerings to your individual needs.

Should you wish to restrict use of your CPNI, please call us at 1-800-759-2226 or send an e-mail to cpni@skyline.org with your request within 30 days of receipt of this notice. Restricting CPNI may make you ineligible to receive information from SkyLine/SkyBest about new products and services, promotions and packaged offerings.

How does this affect services I receive?

Whatever you decide will not affect the provision of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market other telecommunications services and products SkyLine/SkyBest offers and no action is required on your part unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters and other publications that are sent to all customers at the same time, so that you are kept up to date on what is happening in the cooperative and its subsidiaries.

We look forward to being able to serve your telecom needs more efficiently with new and existing products and services based on the information we know about your account.