



## Your Customer Proprietary Network Information (CPNI) Rights

Lynxx Networks® (Lynxx Networks) provides a vast array of telecommunications and television services including local and long distance calling and Internet access. In this notice, we want to assure you that we always take great care in the way we handle sensitive information that pertains to your account, known as Customer Proprietary Network Information or CPNI. We also provide you with an opportunity to let us know if you do not want us to use your CPNI data to market to you new service offerings

### **Restrictions Apply to the Way We Use CPNI**

CPNI includes the type, technical arrangement, quantity, destination and amount of use of telecommunications services and related billing for those services. Thus, it contains very sensitive and personal information. Please be aware that you have a right to have this information treated confidentially and Lynxx Networks and its affiliates have an obligation under federal law to treat all information that relates to your CPNI, including your calling and billing information, in a confidential manner.

Only Lynxx Networks and its affiliates will use your CPNI. CPNI data will not be shared by Lynxx Networks and its agents with any other company or entity without your approval, except to provide the service or services to which you are already subscribed, or where we are required or authorized by law, regulation or other controlling authority to share the information with an outside party.

### **May We Use Your CPNI to Better Inform You of Other Service Offerings?**

With this in mind, we would like you to know the Federal Communications Commission (FCC) regulations give you a choice – a choice about how Lynxx Networks can use your CPNI to let you know about the availability of innovative services offerings or service packages you may have not anticipated or even knew we were able to provide to you. You will also be able to enjoy savings and may even be able to combine all these services on one monthly bill.

Under FCC rules, Lynxx Networks is allowed to share your CPNI among its divisions or affiliates that provide services to which you do not already subscribe unless you tell us otherwise. If you do not want Lynxx Networks to share your CPNI with its divisions or affiliates that provide services to which you do not already subscribe, you may “opt-out” by notifying us within the next 30 days in the following manner(select one option):

Call Lynxx Networks customer service department at 608.427.6515 or toll-free number 1.888.317.6565 within 30 days to register your request. You can contact Lynxx Networks during normal business hours or after hours. If you call Lynxx Networks after business hours or on a holiday, please leave



a message for the Customer Service Department. In the message, please state your name, the name on your account, your account number, a daytime telephone number and a statement that you wish Lynxx Networks to “restrict the use of my CPNI”.

E-mail Lynxx Networks at [info@getlynxx.com](mailto:info@getlynxx.com). Be sure to include in your email the name that appears on your account with Lynxx Networks, the telephone number associated with your account and a statement that you wish Lynxx Networks to “restrict use of my CPNI.”

Mail the completed form at the bottom of this letter using the United States Postal Service. The address to mail the form to is: Lynxx Networks, PO Box 267, Camp Douglas, WI 54618

### **“Opting Out” Does Not Affect Your Current Service**

The restriction will remain in effect until you notify us otherwise. Restricting use of your CPNI will not affect the services that you currently have with Lynxx Networks. Please note that restricting your CPNI will not eliminate all of our marketing contacts with you. You could still receive marketing contacts from us that are not based on your CPNI. Also, FCC rules permit Lynxx Networks to use your CPNI to contact you about additional service offerings related to the services to which you already subscribe or to market other service offerings with your permission in the context of a customer service call.

### **You Can Always Change Your Mind**

You can always change your mind about Lynxx Networks’ use of CPNI simply by telling us. Your instructions to our family of companies will remain in effect until you revoke or limit that approval or denial. (Please be aware that every two years, we send notices similar to this one to remind customers of their options). Regardless of whether you decide to “opt out” or not, Lynxx Networks is committed to continuing to provide you with the same high-quality services that you have come to expect from us.

If you have any questions or would like additional information regarding our use of CPNI, please contact Lynxx Networks customer service at 608.427.6515 or toll-free number 1.888.317.6565.