



CUSTOMER PROPIETARY NETWORK INFORMATION

Annual Notice Regarding Your Account Information

The Federal Communications Commission asks that we periodically update you about your privacy and what's called "Customer Proprietary Network Information" or CPNI.

CPNI, at its core, is simply information about your phone service with BEK Communications. "Information" includes the long-distance carrier and calling plan to which you subscribe, calling patterns, usage of features and your billing data. We do not share, nor are we permitted to share, this information with anyone outside of BEK Communications or our wholly-owned subsidiaries, with the following exceptions: court orders or other activities authorized by law, such as fraud prevention; aggregate (grouped) information that doesn't identify you individually; or if we have your prior permission.

PROTECTING YOUR ACCOUNT

With the Telecommunications Act of 1996, Congress provided for the protection of CPNI. Enacted for the consumer's protection, this FCC rule requires a customer to provide a password when requesting account details from their telecommunications carrier. BEK Communications takes your privacy and security seriously and have established a suggested 3-point level of security for your protection.

In addition to the **1) Account Password** required by the FCC, we ask that you establish two (2) more levels of security for your account:

- 2) Pre-identified **Authorized Account Contacts**
- 3) **Security Questions** with answers known only to you and your Authorized Account Contact(s)

Before information is released over the phone, in writing, or when visiting, your established Account Password and/or Security Questions will be used to verify that only you or your Authorized Account Contact(s) are receiving the requested information. As part of our commitment to protection of your privacy:

- When you or an Authorized Account Contact(s) request to discuss your account, BEK personnel will immediately ask for the required Account Password; if a password has not been established, we will ask that you establish one at that time; Photo ID will be requested if visiting in person.



- If you are the only person authorized on your account, BEK personnel are permitted to disclose account and CPNI information to you only. Spouse, immediate family, friends or others may receive information once you add them as an Authorized Account Contact.
- Each time a change is made to your security information (address change, password change, security questions utilized, etc.) you will receive a letter via US Postal Service notifying you of the change or access. If you did not authorize the change/access, contact us immediately.

OPTING-OUT

From time to time, BEK Communications changes its service offering and makes available additional features and services, which may enhance or augment your subscribed service. In order to determine which customers may benefit from the new service(s) and enhancement(s), CPNI information will be consulted unless you restrict that use in the manner described below.

To restrict use of your CPNI data for marketing purposes, you must contact us within 30 days of your receipt of this notice. You may speak with a BEK representative during business hours (voicemail does not qualify) by calling 888.475.2361 or you may place your request in writing by emailing bekcomm@bektel.com. Your denial or approval for BEK to use this data will not affect the provisioning of any service to which you subscribe. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Again, we will only use your account information to market other BEK telecommunications services and products; no action is required unless you wish to restrict your use of your CPNI. You will still receive monthly bill inserts, newsletters and other publications that are sent to all customers so that you are kept up to date on what's happening at BEK.

It is your right and duty under federal law to protect the confidentiality of your CPNI. If you have questions about CPNI, Account Passwords, Authorized Account Contacts, Opting-Out or are ready to further protect your account, call us today at 888.475.2361 and we will be happy to assist you.

Your privacy is of the utmost importance to us. We appreciate you choosing BEK Communications.