

**CROSSLAKE COMMUNICATIONS**  
**Authorized Account Contacts**

Per the new FCC rules regarding Customer Proprietary Network Information (CPNI), this form needs to be completed and returned to our office.

The current authorized account contacts are listed below. Please mark whether you would or would not like to add another contact to the account at this time. If you do add another contact, please provide their name(s) in the lines below.

Reminder: Due to the new CPNI FCC rules, we can only discuss certain account information and call detail with such authorized contacts.

Current Authorized Account Contacts for (phone number) \_\_\_\_\_

Contact: \_\_\_\_\_

Contact: \_\_\_\_\_

- No, at this time I do not want to add any additional authorized contacts to my account.
- Yes, at this time I would like to add the following people as authorized contacts for my account.

\_\_\_\_\_  
\_\_\_\_\_

E-Mail Address\*: \_\_\_\_\_

\*The Fcc does allow call detail CPNI to be sent to an e-mail account of record. However, this e-mail address must be in the company files for at least 30 days before CPNI can be sent to it. If you would like our company to have an "e-mail address of record" in our files, please provide the address.

Authorized By: \_\_\_\_\_  
(Signature of authorized contact currently listed on the account)

Date: \_\_\_\_\_

Please return the completed form to our office at:

Crosslake Communications  
35910 County Road 66  
PO Box 70  
Crosslake, MN 56442

For questions regarding this form or the new CPNI company policies, please contact:

Debby Floerchinger  
CPNI Compliance Officer  
Crosslake Communications  
1-800-992-8220

## Crosslake Communications Password Set Up

Per the new FCC rules regarding Customer Proprietary Network Information (CPNI), this form needs to be completed and returned to our office.

Reminder: Due to the new CPNI FCC rules, if you request call detail information you must supply this password before the information can be disclosed. If you do not remember the password, the security questions below will be used for verification and a new password will be established. If a password can not be supplied for call detail information, there are only a few ways mandated by the FCC in order to obtain the information:

- (1) Have the telephone representative call you back, but only at the telephone number of record
- (2) Have the telephone representative mail you the requested call detail information, but only to the address of record.
- (3) You, the authorized account customer, must come to the telephone office and show your valid government issued photo ID.

One Form must be completed per account, therefore if there are more than one authorized customers on the account this password will be for all authorized customers.

Current Authorized Account Contacts for (phone number): \_\_\_\_\_

Contact: \_\_\_\_\_

Contact: \_\_\_\_\_

Authorized Customer Chosen Password\*: \_\_\_\_\_  
(Between 5-10 characters in length. Alpha, Numeric, or Alpha/Numeric Mixed - no spaces or symbols allowed.)

\*This password can not be historical information such as based on your social security number, address, etc. The FCC is trying to minimize the possibility of false identification for supplying call detail, therefore do not use anything that someone else would be able to access.

### Security Questions & Answers:

Choose two security questions and fill in the answer. This will be used to verify you as the authorized customer if the password can not be remembered. The telephone representative will ask you the chosen questions and wait for the proper answer (that you complete below) before the password is re-established.

1. What was your first childhood pet's name? \_\_\_\_\_
2. Where were you born? \_\_\_\_\_
3. What is your favorite color? \_\_\_\_\_
4. As a child, what was your dream job? \_\_\_\_\_
5. What brand of shampoo do you use? \_\_\_\_\_

Authorized By: \_\_\_\_\_ Date: \_\_\_\_\_

Please return the completed form to our office at:

Crosslake Communications  
35910 County Road 66  
PO Box 70  
Crosslake, MN 56442

For questions regarding this form or the new CPNI company policies, please contact:  
Debby Floerchinger, CPNI Compliance Officer,  
Crosslake Communications  
1-800-992-8220

## Crosslake Communications Opt-Out Notice

As in the past and continuing into the future, our company respects your privacy and abides by the privacy rules mandated by the Federal Communications Commission, state commission, and any other oversight telecom agencies. We never sell your private account information or provide call detail information of your telephone calls to outside entities for marketing purposes. The protection of your information is important to us and our Company acknowledges that you have a right, and we have a duty, under federal law, to protect the confidentiality of your CPNI.

Sometimes we would like to make you aware of additional products or services available from us outside the existing business relationship. For example, if you have our local exchange voice service, you may be interested in our long distance packages. However, per the FCC new rules on Customer Proprietary Network Information (CPNI), you have the option of being excluded from such internal targeted marketing services by signing and returning the opt-out notification below. CPNI is information created by virtue of the relationship between a carrier and a customer, including the quantity, technical configuration, type, destination, location, and amount of use of a customer's telecommunications services purchased (including specific calls a customer makes and receives) and related local and toll billing information. It does not include published information such as one's name, address, or telephone number.

We would like the opportunity to continue to better serve you by notifying you of our additional products and services, however, you have the right to opt-out of hearing about these products and services. If you would like to continue being notified about the products and services based upon your current services with us then please do nothing further. However, if you would like to "opt-out", please sign and return this form. We will not be allowed to inform you of the products and services outside of your existing scope of service with us based upon the use of your CPNI.

Unless you provide us with notice that you wish to opt-out within 33 days of the date of this notice, we will assume that you give our Company the right to utilize your CPNI for internal marketing campaigns. Please be advised that if you do not opt out, your consent will remain valid until we receive your notice withdrawing it. If you wish to withdraw your consent at any time, you may do so by calling us at 1-800-992-8220. Furthermore, note that opting out will not affect the status of the services you currently have with our Company. In addition, we can disclose your CPNI to comply with any laws, court order or subpoena or to provide services to you, pursuant to your Customer Agreement.

Please call our office if you have any questions on this notice:

Debby Floerchinger  
CPNI Compliance Officer  
Crosslake Communications  
1-800-992-8220

November 1, 2007

### OPT-OUT NOTIFICATION

Return this form if you choose to opt-out of notification of Crosslake Communications' internal targeted marketing of services and products that are outside of your existing service scope.

I have read this notice and would like to Opt-Out of the CPNI based marketing of products and services that are outside of my existing scope of service offered by Crosslake Communications.

Authorized Customer: \_\_\_\_\_

Street/Billing Address:: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Account Telephone Number: \_\_\_\_\_

Authorized By: \_\_\_\_\_

(Signature of authorized contact currently listed on the account)

Date \_\_\_\_\_