

# Customer Proprietary Network Information

## Keeping You Informed

Under federal law, Lakedale Communications' (Lakedale) customers have a right, and Lakedale has a duty, to protect the confidentiality of "Customer Proprietary Network Information." This information includes the following about your service with Lakedale:

- Type of telephone service
- Number of telephone lines
- Amount of telephone usage
- Calling details and billing records

At Lakedale, we recognize the sensitive nature of your personal account information.

**Lakedale keeps all your records confidential and does not market or sell your information to other companies.**

Based on new FCC regulations effective December 8, 2007, Lakedale will no longer provide call detail information on incoming customer calls unless the customer provides Lakedale with a pre-established password. If you have not yet established a password or PIN number, please call 1-800-223-9694. If you choose not to establish a password, our Customer Service Center can give you other options for retrieving your information.

When visiting the Lakedale office in person, the Lakedale representative will not disclose any customer information under any circumstance without a valid photo ID. A valid photo ID is any government-issued means of personal identification with a photograph such as a driver's license, passport, or military ID.

## Declining Access

If you do not want Lakedale and its affiliates to use your account information to communicate with you about products and services that may benefit you, please call our Customer Service Center at **1-800-223-9694** or e-mail [service@lakedaletelephone.com](mailto:service@lakedaletelephone.com).

Declining Lakedale access to your information will not affect Lakedale's ability to provide you the communications products and services to which you currently subscribe. Your decision will remain in effect until you notify Lakedale otherwise. You can change your decision anytime.

## Approving Access

If we do not hear from you within 33 days, we will assume you approve us to use, disclose, and permit access of your information to communicate with you about products and services offered by Lakedale and its affiliates for which you do not already subscribe.



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