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CUSTOMER PROPRIETARY NETWORK INFORMATION (“CPNI”) POLICY

Our mission is to be the leader in providing communications services to our customers in our markets. At HOLSTONCONNECT, we take your privacy seriously.

Your customer proprietary network information ("CPNI") includes the types of services you purchase, how you use them, and the related billing of those services. Protecting the confidentiality of your CPNI is your right and our duty under federal law. We are required to inform you that you have a choice in allowing us to use CPNI about the services you have purchased from HOLSTONCONNECT to offer additional products and services to you. We could use your customer information to advise you of HOLSTONCONNECT products that may be of interest to you, like telephone service, video service or High-Speed Internet, even if you do not currently subscribe to any of these services with HOLSTONCONNECT.

Federal privacy rules require HOLSTONCONNECT to authenticate the identity of its customer prior to disclosing CPNI. Customers calling HOLSTONCONNECT can discuss their services and billings with a representative once that representative has verified the caller's identity.

HOLSTONCONNECT may disclose CPNI in the following circumstances: when the customer has approved use of their CPNI for HOLSTONCONNECT or HOLSTONCONNECT's independent contractors for sales or marketing purposes; when disclosure is required by law or court order; to protect the rights and property of HOLSTONCONNECT or to protect HOLSTONCONNECT customers and other carriers from fraudulent, abusive, or unlawful use of services; for directory listing services, to provide the services to the customer, including assisting the customer with troubles associated with their services; to bill the customer for services.

If this use of your customer information is acceptable, then no further action on your part is required and your consent to this use will be inferred after thirty (30) days. If you wish to have the use of your CPNI by HOLSTONCONNECT restricted, please visit our website at <http://HOLSTONCONNECT.com/CPNI-OPT-OUT> and complete the opt-out form or simply call (423) 272-8821 to limit HOLSTONCONNECT's use of your customer proprietary information to market additional HOLSTONCONNECT services to you.

You have the right to deny or withdraw our access to your CPNI at any time. If you choose to restrict our access to your CPNI, you will continue to receive high quality services from HOLSTONCONNECT and your choice to restrict access to your CPNI will not affect the provision of any service to which you currently subscribe. The restriction will remain in effect until you notify us otherwise. Please also note that restricting your CPNI will not eliminate all of our marketing contacts with you. You may still receive marketing contacts from us that are not based on your CPNI. Whether or not you agree to allow us to use your CPNI information for marketing additional HOLSTONCONNECT products or services to you, please be assured that HOLSTONCONNECT takes the privacy of our customer information seriously and appreciates the opportunity to provide high quality communications to you.

If you have additional questions concerning the use of your CPNI you may contact the program administrator at:

Contact: HOLSTONCONNECT
E-Mail: members@holstonconnect.com
Fax: (423) 272-8447

If we change this policy, we will post those changes on <http://HOLSTONCONNECT.com/legal-information> or in other places we deem appropriate, so that you can be aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If you decide to continue receiving your services after we make any changes to the CPNI Policy, you shall be deemed to have given express consent to the changes in the revised policy.