

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Your Account Information

MCG knows the importance of personal privacy to our customers. MCG keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Recent changes in federal law concerning telecommunications companies regulate the use of account information to selectively market specific products and services to specific customers.

What kind of information are we referring to?

This information, legally referred to as Customer Proprietary Network Information (CPNI), includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, you have subscribed.

Who uses this information and is it protected?

Only MCG can see or use this information. It is never released to outside companies. You have the right, and we have the duty under federal law, to protect the confidentiality of this type of information.

What do I need to do?

No action on your part is necessary. If you wish to restrict MCG's ability to tailor our service offerings to your individual needs, you may contact us using the info below. Should you wish to restrict use of your CPNI, please contact our local office at 641-676-1000 or mcginfo@mahaska.org.

Your request should be sent within 30 days of receipt of this notice. Restricting CPNI may make you ineligible to receive information from MCG about new products and services, packaged offerings, and various promotions.

How does this affect services I receive?

Whatever you decide will not affect the provision of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market other telecommunication products and services we offer and no action is required on your part unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters, and other publications that are sent to all customers at the same time, so you will be kept up-to-date on what is happening in the company.

We look forward to being able to serve your telecommunication needs more efficiently with new products and services based on the information we know about your account.