

## **"OPT-OUT" Procedure**

In the event that you no longer want Heart of Iowa to use your CPNI records for marketing purposes, please complete and return the form. The authorization remains valid until you contact us in writing or upon receipt of the next bi-annual CPNI Privacy Notice, whichever comes first. Regardless of what you decide, the services and products you currently receive will not be affected. By returning the consent form, you will continue to receive current and up-to-date information on the product and service offerings that *you currently subscribe to*. If you decide to disconnect or cancel any product or service or become an inactive member/customer, we will continue to adhere to the privacy policies and practices described in this notice.



## CPNI Opt-Out Verification Form

Protecting your privacy is important to Heart of Iowa Communications Cooperative and its affiliate, Heart of Iowa Ventures, LLC, hereinafter the "Company". We believe the confidentiality and protection of member/customer information is one of our fundamental responsibilities. While information is critical for providing quality service, we recognize that one of our most important assets is our member's/customer's trust. Therefore, the safe keeping of member/customer information is a priority for the Company.

Recent changes in the federal law allow you, the customer, to choose how we, the Company, use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available, such as the type of service you subscribe to, the number of telephone lines you have, how much you use your services, and calling and billing records.

Heart of Iowa is allowed by law to use your CPNI. We will only use your CPNI records for the specific intent to analyze and/or provide you with current or future products or services offered by the Company. This allows us greater ability to tailor the services we provide you currently and those in the future.

**We do not share any of our member/customer CPNI with any unaffiliated companies.**

**"Opt-Out" Procedures:** To restrict the use of your CPNI records, you must fill out the following information and return this form to Heart of Iowa Communications Cooperative at 502 Main St - PO Box 130, Union, IA 50258. This form will remain valid until you contact us in writing or upon receipt of the next bi-annual CPNI Privacy Notice, whichever comes first.

Name as it Appears on Bill: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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