

**ALASKA TELEPHONE COMPANY  
 BETTLES TELEPHONE, INC  
 NORTH COUNTRY TELEPHONE, INC  
 (COLLECTIVELY REFERRED TO AS AP&T)**

Subject: <b>CPNI</b> <b><u>Customer Proprietary</u></b> <b><u>Network Information</u></b>	Class: <b>Customer Service</b>		Number: <b>CS-01-001</b>
	( ) Complete Revision (X) Partial Revision ( ) New	Supersedes: <b>Any previous practice</b>	Page: <b>1</b>

Purpose:

To document the policy and procedures for handling Customer Proprietary Network Information (CPNI) in accordance with the Federal Communications (FCC) rules.

CPNI Definition:

CPNI is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship.

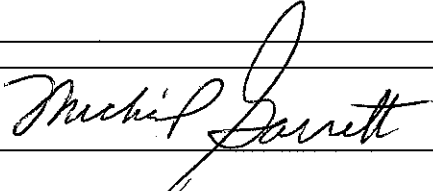
Information contained in the bills pertaining to telephone exchange service or telephone toll service.

Information such as the phone numbers called by a consumer, the frequency, duration, and timing of such calls.

Services purchased by the consumer, such as call waiting.

Statement of Policy:

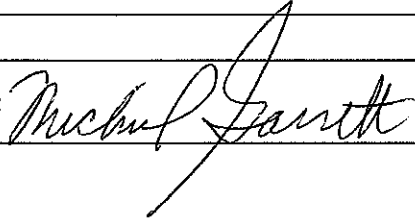
AP&T will not use customer CPNI data for marketing purposes and no AP&T employee/owner is authorized to sell or distribute CPNI data. AP&T employees will not release CPNI detail information during customer-initiated telephone contact without first establishing the identity of the caller by use of one of the approved FCC methods listed under the procedures below. Violation of these rules will bring strict disciplinary action as set forth in the AP&T Employee Manual.

Issue Date: 10/29/2007	Effective Date: 10/29/2007	Approved by: <b>Executive Vice President:</b> 
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<u>Practice:</u>	
<u>Responsibility</u>	<u>Action</u>
All AP&T Employees	<p>1. Establish caller identity prior to the release of CPNI data during customer-initiated telephone contact. Per FCC rules, in the absence of a pre-established password, the following procedures may be used to verify the caller identity or release requested CPNI data:</p> <ul style="list-style-type: none"> <li>* The customer requested CPNI data may be mailed to the address of record.</li> <li>* The AP&amp;T employee may call the customer back at the telephone number on record and disclose the call detail information.</li> <li>* The customer may come into the AP&amp;T office with a valid photo ID and discuss or pick up the requested information.</li> </ul> <p>2. CPNI information may be disclosed as required by law enforcement.</p>

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