



RICO
TELEPHONE
COMPANY

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To Our Valued Customers:

At Rico Telephone Company (Rico), we recognize our obligation to safeguard your information from unauthorized or inappropriate access, disclosure or use. We are dedicated to building a strong CPNI program which complies with the applicable regulations to ensure your information is protected not because of regulatory requirements but because it is the right thing to do.

Customer Propriety Network Information (CPNI)

Federal rules require that you be given the opportunity to establish a password to protect access to your account. When you call us, we will ask for this password to authenticate you prior to providing information or making changes to your account. If you have not created a password, one may be assigned to your account.

For added convenience, below are alternative identity verification methods, in addition to your password, which may be used for us to discuss your CPNI account information with you:

- Rico can send the CPNI information to your billing address
- Rico can call you back at the telephone number of record
- Rico may disclose CPNI to you, or one of your authorized representatives, at our business office with a valid photo ID matching a name listed on the account.

For your convenience, you may submit your CPNI set-up information online by going to our website ricotelephone.com.

Use of CPNI Information

Rico Telephone does not sell or share your information with 3rd parties for marketing purposes.

Additionally, we will not disclose your account information or provide details about your services to anyone not authorized on your account, unless required by law enforcement or regulatory agencies.

Typically, our marketing campaigns are focused on a geographic area rather than individual customers which is permitted since the offering does not rely upon CPNI (i.e. mass mailings). Occasionally, you may be notified of additional products and services outside your existing services. However, you have a right to be excluded from these marketing efforts outside your existing services. If you choose to accept this type of CPNI-based marketing information, no action is required on your part. However, if you prefer not to receive information about additional services we offer, please send us your desire to opt-out of CPNI-based marketing in writing within 33 days of the above notice date and we will honor your request without affecting the quality service you are receive.

If you have any questions, please stop by or call our office at 844-256-8333.

Sincerely,
Rico Telephone Company