

**IMPORTANT NOTICE  
FOR ALL GRANBY TELEPHONE COMPANY and GTC BROADBAND CUSTOMERS  
PLEASE READ CAREFULLY**

Federal law allows you, the consumer, to choose how we here at Granby Telephone Company (GTC) and GTC Broadband (GTCB), herein known collectively as GTC, handle 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, and how much you use your services.

The federal law is designed to protect you, while allowing GTC to meet your communication needs. GTC values our customers and meeting your communication requirements, while protecting your privacy.

Only GTC will use your CPNI. We will not share, sell, rent or otherwise disclose your CPNI to anyone else, including other companies.

You have the right, under federal law, to control how your CPNI records are used. GTC has the responsibility to protect your CPNI records. To restrict the use of your CPNI records, for marketing purpose you should complete the attached form.

Step 1: Opt-Out Authorization complete the enclosed Customer Information Authorization Form and send it to the address below or email us at [gctcbroadband@jscomm.net](mailto:gctcbroadband@jscomm.net) within 30 days of receiving this notice. You always retain the right to restrict the use of your CPNI. Restriction of the use of your CPNI records will remain valid until you contact us in writing or for two years, whichever comes first.

If you decide not to let us use your CPNI, this will not affect, in any manner, the services to which you subscribe. Regardless of your decision, we will provide another notice about your rights in two years.

Step 2: The new federal rules also limit the customer information that GTC can provide customers over the telephone. GTC is required to establish a password procedure to further protect our customer's CPNI. To establish a password please complete Section 2: Customer Account of the form. Under Federal regulations GTC can only discuss customer information with the customer of record and/or authorized persons listed on the account. If you wish to add authorized persons to your account please complete Section 3: Authorized Persons.

We thank you for your time and attention to this important matter.

Granby Telephone Company  
126 S Beaver Ave, PO Box 200  
Granby, MO 64844  
417-472-6211 or 417-325-6211

**CUSTOMER INFORMATION AUTHORIZATION FORM (2020)**

CUSTOMER NAME \_\_\_\_\_

TELEPHONE # \_\_\_\_\_ ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

**1. OPT-OUT AUTHORIZATION**

\_\_\_\_\_ **Yes**, I want to OPT-Out. GTC, its partners and contractors may not share information about my telecommunication services to include; local service, long distance, and Internet access service without permission.

**2. CUSTOMER ACCOUNT AUTHORIZATION AND PASSWORD**

\_\_\_\_\_ **Yes**, I want to establish an account password

**Account Password/Pin:** \_\_\_\_\_ Password/pin can be any word or number or combination thereof that is familiar to you. This will need to be shared with the authorized person/persons listed on this document.

**Password retrieval question:** Please provide answers to the following questions in case you don't remember your password, we can still discuss your account with you or your authorized persons listed on this document.

**What is your favorite hobby?** \_\_\_\_\_

**What is the name of the town or community you were born in?** \_\_\_\_\_

**3. Authorized Persons:** The following people are authorized agents and may discuss information with GTC representatives and/or make changes to the account.

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

**Account Holders**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please sign and return to our Granby office, within 30 days: Granby Telephone Company, PO Box 200, Granby, MO 64844