



To Our Valued Customers:

Star Communications (STAR) respects your privacy and observes the privacy rules established by the Federal Communications Commission (FCC) and the Louisiana Public Service Commission. Under federal law, you have the right to confidentiality of CPNI information regarding the telecommunication services to which you subscribe and how you use them. STAR has a duty to protect confidentiality of CPNI.

Customer Propriety Network Information (CPNI)

Federal CPNI rules require that every customer be given the opportunity to create a password for their account. We encourage you to establish your *own* password and share it only with the persons you trust to have access to your account. If you have not established a password, one has been assigned to your account by STAR. 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:

- STAR can send the CPNI information to the address of record that we have on file
- STAR can call you back at the telephone number of record
- STAR 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 www.starinternet.net or calling our office.

Use of CPNI Information

STAR will not sell or disclose your account information or provide details of your calls to other parties, unless required by law enforcement or regulatory agencies.

STAR is authorized by the FCC to market services to our subscribers within the categories of service already provided to those customers without approval. From time to time, we may market additional features for the services you already have from us. Occasionally, you may be notified of additional products and services from outside the existing business relationship we have with you. 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). However, when marketing is based on CPNI, you have a right to be excluded from these marketing efforts.

If you choose to accept CPNI-based marketing information, no action is required on your part. However, if you prefer to be excluded from these marketing efforts, please send us your desire to opt-out of any targeted marketing in writing and we will honor your request without any affect to the quality service you are receiving. Approval to send you information about services to which you do not subscribe is valid until your affirmatively revoked such approval in writing.

If you have any questions, please stop by or call our office at (225)625-2333 or 800-256-9740.

Sincerely,

Star Communications