

CORDOVA TELEPHONE COOPERATIVE, INC.
POLICY BULLETIN NUMBER 3005

SUBJECT: PUBLIC INFORMATION INQUIRIES

I. OBJECTIVES

To establish guidelines for responding to requests for routine, non-routine, member related, or emergency-response information.

II. POLICY CONTENT

- A. Requests for routine documents or publications of the Cooperative shall be answered by approved office personnel. Routine documents include any public materials on the website or available to consumers in the retail office.
- B. Requests for member only general documents or publications will be tracked and answered by approved office personnel. Member only general documents include BOD Meeting Agenda and Approved Minutes, Annual Meeting Packets, and other materials directly distributed to all members.
- C. Requests for member only sensitive documents will be tracked and answered by management. Member only sensitive documents include Cooperative financial documents, safety and incident reports, contracts and leases, and all other documents available to members not identified as routine or member only general documents.
- D. Requests for information for public safety, municipality, or government uses must be tracked, reviewed and approved by management.
- E. If for some reason, the member does not wish to direct a request through the business office, they may attend a Board meeting for the purpose of presenting the request.

III. RESPONSIBILITY

- A. The Manager is responsible for establishing procedures for providing prompt responses to inquiries and assuring that they are carried out with primary emphasis on good service and protection of the rights of members and the Cooperative.

B. Any denied request may be appealed to the Board of Directors who shall make a final decision.

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REQUEST FOR INFORMATION FORM

To allow efficient compliance with Requests for Information, Policy Bulletin 24A, Cordova Telephone Cooperative (CTC) requires that individuals complete and sign this form when requesting non public materials. Information can be provided in electronic or printed format, fees may apply depending on request.

It is important that you state the purpose for requesting the information. If your request is denied, you will be provided with an appropriate explanation of the reason for the denial, and you can appeal the denial to the Board of Directors of CTC.

Any use of information provided for purposes other than as stated on this Request for Information form or used in violation of any Alaska or federal laws could cause CTC to seek legal action against the person(s) who requested and/or misused such information.

NAME: _____ DAY PHONE: _____

ADDRESS: _____ DATE: _____

EMAIL: _____

FORMAT REQUESTED: ELECTRONIC OR PRINTED

PURPOSE:

INFORMATION REQUESTED:

1. _____

2. _____

3. _____

INFORMATION FEES

Routine and Public documents - FREE

Member Only General documents - FREE

Member Only Sensitive Documents - \$10.00 Flat Fee per document

Are you an active member of the Cooperative? Yes ____ No ____

I agree that I will use the requested information only for the purpose(s) stated above, I also agree that I will not sell the information and that I will duplicate it only for use for the stated purpose. I further agree to indemnify and hold CTC harmless against any claims or damages that may result from use of the information for other than the stated purpose(s).

Signature of Requester: _____ Date: _____

CTC OFFICE USE ONLY

Request Date:

Received By:

Comments:

Approved OR Denied

Approval/Denial Comments: