

## TELECOMMUNICATIONS PRIVACY NOTICE

Federal law protects the privacy rights of CUSTOMER. These rights are in addition to the existing safeguards that EPB FIBER already has in place to ensure the privacy rights of its customers. The Federal Communications Commission (FCC) requires EPB FIBER to notify all of its customers of their rights to restrict the use of their Customer Proprietary Network Information (CPNI). CUSTOMER has the right, and EPB FIBER has a duty, under federal law, to protect the confidentiality of CUSTOMER'S CPNI.

**(a) What is CPNI? Customer Proprietary Network Information (CPNI)** is personally identifiable information that a telecommunications carrier collects when providing telephone service to a customer. CPNI typically consists of telephone numbers called by the customer along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by a customer.

**(b) Why should a Customer care about the use of my CPNI?** Congress has enacted federal legislation making a practice known as "pretexting" a crime. This practice involves a party, acting under the false "pretext" of being a customer, contacting a telephone company or accessing online accounts and obtaining CPNI, often times with the intent to sell it to others. Federal CPNI protection rules have existed since 1996 but because of the development of "pretexting" and other unethical practices for misuse of CPNI additional rules are now in place for your protection.

**(c) Permitted Use of CPNI by EPB FIBER Without CUSTOMER'S Permission.** CPNI can be used by EPB FIBER for certain purposes without CUSTOMER'S permission. EPB FIBER may use CPNI to offer CUSTOMER new or enhanced services that are related to the category of services to which CUSTOMER currently subscribes. EPB FIBER may also use CPNI to respond to CUSTOMER'S inquiries regarding services CUSTOMER currently uses or related services EPB FIBER offers. In addition, EPB FIBER may use CPNI in connection with repair and maintenance services, billing and collection, and to protect company property and to prevent fraud.

**(d) Prohibited Use of CPNI Unless Authorized by CUSTOMER.** Unless CUSTOMER specifically authorizes its use, EPB FIBER may not use CPNI to market services unrelated to the services to which CUSTOMER currently subscribes. For example, EPB FIBER may not use CPNI to offer CUSTOMER any type of long distance service unless CUSTOMER currently subscribes to EPB FIBER'S long distance offerings. EPB FIBER may not share CPNI with any other company, including its affiliate companies unless CUSTOMER is a customer of EPB FIBER'S affiliate.

**(e) Additional Information Regarding CUSTOMER'S CPNI Rights.**

CUSTOMER has the right to deny or withdraw access to CPNI at any time or to instruct EPB FIBER to disclose CPNI to unaffiliated third parties upon submission of a written request to EPB FIBER. Any approval or denial for the use of CPNI outside of the service to which CUSTOMER subscribes from EPB FIBER is valid until CUSTOMER affirmatively revokes or limits such approval or denial. A denial of CUSTOMER'S approval will not affect the provision of any services to which CUSTOMER subscribes.