



# Customer Proprietary Network Information (CPNI) Notice

Dear Valued Customer,

THIS NOTICE CONTAINS IMPORTANT INFORMATION REGARDING YOUR ACCOUNT. PLEASE DO NOT DISCARD THIS NOTICE WITHOUT FULLY REVIEWING THE TERMS.

In order to best serve your communications needs, NetFortris is providing this update on important security related policies and procedures. NetFortris is subject to certain requirements governing the use or disclosure of Customer Proprietary Network Information ("CPNI"). CPNI refers to your telephone service, and includes the charges on your bill, the services to which you subscribe, and your usage data and calling patterns. In short, CPNI is information about your personal use of our communication services.

The Federal Communications Commission ("FCC") has mandated CPNI rules for all telecommunications companies designed to safeguard your information from anyone who is not authorized to have access to your account. The FCC rules require carriers to implement procedures to verify the identity of callers who want to discuss private account information or to engage in online transactions that would allow access to your account information. In order to better serve your communications needs and to identify, offer, and provide products and services to meet your requirements, NetFortris needs your permission to share this information among its affiliates, agents, independent contractors, and joint venture partners. However, we do not permit independent contractors and joint venture partners to use this information for marketing. The protection of your information is important to NetFortris, and NetFortris acknowledges that you have a right, and NetFortris has a duty, under federal and state law, to protect the confidentiality of your CPNI.

You have a right to keep your CPNI private by "opting out." Unless you provide NetFortris with notice that you wish to opt out within 45 days of receiving this letter, NetFortris will assume that you give the right to access and share your CPNI with NetFortris' affiliates, agents, independent contractors, and joint venture partners.

In addition, NetFortris can disclose your CPNI to comply with any laws, court orders or subpoenas, or to provide services to you pursuant to your NetFortris Customer Agreement. Please be advised that if you do not opt out, your consent will remain valid until you provide your notice withdrawing it. You may withdraw your consent at any time through one of the methods outlined below.

NetFortris takes seriously our obligation to protect customer information. If you have questions about this notice or NetFortris' specific commitment to the protection of your information, please contact NetFortris at [compliance@netfortris.com](mailto:compliance@netfortris.com).

IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION. You need to respond only if you wish to deny permission to use your information in NetFortris' marketing plans. Please note that opting out will not affect the status of the services you currently have with NetFortris. However, the inability to share your CPNI may make it more difficult for NetFortris to work with its affiliates to offer you new communications-related products and services in the future.

To opt-out, send an email to [compliance@netfortris.com](mailto:compliance@netfortris.com). Please include the company or account name as shown on your most recent NetFortris invoice.

## **What is CPNI?**

Customer Proprietary Network Information (CPNI) is information created by virtue of your relationship with NetFortris. This information includes services purchased (including specific calls you make and receive), related local and toll billing information, the type, destination, technical configuration, location and amount of use of purchased services. CPNI is personal and confidential information that involves both the customer's purchasing and calling habits.

## **Why does NetFortris need my consent?**

NetFortris may need to share your CPNI with our affiliates, agents, independent contractors or joint venture partners in order to develop better products and services and offer you the full range of the communications-related products and services. The Federal Communications Commission requires that NetFortris obtain your consent to do so. CPNI will not be shared with unrelated third parties.

## **How do I give my consent to share CPNI?**

Unless you provide notice that you wish to opt out within 45 days of receiving this letter, NetFortris will assume that you give NetFortris the right to share your CPNI with the authorized companies described above.

## **Can I change my mind about giving consent?**

Yes, you can withdraw your previously-given permission to share CPNI by contacting NetFortris. If you are a Business Customer, you may have one of your authorized account representatives contact NetFortris.

## **How am I affected if I decide to not provide my consent?**

The decision to disallow the sharing of CPNI will not affect the services that you currently obtain from NetFortris. However, the inability to share your CPNI may make it more difficult for NetFortris to offer you new communications-related products and services in the future.

## **How can I opt out of CPNI sharing?**

Submit your request, in-writing, to NetFortris 5601 6th Ave S. Suite 201 Seattle, WA 98108. You may also fax the form to (206) 607-1031.

## **How does this affect you?**

If you call or stop by NetFortris' office, you will be asked for your CPNI password or an answer to one or more of your security questions. If you do not have any of this information on file, NetFortris will ask you to complete the CPNI forms to create a password and answer the security questions before releasing any customer detail or take an order for service.

## **What if I do not wish to establish a password?**

That option is available; however, it is not recommended. In these instances, NetFortris would not be able to disclose information if you called in. NetFortris would need to hang up and call you back at the telephone number listed on the account or send the information to the address of record.

## **Who decides the password?**

The password is at your discretion. According to the rules, biographical information is not allowed as part of the password. Biographical information includes Social Security number or the last four digits of your Social Security number; home address; mother's maiden name; date of birth; etc. You can change your password at any time by having one of your authorized account representatives contact NetFortris.

## **What about my directory information, is that biographical?**

Referred to as Subscriber Directory Information, if this information is published, it is not considered CPNI.

## **Will I be notified of CPNI account changes?**

Yes, you will be notified via email to your email address of record. NetFortris is required to notify customers following a change of password, a customer response to a back-up means of authentication for lost or forgotten passwords, a change to your online account, or to your address of record.