

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Federal law protects your privacy rights as a customer of Castleberry Telephone Company, Inc. We are required to gain your permission to use your Customer Proprietary Network Information (“CPNI”). CPNI is data that is not publicly available and includes information such as type of service, number of telephone lines, amount of usage, and calling and billing records. You have the right to authorize use or non-use of your CPNI by our company and its agents and authorized sales representatives.

How Can a Subscriber Benefit from Authorizing the Use of CPNI?

With your consent we may be able to deliver solutions tailored to your needs. Without permission to use your CPNI, we may not be able to provide you with advanced telecommunications services and solutions and to continually improve the way you do business with us.

Will the Company Protect my CPNI Information if You Allow Us to Use It?

Absolutely. Regardless of your decision, we will keep your information confidential. Giving us authorization allows us to further customize the services we can provide to you.

Further Definition and Examples of Customer Proprietary Network Information.

CPNI is simply defined as a customer's personal information that relates to the quantity, technical configuration, type, destination and amount of use of the telecommunications services you subscribe to from us, including broadband Internet access service (“BIAS”). CPNI does not include your published directory information or any information that is in the public domain, such as your name, address or telephone number. Examples of CPNI include information about the services to which you subscribe, the amount of your long-distance bill or a list of phone numbers you have called. Certain information relating to your use of our BIAS will also be considered CPNI and subject to additional privacy protections and use restrictions, including your broadband service plans, geographic location information, MAC and IP addresses, domain name information, device identifiers, traffic statistics, port information, application headers, usage and payload, and certain consumer devices capable of connection to broadband services, such as smartphones, tablets, computers, modems and routers. Under federal law, we have a duty to protect the confidentiality of your CPNI. We will be happy to provide you with the complete FCC rules upon request.

Permitted Use of CPNI Without Your Permission.

CPNI can be used by us for certain purposes without your permission. CPNI may be used to offer you new or enhanced services, such as speed dialing, call forwarding or Caller ID, that are related to the services to which you currently subscribe or to respond to your inquiry regarding services you currently use. CPNI may also be used for company functions related to billing and collection, repair and maintenance, installation of inside wiring, to protect company and prevent fraud.

Permitted Use of CPNI Unless Authorized by You.

Unless you specifically authorize its use, we may not use CPNI to market services unrelated to those to which you presently subscribe. Unless authorized to do so, we may not use your CPNI to offer you a new or different customer premises equipment unless you previously purchased customer premises equipment or information services as a part of a bundled plan. We may NOT share CPNI with any other company. We can share information with an affiliated company ONLY if you also subscribe to the service the affiliate offers or you authorize us to share the information with our affiliate.