# CPNI Policy

## CPNI Defined

**CPNI is information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications (telephone) service** subscribed by a customer. It is information made available to Socket by virtue of the customer-carrier relationship and includes:

- The identity of a customer's Primary Interexchange Carrier (PIC)
- The volume of calls made by a customer
- The amount a customer has been billed by a long-distance carrier
- The types of service offerings to which the customer subscribes
- Information on a customer's bill, such as:
    - Call detail records
    - Phone numbers called/received
    - Time/duration of calls
    - Charges associated with calls

**CPNI does not include public directory listing information of subscribers, nor does it include internet related services or any of the following:**

- Aggregate customer information including data from a group of customers, which could be CPNI, that has been removed from any customer identifiers
- Subscriber list information with customers' names, telephone numbers, addresses, or primary advertising classifications that the carrier or an affiliate has published or accepted for publication in any directory form (e.g. local phone book or other public directory)
- Subscriber list information, including unlisted and non-published numbers
- Carriers may contact all existing and former customers for marketing purposes using a list containing the customers' names, addresses, and telephone numbers if it does not use CPNI
- A marketing campaign sent to all customers

## Collection and use of CPNI

CPNI will be used by Socket to make sure you are billed properly for your services, to send you pertinent information about Socket services, to improve quality of service, to answer questions that may involve troubleshooting, to ensure compliance with relevant contractual and legal obligations, and for tax and accounting purposes. More generally, applicable regulations allow Socket to use, disclose, or permit access to CPNI for the following purposes without customer approval: (1) to provide or market service offerings, or alternate versions of existing service, which may include additional or related offerings, within the category of service (i.e., local, interexchange) to which the

customer already subscribes; (2) to provide optional extended area calling plans; (3) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain features; (4) to provide inside wiring installation, maintenance, or repair services; (5) to initiate, render, bill for, or collect for customer-authorized telecommunications services; (6) to protect the rights or property of Socket; (7) to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; or (8) to market services other than those to which a customer already subscribes, or alternate versions of existing service, which may include additional or related offerings, if such customer contacts Socket to inquire about such service offerings.

## Customers' Rights

Under federal law, Customer has the right, and Socket has a duty, to protect the confidentiality of information about the amount, type, and destination of Customer's telephone service usage (CPNI). Customer hereby consents to the sharing of Customer's CPNI or other personal information with Socket and its affiliates, agents, and contractors, solely for the purpose of developing or bringing to Customer's attention any products and services, or in the event of any merger, sales of some or all of the company assets or acquisition as well as in any insolvency, bankruptcy or receivership proceeding in which CPNI or other personal information would be transferred as one of the business assets of the company. This consent survives the termination of Customer's Service and is valid until revoked by Customer. To remove this consent at any time, Customer must notify Socket in writing at 2703 Clark Lane, Columbia, MO 65202, ATTN: Regulatory and provide the following information: (1) Customer name, (2) Service billing address, (3) Telephone number, and (4) Service account number. Removing consent will not affect the Customer's current Service.