

Customer Proprietary Network Information (CPNI)

In the normal course of providing you with telephone services, Computer Techniques Inc., or CTI, maintains certain information regarding your account. This information, when matched to your name, address and billing telephone number is known as “Customer Proprietary Network Information” or CPNI for short. Examples of your CPNI include the type of line you have, technical characteristics, class of service, current telephone charges, long distance or local billing records, directory assistance charges, usage date, and calling patterns.

To protect customer information, the Federal Communications Commission (FCC) adopted rules that specify when telecommunications carriers may use or disclose customers CPNI to others. CTI must follow all applicable FCC rules as contained in Subpart U – Customer Proprietary Network Information – of Part 64 of Title 47 of the Code of Federal Regulations.

CTI respects the privacy of our customer’s CPNI and takes our responsibility to protect your data very serious. For this reason CTI does not share your information with anyone outside of CTI for marketing purposes.

CTI authorized employees are allowed to use, disclose and provide access to your CPNI as necessary to:

- Initiate, render, bill and collect for telecommunications services CTI provides;

- Protect the rights or property of CTI or to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services; or
- Provide any inbound telemarketing, referral, or administrative services to the customer for the duration of the call, if such call was initiated by the customer and the customer approves of the use of such information to provide such service.

CTI is allowed to use your CPNI as necessary for:

- Marketing what is known as adjunct-to-basic services. Adjunct-to-basic local services would include, but is not limited to, speed dialing, call monitoring, call tracing, call blocking, call return, call waiting and call forwarding.
- Marketing services such as, call answering, voice mail or messaging, voice storage and retrieval services, fax storage and retrieval services and customer premise equipment (CPE).

CTI shall also disclose CPNI to whomever you designate upon your affirmative written request.

Should CTI elect to share your CPNI with our affiliates in the future, we must first notify you and obtain your permission to do so.