

## **Customer Proprietary Network Information (CPNI) Notice**

**Last Updated: May 4, 2026**

Computer Techniques, LLC d/b/a CTI Fiber (“CTI,” “we,” “us,” or “our”) is committed to protecting the privacy and security of your Customer Proprietary Network Information (“CPNI”), in accordance with applicable federal law, including the Federal Communications Commission’s rules governing CPNI (47 C.F.R. Part 64, Subpart U).

### **What is CPNI?**

CPNI is information that we obtain as a result of providing telecommunications services to you. This may include:

- The type and configuration of services you purchase
- Technical characteristics of your services
- Billing information and payment history
- Call detail records, usage information, and calling patterns

CPNI does not include subscriber list information, such as your name, address, telephone number.

### **How We Use CPNI**

We use CPNI as permitted by applicable law, including to:

- Provide, activate, maintain, repair, and support services
- Bill and collect for services
- Respond to your inquiries and provide customer support
- Monitor, detect, and prevent fraud, unauthorized use, or other unlawful activity
- Comply with legal and regulatory obligations

### **Marketing Use of CPNI**

We do not use CPNI to market additional services to you except as permitted by applicable law.

If we choose to use CPNI for marketing purposes in the future, we will do so only as permitted by applicable law and, where required, after providing appropriate notice and obtaining your consent.

CTI may use CPNI, as permitted by applicable law, to offer service-related features and enhancements (sometimes referred to as “adjunct-to-basic” services), such as call forwarding, voicemail, or similar communications features, where applicable.

### **Disclosure of CPNI**

CTI does not sell or share CPNI with third parties for their marketing purposes.

We may disclose CPNI as permitted or required by applicable law, including:

- To provide services you have requested
- To service providers and vendors that perform functions on our behalf, subject to appropriate confidentiality obligations
- To affiliates and subsidiaries for purposes consistent with this Notice
- To protect the rights, property, or safety of CTI, our customers, or others
- To comply with legal obligations, lawful requests, or legal process
- With your approval or at your direction

### **Your Rights and Choices**

You have the right to control how CPNI is used and disclosed. Where required by applicable law, we will obtain your approval before using CPNI for certain purposes.

You may also request that we disclose CPNI to a third party that you designate, subject to appropriate verification.

### **Data Security**

We maintain reasonable administrative, technical, and physical safeguards designed to protect CPNI from unauthorized access, use, or disclosure. However, no method of transmission over the internet or method of storage is completely secure.

### **Contact Us**

If you have questions about this CPNI Notice or your privacy rights, please contact us:

**Email:** [privacy@cticomputers.com](mailto:privacy@cticomputers.com)

**Phone:** 217-824-6398

**Mail:** Computer Techniques, LLC

520 N. Cheney Street

Taylorville, IL 62568

