



CPNI Policy

Use of Customer Information

Telesystem Authorized Contact Verification Process

When calling into support, you must be an authorized contact on the account and will be required to provide your Telesystem account number as verification. As a security measure, do not share your account number with anyone who is not an authorized contact on the account.

Telesystem Terms and Conditions regarding CPNI

In the course of providing service to Customer, Telesystem will obtain certain usage-related information about the type, quantity or amount of telecommunications services that Customer uses. This information is referred to as customer proprietary network information (“CPNI”) under federal law.

Telesystem policy regarding CPNI information and changes when calling into support will be requiring you to provide your Telesystem account number as part of the verification process. Telesystem also obtains and possesses information regarding the number called or the number from which a call was placed and the time, location or duration of any calls. This information is referred to as Call Detail Records. The use of the term CPNI includes Call Detail Records. You have the right, and we have a duty, to protect the confidentiality of Customer’s CPNI.

Under federal law, we may use your CPNI to provide service to you, to bill and collect for such services, to protect our property rights and as otherwise permitted or required by law. In addition, Telesystem may use CPNI to offer you better prices or packages of the types of services you currently receive from Telesystem and to market other services as well. Telesystem will seek your approval in accordance with FCC rules prior to using CPNI to market other services to you. Telesystem will not disclose CPNI to independent contractors or joint venture partners without obtaining your prior approval in accordance with FCC rules.

If you obtained service from Telesystem with the assistance of an independent Sales Agent, you hereby consent to Telesystem sharing CPNI with the Sales Agent(s) so that Sales Agent may use this information in marketing additional products and services to Customer offered by Telesystem or its affiliates. You may withdraw this consent at any time by contacting Telesystem directly. Except as described above, Sales Agent will not share this information with any third parties nor use this information.