



## Customer Proprietary Network Information Policy

Welcome to Veracity Networks, LLC (herein after referred to as “we,” “us,” “our,” “Company,” or “Veracity”). Veracity is committed to the protection of customer privacy. We comply with federal laws regarding the protection of customer telephone account information. Federal law characterizes this type of information as "Customer Proprietary Network Information" or CPNI. Account information includes information about a customer's telephone services and their use of those services, as well as general billing information. It also includes information concerning specific calls, such as who was called, and the date and time of the call.

The Federal Communications Commission (FCC”) has rules that require carriers to implement procedures to verify the identity of callers who want to discuss call-detail information or to engage in online transactions that would allow access to account information generally.

### **What is CPNI?**

CPNI is information relating to the quantity, technical configuration, type, destination, location, how you use the services, interconnected Voice over Internet Protocol (VoIP), and amount of use of the telecommunications services purchased by you from Veracity. CPNI is available to Veracity solely through its relationship with you and information contained in your bill for telecommunication services. CPNI does not include, telephone number, name and address or aggregate information or data that is not specific to a single Customer, Customer Premise Equipment, and internet access services. CPNI also typically includes the type of information found on your bill, such as call details and the types of local, long distance and other telecommunications services that you have purchased.

### **Protection of CPNI**

Veracity is required by the FCC to protect the confidentiality of CPNI and to implement procedures to identify callers attempting to discuss account information. Veracity has implemented internal policies and safeguards designed to protect the privacy of CPNI and protect it from unauthorized access or improper use. All Veracity employees participate in an annual training by a certified CPNI Trainer and executes a document pertaining to the training, their agreement with CPNI requirements, and acknowledge they will abide by the tenants and rules of CPNI.

Further, Veracity customers calling customer service can discuss their services and bills with a Veracity representative, once that representative has verified the caller's identity. The verification is typically done through questions about account information known to Veracity and the customer or through several verification methods. This

authentication practice is designed to ensure no unauthorized individual has the ability or authority to change your services or account information.

### **Disclosure of CPNI**

Veracity may disclose CPNI under any of the following circumstances:

1. When disclosure is required by law or court order.
2. To protect the rights and property of Veracity or to protect Customers and other carriers from fraudulent, abusive, or unlawful use of services.
3. To provide services to the Customer, including assisting the Customer with troubles associated with their services.
4. For directory listing services.
5. To bill the Customer for services.

### **Opting out of CPNI**

U.S. federal law requires Veracity to protect the confidentiality of CPNI. Unless you opt-out from the use of CPNI, Veracity may use CPNI to market service offerings to you to which you do not already subscribe. To opt-out, just contact us. Veracity may, without prior approval from you, use CPNI to provide or market service offerings to you, if the service offerings are within the same categories of service to which you already subscribe, regardless of your CPNI selection.

### **Breach of CPNI**

In the event of a data breach and CPNI is inadvertently disclosed to an authorized recipient, federal rules require Veracity to report such breach to law enforcement, including but not limited to, local, state and federal agencies. If such a breach were to occur Veracity will notify the Customer, conduct internal investigations and retain records in compliance with applicable laws, rules and regulations.

### **Policy Modifications**

Veracity reserves the right to modify this CPNI policy at any time and in its sole discretion, with such modifications being effective when posted. Use of Veracity products and services after such modification constitutes acceptance of the CPNI policy as revised.

### **Contact Us**

Veracity obligation to protect our Customers' information is taken seriously. If you have any questions concerning our CPNI policy or believe you know of a breach please contact us @ 801-379-3000 or [veracitynetworks.com](http://veracitynetworks.com)