

CPNI

This CPNI Policy applies to the customer proprietary network information (CPNI) of subscribers to ACC Telecom (The Harbor City Corp dba ACC Telecom, "we, us") voice over Internet protocol services (Digital Phone).

1. Introduction to CPNI

Customer proprietary network information, or **CPNI**, is information about the quantity, technical configuration, type, destination, location, and amount of your use of ACC Telecom's Digital Phone services; and information contained on your bills related to the ACC Telecom's Digital Phone services that you receive. CPNI does not include your name, address, and telephone number, because federal law classifies that information as subscriber list information, which is not subject to the protections applicable to CPNI. However, that information may be subject to protection as personally identifiable information under ACC Telecom's privacy policy. Please see ACC Telecom's privacy policy for more information.

Federal Law. 47 U.S.C. § 222 provides privacy protections for certain information related to ACC Telecom's Digital Phone services. This CPNI Policy describes what CPNI we obtain, how we protect it, and how it may be used.

Your Rights. Customers of ACC Telecom's Digital Phone services have the right under federal law, and ACC Telecom has a duty under federal law, to protect the confidentiality of their CPNI. ACC Telecom will also honor any restrictions applied by state law, to the extent applicable.

2. Use, Disclosure and Access to CPNI

47 U.S.C. § 222 and FCC regulations authorize us to use, disclose, or permit access to CPNI without your approval for the purposes of:

- Initiating, rendering, billing, and collecting for your ACC Telecom Digital Phone services; Marketing ACC Telecom's Digital Phone service offerings to you;
- The provision of inside wiring installation, maintenance, and repair services.
- To market adjunct-to-basic services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, and call forwarding.
- To provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if such call was initiated by you and you approve of the use of the such information to provide such service.
- To protect our rights or property, or to protect users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.
- Federal law and FCC regulations prohibit us from using CPNI for any purposes other than those listed above except as explained in Sections 4 and 5 below, at your affirmative written request, or as permitted or required by law.

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3. Marketing of Communications-Related Services

ACC Telecom will never sell your information to third parties; however, ACC Telecom may use your CPNI and disclose to and allow access to your CPNI by its agents and any direct affiliates that provide communications-related services to market communications-related services (such as Internet services and services related to the provision or maintenance of customer premises equipment) to you unless you contact us to deny or restrict your approval. **IF ACC TELECOM DOES NOT HEAR FROM YOU WITHIN 30 DAYS AFTER PROVIDING YOU THIS NOTIFICATION, ACC TELECOM WILL ASSUME THAT YOU APPROVE OUR USE OR DISCLOSURE OF YOUR CPNI TO MARKET COMMUNICATIONS-RELATED SERVICES. IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION.** Please note that you may deny or restrict your approval at any time as provided in Section 6 below.

4. Other Services

ACC Telecom also offers other services that are not related to the Digital Phone services to which you subscribe. Under the FCC's CPNI regulations, some of those services, such as ACC Telecom's surveillance services, are considered to be non-communications related products and services. Occasionally, you may be asked by ACC Telecom or one of its agents during a call regarding your Digital Phone services for your oral consent to ACC Telecom's use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for ACC Telecom to do so, ACC Telecom may use your CPNI only for the duration of that call in order to offer you additional services.

5. To Grant, or to Deny or Restrict Approval, of Use, Disclosure and Access to CPNI

You may grant us approval to use, disclose and access your CPNI, or may deny or restrict your approval at any time. To do so, please see our contact information in Section 9 below. Any approval or denial of approval for the use of your CPNI outside of the service to which you already subscribe is valid until you affirmatively revoke or limit such approval or denial. A denial of approval will not affect the provision of any services to which you subscribe, but with your approval, ACC Telecom and its agents and affiliates can use your CPNI to offer you additional products and services that will better serve your needs, or package deals or special promotions that may save you money. You do not have to take any action if you have previously contacted us in response to a CPNI notification and denied use of your CPNI for the purposes described above.

6. Requests for CPNI

If you request a copy of your CPNI in writing and we reasonably believe the request is valid, we will disclose the relevant information we have to you, or to any person designated by you, in accordance with federal law. However, subscribers to our Digital Phone services should be aware that we generally do not provide them with records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order.

In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us.

ACC Telecom reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

7. Emails from ACC Telecom

If you approve orally or in writing, ACC Telecom will, from time to time, send you email notices regarding ACC Telecom’s Digital Phone services and CPNI. You can opt out of receiving the emails that ACC Telecom sends by following the unsubscribe instructions contained at the bottom of the emails.

8. Changes to this CPNI Policy

ACC Telecom reserves the right to modify this CPNI Policy at any time, subject to applicable law. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law.

9. Contact Information

If you have any questions or suggestions regarding this CPNI Policy, or wish to contact us about your CPNI, please reach us as follows:

Telephone: 410-995-0101

Email: support@acctelecom.com

You may write to us at:

ACC Telecom

ATTN: CPNI Compliance Supervisor

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