



# Communication Solutions

People. Planet. Profit. BetterWorld Customer Value Defined.

## Customer Proprietary Network Information (CPNI) Policy

This CPNI Policy applies to the customer proprietary network information of subscribers to BetterWorld Telecom's Voice over Internet Protocol services (Services).

### 1. Introduction

**CPNI** is information about the quantity, technical configuration, type, destination, location, and amount of your use of BetterWorld Telecom Services; and information contained on your bills related to the BetterWorld Telecom Services that you receive.

CPNI does not include your name, address or telephone number, because federal law classifies that information as subscriber list information which is not subject to the protections applicable to CPNI.

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

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

### 2. Use, Disclosure and Access to CPNI

Federal Law 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 BetterWorld Telecom Services.
- Marketing BetterWorld Telecom's service offerings that are among the categories of service (i.e., local and interexchange) to which you already subscribe.
- 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 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 Section 3 below, at your affirmative written request, or as permitted or required by law.

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## Customer Proprietary Network Information (CPNI) Policy continued ...

### 3. Marketing of Communications-Related Services

BetterWorld Telecom may use your CPNI and disclose to and allow access to your CPNI by its agents and any 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 BETTERWORLD TELECOM DOES NOT HEAR FROM YOU WITHIN THIRTY (30) DAYS AFTER PROVIDING YOU THIS NOTIFICATION, BETTERWORLD 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 opt out from receiving any marketing emails by following the instructions in Section 6 below.

### 4. 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 8 below. Any approval or denial of approval for the use of your CPNI outside of the services 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, BetterWorld 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.

### 5. 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, you should be aware that we generally do not provide CPNI with records that we do not furnish in the ordinary course of business, 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.

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

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## Customer Proprietary Network Information (CPNI) Policy continued ...

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### 6. Emails from BetterWorld Telecom

BetterWorld Telecom will, from time to time, send you email communications regarding BetterWorld Telecom's Services and CPNI. You can opt out from receiving marketing emails from BetterWorld Telecom by following the "unsubscribe" instructions that are provided within each email.

### 7. Changes to this CPNI Policy

BetterWorld 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.

### 8. 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: 866-567-2273

Email: [orders@BetterWorld Telecom.com](mailto:orders@BetterWorld Telecom.com)

You may write to us at:

BetterWorld Telecom  
7921 Jones Branch Road  
Suite 106  
McLean, VA 22012

For general knowledge about BetterWorld Telecom's services, please visit our website at [www.BetterWorld Telecom.com](http://www.BetterWorld Telecom.com).

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