

## Notification Concerning the Release of Customer Proprietary Network Information

Preferred Communications would like to notify you about changes to our policies on releasing customer call information, sometimes called Customer Proprietary Network Information or CPNI that took effect of January 1, 2008. These new procedures will help protect your call data from being stolen or misused by unauthorized individuals and will ensure compliance with recent rule changes implemented by government regulators. The type of call information includes information relating to your incoming and outgoing calls, such as numbers called, call duration and billing information. Effective immediately, Preferred Communications will no longer release this kind of information in response to a telephone request except under the following conditions: (1) the call information is sent by mail to your registered postal address; or (2) after a return call by Preferred Communications customer representatives to the telephone number you have on file with Preferred Communications in your customer profile. Should you call Preferred Communications concerning customer service, billing inquiries, etc., you will now be asked to provide sufficient information about the call(s) in question to confirm your identity. In addition, Preferred Communications will automatically notify you (at your original telephone number or address on file with Preferred Communications) in case any changes are made to your primary account information, such as your contract number or billing address.

### **For Business Customers Only:**

If you are a business (that is, not an individual) customer with a dedicated Preferred Communications account representative, you may choose to access your CPNI through your account representative without being subject to the procedures outlined above. As a business customer, you can take advantage of this additional flexibility by signing in the space provided below, indicating your agreement to the listed terms and conditions. You should note that CPNI will only be released to the customer's designees and only by the customer's dedicated Preferred Communications account representative. Requests by business customers to obtain CPNI in any other manner will be handled in the manner outlined above.

### **Terms for Business Customer CPNI Access**

By signing below, customer certifies that it is a business and hereby authorizes Preferred Communications, through the customer's designated account representative, to release to the customer's designees (minimum of two required), as previously specified to Preferred Communications, any Customer Proprietary Network Information (CPNI) requested by such designees. Customer agrees that it is customer's sole responsibility to maintain on file with Preferred Communications the identity of the customer's authorized customer designees. Customer hereby waives any and all claims against Preferred Communications and its affiliates related to or any way arising in connection with the release by Preferred Communications of CPNI to customer's designees as specified in this paragraph. **After signing, please return this form to your Preferred Communications account representative. Fax: 919-575-4633. Please note that a separate form is required for each business entity with a separate Preferred Communications account.**

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Signatory Name #1

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Business Name

\_\_\_\_\_  
Signatory Name #2

\_\_\_\_\_  
Date

