METRONET TELECOM INC.

STATEMENT OF CPNI OPERATING PROCEDURE

Metronet Telecom Inc. provides this statement pursuant to Section 64.2009(c) of the Federal Communications Commission rules to summarize the operation procedures and policies in place that are designed to ensure compliance with the Commission’s Customary Proprietary Network Information (CPNI) rules.

**Use of CPNI:**

Metronet’s policy is not to use, disclose or permit access to its customers’ CPNI except as permitted without customer approval or as otherwise permitted by law, and only to the extent necessary. Specifically, Metronet may use CPNI to render, provide bill and collect for the services from which the CPNI is derived. Metronet also will use CPNI to protect its property rights, or to protect its customers and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such service. Metronet may also use CPNI to provide administrative services to the customer for the duration of the call, if the customer initiated the call and the customer approves of the use of such information to provide those services.

**Employee Training:**

Metronet trains its personnel regarding the confidentiality of customer information, including what information is classified as CPNI and when its employees are authorized and are not authorized to use this information. Metronet also trains its employees regarding the appropriate authentication methods, addressing account changes, responding to security breaches, among other measures.

Metronet documents employee’s misuse of CPNI.

**Breach of Data Security:**

In the unlikely event of a security breach, Metronet is aware of the law enforcement agencies required to contact and will follow protocol in conjunction with their instructions. Metronet will maintain a record of a breaches discovered, notifications to law enforcement and customers in accordance with the Commission’s requirements.

**Safeguards to protect CPNI:**

Metronet directs its employees to discover activity that is indicative of pretexting and to take measures to protect against pretexting. Metronet authenticates all callers in accordance with the Commission’s rules. Metronet prohibits the release of call detail information during an in-bound call.

Metronet will report all customer complaints to the Commission, breaking down by category and providing a summary of the complaints in its annual certification to the FCC.

Metronet will notify customers immediately of certain account changes, including changes in the customer’s address of record. Metronet does not permit customers to access their accounts online, and, therefore, the notification requirements regarding online account access are not applicable.