

MARLINK, INC.
CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY

I. PURPOSE AND BASIC PRINCIPLES

The purpose of this policy is to describe the CPNI policy in place within Marlink, Inc. ("Marlink"). Marlink's employees, affiliates, joint venture partners and agents are submitted to this policy in order to protect, use, disclose or access Customer Proprietary Network Information ("CPNI") in a manner that complies with all applicable federal regulations.

This policy governs the protection, use and disclosure of CPNI by Marlink employees, affiliates, unaffiliated third parties, joint venture partners and agents.

II. DEFINITIONS OF CPNI

DEFINED TERMS

"Account Information" includes such things as account number or any component thereof, the telephone number associated with the account, or the amount of the last bill.

"Address of Record" is the address or addresses that the carrier has associated with the customer's account for at least 30 days, including postal and electronic addresses.

"Aggregate Customer Information" means collective data that relates to a group or category of services or customers, from which individual customer identities and characteristics have been removed.

A **"Breach"** has occurred when a person, without authorization or exceeding authorization, has intentionally gained access to, used, or disclosed CPNI.

"Business Customer Exemption" has the meaning set forth in VI.A.1

"Call Detail Information" includes any information that pertains to the transmission of specific telephone calls, including, for outbound calls, the number called, and the time, location, or duration of any call and, for inbound calls, the number from which the call was placed, and the time, location, or duration of any call.

"Communications-Related Services" means telecommunications services, information services typically provided by telecommunications carriers, and services related to the provision and maintenance of customer premises equipment. Information services that are typically provided by telecommunications carriers include Internet access and voice mail services. Retail consumer services provided by use of Internet websites (such as travel reservation services or mortgage lending services), are not typically provided by telecommunications carriers and are not considered to be Communications-Related Services, whether or not such services may otherwise be considered to be information services.

"Customer Proprietary Network Information" and **"CPNI"** mean (a) information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and (b) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier; except that such term does not include subscriber list information.

CPNI includes most information Marlink collects about a customer related to its purchase of telecommunications or interconnected VoIP services from Marlink; including information about the

types of service a customer buys, information about the amount of service a customer purchases from Marlink, and information about a customer's usage of telecommunications services, including numbers called, calls received, and optional features utilized.

CPNI does not include information that was not obtained by Marlink by virtue of its carrier-customer relationship with the customer. For example, market information that the Company may purchase from an outside source that happens to include data concerning one of Marlink's customers does not qualify as CPNI.

CPNI does not include information that qualifies as Subscriber List Information.

"Readily Available Biographical Information" includes such things as the customer's social security number, the customer's mother's maiden name, a home address, or date of birth.

"Subscriber List Information" means any information of a Marlink subscriber (such as name, address, telephone number or classification) that the company or an affiliate has been published, caused to be published, or accepted for publication in a directory.

"Telecommunications Carrier or Carrier" has the meaning set forth in Section 3(44) of the Communications Act of 1934, as amended. Generally, a telecommunications carrier is a provider of transmissions services directly to the public for a fee, between or among points specified by the user, without change in the form or content of the information as sent and received. Marlink is a telecommunications carrier.

"Telephone Number of Record" is the telephone number associated with the underlying service, not the telephone number supplied as the customer's "contact information."

III. USE OF AND RESTRICTIONS ON THE USE OF CPNI

CPNI may be used or disclosed under four circumstances: (i) without customer notice or consent; (ii) after obtaining the customer's opt-in consent; (iii) after obtaining the customer's opt-out or opt-in consent or (iv) after obtaining "one time" oral customer approval.

Specific requirements apply to how customer notices must be given and consent obtained. Details regarding the notice and consent process are contained in Section IV and must be closely observed.

A. CPNI use without customer notice/consent

CPNI can be used in the following circumstances without having to notify customers or obtain customer consent as per the federal law:

1. to provide the telecommunications service that the customer has purchased, including provisioning, customer service and repair, or to provide services necessary to, or used in, the provision of such telecommunications services;
2. to initiate, render, bill and collect for telecommunications services rendered;
3. to protect Marlink's rights and property or to protect users or other carriers from fraud, abusive or unlawful use of services;
4. for the provision of customer premise equipment ("CPE"), call answering, voice mail or messaging, voice storage and retrieval services, fax storing and forwarding services and protocol conversion (for wireline service) (when applicable);
5. to provide inside wiring installation, maintenance or repair;
6. by Marlink or its affiliates to provide or market Marlink's services within a category of services to which the customer already subscribes. Note: the Federal Communications Commission ("FCC") recognizes three (3) categories of telecommunications services: local, interexchange and CMRS (mobile wireless) service;

7. to provide, in the case of a user of IP-enabled services, call location information to a public safety answering point, emergency medical service provider or emergency dispatch provider, public safety, fire service, or law enforcement official, or hospital emergency or trauma care facility, in order to respond to the user's call for emergency services;
8. to notify a user's guardian or immediate family of the user's location in an emergency situation that involves risk of death or serious injury;
9. to market services, formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call blocking, call waiting, caller ID and call forwarding; and
10. to provide inbound telemarketing, referral, or administrative services to the customer for the duration of the call, if the call was initiated by the customer and the customer approves of the use of the CPNI for such purposes (when applicable);

Aggregate Customer Information may be used without restriction. However, if the Company uses Aggregate Customer Information for purposes other than providing telecommunications services, it will make the same aggregate information available to other parties upon request, on reasonable and non-discriminatory terms and conditions.

B. CPNI use with customer opt-in consent

CPNI may be used or disclosed as follows only after obtaining the customer's "opt-in" consent:

1. by Marlink to market non-communications related products and services;
2. to unaffiliated third parties, joint venture partners and independent contractors, for the purpose of marketing Communications-Related Services; and
3. to unaffiliated third parties, joint venture partners and independent contractors or Company affiliates that do not provide Communications-Related Services. Note: the opt-in consent must specify that the customer's CPNI may be used to market non-Communications-Related Services.

C. CPNI use with customer opt-in or opt-out consent

CPNI may be used or disclosed as follows only after obtaining the customer's "opt-in" or "opt-out" consent:

1. By Marlink to market Marlink's Communications-Related Services outside the basket of services to which the customer subscribes.
2. for the purpose of marketing Communications-Related Services, outside the basket of services to which the customer subscribes, to Marlink's affiliates and agents providing Communications-Related Services.

D. CPNI use with customer "one time" oral approval (when applicable)

CPNI may be used or disclosed as follows only after obtaining oral approval from the customer for one-time use of the CPNI:

1. to assist with any inbound or outbound customer telephone contacts, including but not limited to telemarketing or administrative service, for the duration of the customer's call, if the customer orally approves use of CPNI in this manner (this is known as "one time use approval").

E. Prohibited Uses of CPNI

CPNI may not be used to identify or track customers that call other local service providers.

F. Required Disclosures of CPNI

Marlink can be required to disclose CPNI upon request of the customer and as required by law. Disclosure should comply with the following procedures:

1. a request for CPNI shall include, but is not limited to, a request from a particular customer or customers' call records, including Call Detail Information;
2. all requests for CPNI from any person other than the customer will be handled by the Legal Department. This would include a request, for example, from an attorney claiming to have a valid subpoena for the information;
3. Any employee who receives a request for CPNI (written or oral) from any person other than the customer, must forward the request to the Legal Department.

G. Upon customer request

Marlink must provide CPNI to any person designated by the customer, upon receipt of an affirmative written request from the customer.

All responses to customer requests for CPNI will be handled by or with the approval of the Legal Department.

H. As required by law

Marlink must disclose CPNI when required by law. All requests for CPNI from law enforcement personnel will be handled by the Legal Department.

Any employee who receives a request (written or oral) from any person claiming to be law enforcement personnel, must forward the request to the Legal Department.

A request from law enforcement personnel may come from a federal or state law enforcement agency, including, but not limited to, the United States Department of Justice, the Federal Bureau of Investigation, the Federal Communications Commission, and various police departments. For purposes of this policy, law enforcement personnel also includes local and state agencies, such as school boards.

Marlink's policy is not to release any CPNI to any law enforcement personnel or to any person (other than the customer or under express direction from the customer) claiming a right to the information absent a validly issued written subpoena or court order.

IV. USE OF CPNI BY THIRD PARTIES

Before an agent, affiliate or an independent contractor gains access to Marlink customer CPNI, opt-in customer approval, opt-out customer approval, or "one time oral" customer consent must be obtained, if applicable.

For that purpose, Marlink will make sure that the agent, affiliate or independent contractor has an agreement in place with Marlink that contains provisions (or Marlink and the agent, independent contractor or its affiliate must enter into an additional confidentiality agreement which provides) that: (a) the agent, affiliate or independent contractor may use the CPNI only for the purpose for which the CPNI has been provided; (b) the agent, affiliate or independent contractor may not disclose or distribute the CPNI to, or allow access to the CPNI by, any other party (unless the agent, affiliate or independent contractor is expressly and specifically required to do so by a court order); and

(c) the agent, affiliate or independent contractor must implement appropriate and specific safeguards acceptable to Marlink to ensure the confidentiality of Marlink's customer CPNI.

V. METHODS OF OBTAINING CUSTOMER APPROVAL TO USE CPNI

Customers can provide authorization for use, disclosure or access to CPNI using the opt-in or opt-out methods or by orally approving the CPNI use as described below.

A. Customer Notice Requirements

Notices to customers soliciting opt-out, opt-in or oral approval must comply with the following requirements. The notice must

1. describe the specific the types of information that constitute CPNI, how Marlink proposes to use the CPNI, and the specific entities that will receive CPNI;
2. inform customers of their right to restrict access to, use, or disclosure of the customer's CPNI at any time;
3. be clearly written, legible, and provide sufficient information to enable the customer to make an informed decision to allow or deny use of CPNI;
4. use sufficiently large type and be placed in an area that makes the notice readily apparent to customers;
5. state that the customer has the right, and Marlink has the duty under federal law, to protect the confidentiality of CPNI;
6. inform the customer of its right to deny or later withdraw approval of Marlink's proposed use of CPNI, including the precise steps that must be taken in order to grant or deny approval of such use;
7. state that denial of access to CPNI for marketing purposes will not affect the provision of any services to which the customer subscribes. Marlink may include a brief statement, in clear and neutral language, describing consequences directly resulting from the lack of access to CPNI;
8. state that approval or denial of the use of CPNI outside of the services to which the customer subscribes will remain valid until the customer affirmatively revokes or limits the approval or denial;
9. The notice must not encourage a customer to freeze third-party access to CPNI;
10. The notice may advise the customer that use or disclosure of CPNI will enhance Marlink's ability to provide services to the customer; and
11. All notices must be approved by Legal Department prior to use.

Marlink uses standardized opt-out and opt-in notice forms, which may be revised from time-to-time by or with the approval of Legal Department.

If any portion of a notice is translated into another language, the entire notice will be translated into that language.

B. Opt-in Approval

The "opt-in" approval method requires Marlink to send a notice, consistent with the provisions of Section V.A above, soliciting the customer's opt-in consent. Such consent must affirmatively and expressly consent, in oral, electronic or written form, allowing the requested CPNI usage, disclosure or access.

Although customer approvals under the opt-in method may be obtained orally, Marlink does not permit oral "opt-in" approvals, except when oral one time use approval is obtained.

C. Opt-Out Approval

The "opt out" approval method requires either that:

- The customer receives an individual notice, by written or electronic means, that Marlink intends to use the customer's CPNI. The notice must be consistent with the general notice requirements set forth above in Section V.A and the additional specific requirements below. The notice must inform customers of the waiting period after which the customer's approval can be assumed if the customer does not respond to the notice, Such notices must be sent at least 30 days before the customer's approval to use CPNI is inferred (33 days for notices sent by mail), or;
- The customer checks an online checkbox indicating its refusal that Marlink use its CPNI. If the box is not checked, Marlink will consider that the customer approves the use of CPNI after thirty (30) days after the absence of response.

If the customer communicates to Marlink that use of the CPNI is not approved, the Company will honor that customer's decision to "opt-out."

If Marlink elects to send opt-out notices by e-mail, the customer must previously have agreed to receive e-mails regarding their account. The subject line of the e-mail must clearly and accurately identify the topic, and the customer must have the option of replying directly to the e-mail. If the e-mail is returned as undeliverable, Marlink may not use the customer's CPNI until the required notice is given by another means.

The Company must provide the customer with a cost-free method to opt-out on a 24-hour/7-day-per-week basis.

Opt-out approval must be refreshed every two years by sending a new notice, with a new minimum 30 or 33 day (if delivery by regular mail) waiting period for approval.

D. Oral, One Time Use Approval (when applicable)

One time use approval involves an oral notice and is appropriate in cases of a one-time inbound or outbound telephone contact with the customer and access to CPNI is useful given the nature and circumstances of the call.

When using the one time oral notice method, the customer must be advised of the same information that would otherwise be provided in a written or electronic notice (see notice requirements of Section V.A above). However, certain information may be omitted from the oral notice, if it is clearly inapplicable

As part of obtaining a one-time use approval, a Marlink employee must inform the customer that the customer can deny access to CPNI for the call.

Marlink may use oral notices to obtain limited, one time use of CPNI only for the duration of the call. This limited consent will not change the customer's prior decision to opt-out or to decline to opt-in.

One time use approval may not be used for the purpose of disclosing Call Detail Information. Such information may be disclosed only pursuant to the "Business Customer Exemption" or password protection procedures, as described below.

Employees must include a notation in the customer's record of any one-time oral notice to the customer and the customer's acceptance or rejection of one-time use of CPNI.

E. Supervisory Review and Approval Required For Outbound Marketing Using CPNI or Seeking Approval to Use CPNI

All outbound marketing campaigns using or seeking approval to use CPNI, must be reviewed and pre-approved by the Legal Department. Such review shall ensure compliance with the requirements of this policy.

F. Customer Consent Records

Marlink maintains records that identify whether and how a customer has given approval for access to its CPNI for marketing purposes. Employees, contractors, agents, affiliates and partners of the Company, including sales and marketing agents, are obligated to check with the Legal Department before using, disclosing or permitting access to customers' CPNI for marketing purposes.

Marlink employees, contractors, agents, affiliates and partners, including sales and marketing agents, are prohibited from using, disclosing or permitting access to CPNI of any customer who is not listed as having given the appropriate form of approval.

VI. CUSTOMER AUTHENTICATION REQUIREMENTS

Before accessing, using or disclosing CPNI, Marlink employees, affiliates and agents must authenticate the identity of the customers in accordance with the following provisions.

A. Access To and Disclosure of Call Detail Information Over the Telephone (when applicable)

Call Detail Information may be disclosed to customers on a customer-initiated call when the Business Customer Exemption criteria have been satisfied and standard authentication methods are used. For customers that do not meet the Business Customer Exemption criteria, Call Detail Information will not be accessed or disclosed unless the customer satisfies the standard authentication and password authentication process.

1. Business Customer Exemption criteria:

To follow the Business Customer Exemption, a customer must be served by a dedicated account representative, must not have to access customer care through the use of ordinary toll-free access to unassigned customer care representatives, and the customer's contract must specifically address Marlink's obligation to protect CPNI.

Marlink tracks customers qualifying for this exemption and a notation is included in the customer's account profile.

2. Standard Authentication Procedures:

Under standard authentication procedures, the customer must provide a pre-established password (in addition to standard authentication) prior to the release of Call Detail Information. Marlink may not use account information or readily-available biographical data to prompt the customer for the password.

B. Access to CPNI Other Than Call Detail Information Over the Telephone

Customers must be authenticated prior to gaining access to non-call detail CPNI.

Marlink will authenticate customers by requesting information other than account information or readily-available biographical data.

C. Online Account Access to CPNI

Marlink customers are required to establish a password prior to initiating online access to Account Information, including CPNI. New and existing customers must be authenticated prior to establishing a password.

For existing customers to establish a password, the customer must first be authenticated without the use of Readily Available Biographical Information or Account Information.

If a customer cannot provide a password or the proper response for the back-up authentication method to access an online account (which shall not rely on Readily Available Biographical Information or Account Information). Marlink will re-authenticate the customer prior to permitting online account access.

D. In-Person Access to CPNI (when applicable)

Marlink will disclose CPNI to customers, at the retail location of Marlink's Agents, only if the customer presents a valid, government-issued, photo identification and the name on the ID matched the name on the customer's account.

E. Notification of Account Changes

Customers will be notified immediately of certain account changes, including creation of or changes to passwords, customer response to a carrier designated backup means of authentication, online account, or address of record.

Notification may be through a voicemail or text message to the Telephone Number of Record, or by mail or email to the Address of Record, as to reasonably ensure that the customer receives this notification.

The notification will not disclose the changed information and will not be sent to the new account information, i.e., new e-mail address or residence address.

VII. CPNI BREACH NOTIFICATION

Any employee, third party vendor or affiliate who becomes aware of or has reason to believe that unauthorized use, access to or disclosure of CPNI has occurred must immediately notify the Legal Department.

Marlink will notify law enforcement of any CPNI Breach (i.e., unauthorized use, access to or disclosure of CPNI) no later than seven (7) business days after a reasonable determination of a Breach by sending electronic notification through a central reporting facility to the US Secret Service and the FBI.

Marlink will not notify the customer and/or disclose the Breach publicly until seven (7) full business days have passed following notification of the Breach to U.S. Secret Service and the FBI, unless the Secret Service and/or FBI have/has requested such customer notice be delayed.

Marlink will notify a customer immediately or disclose the Breach publicly after consultation with the relevant investigative agency if there is an extraordinarily urgent need to notify a customer or class of customers in order to avoid immediate and irreparable harm.

Marlink will cooperate fully in any law enforcement investigation of an unauthorized release of CPNI or attempted unauthorized access to CPNI consistent with statutory and FCC requirements.

VIII. TRAINING, REPORTING AND RECORD KEEPING

Marlink will provide a means for all its employees, third party vendors, and affiliates, including sales and marketing agents, to receive appropriate training regarding this policy.

Marlink employees that fail to comply with the policies and practices contained in this CPNI Policy will be subject to disciplinary action up to and including termination.

IX. REPORTING AND RECORDKEEPING REQUIREMENTS

The Legal Department is responsible for all government reporting requirements regarding CPNI.

A. FCC Notice

Marlink will provide a written report to the FCC of any instance in which the opt-out method has failed to work properly, to such a degree that consumers' inability to opt out is more than an anomaly. The Company's report will be filed with the FCC within five (5) business days after learning of such failure.

The Notice will include: Marlink's name; (ii) a description of the opt-out mechanism used; (iii) the problems experienced with the mechanism; (iv) the proposed remedy and implementation date; (v) information regarding whether the appropriate state Commissions were notified and any actions taken by those commissions; (vi) a copy of the notice provided to customers; and (vii) contact information for the Manager of Customer Support.

Any employee who becomes aware of any malfunction in the opt-out system should immediately report it to the Manager of Customer Support.

B. Annual CPNI Certification Filing

On or before March 1 of each year, Marlink will file with the FCC's Enforcement Bureau an Annual CPNI Certification including a statement signed by an officer of the Company regarding the sufficiency of Marlink's operating procedures to ensure compliance with the FCC's CPNI regulations, an explanation of any actions taken against data brokers, and a summary of all customer complaints received in the past year concerning unauthorized release of CPNI.

C. Record Keeping Requirements

Records will be maintained by Marlink's Customer Support.

1. Customer Approvals

Marlink will maintain records of customer approvals (opt out and opt in), whether oral, written or electronic, for a minimum of one year. A customer's approval or disapproval will remain in effect until the customer revokes or limits such approval or disapproval.

The status of the each customer's consent (i.e., opt in approval, opt out approval, no approval) is recorded and these records are maintained by the Customer Support.

All customers who request that their accounts be CPNI restricted shall have a prominent indicator noted on all systems that permit account access.

2. Sales and marketing campaigns (when applicable)

Marlink will maintain records of all sales and marketing campaigns that involve the use, disclosure or giving of permission for access to customers' CPNI, including those of the Marlink's affiliates, for a minimum of one year.

All such records will include a description of the campaign, identification of the CPNI used, and a listing of the products and services being offered to customers.

One-time uses of CPNI are not considered to be sales or marketing campaigns.

3. CPNI disclosures

Marlink will maintain records of any disclosure of CPNI to any third party. Such disclosures must be documented and recorded with the same information that would be required in a sales or marketing campaign

4. CPNI Breaches

Marlink will maintain records of any discovered Breaches, notification to law enforcement and customers of those Breaches, and the response of law enforcement to those notifications for a period of two years.

Such records must include the date the Breach was discovered, the date the carrier notified law enforcement, a detailed description of the CPNI that was breached, and the circumstances of the Breach.

5. Supervisory review process

Marlink will maintain a record of all supervisory review and approval of outbound marketing activities, including requests by sales personnel to conduct outbound marketing requests for customer approval.

Marlink will maintain these records for a minimum of one (1) year.

Marlink, Inc.

**Annual CPNI Certification
47 C.F.R. § 64.2009(e)
EB Docket No. 06-36**

COMPANY NAME: Marlink, Inc.

REPORTING PERIOD: January 1, 2017 - December 31, 2017

FILER ID: 823054

OFFICER: Tom Collins

TITLE: President ASBC Inc

I, Tom Collins, hereby certify that I am an officer of Marlink, Inc. ("Marlink") and that I am authorized to make this certification on behalf of Marlink. I have personal knowledge that Marlink has established operating procedures that are adequate to ensure compliance with the Federal Communications Commission's rules governing Customer Proprietary Network Information ("CPNI"), to the extent that such rules apply to Marlink or to any of the information obtained by Marlink. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining the procedures Marlink employs to ensure that it complies with the requirements set forth in 47 C.F.R. § 64.2001 et seq. of the Commission's rules, to the extent that such requirements apply to Marlink or to the information obtained by Marlink.

Signed: Thomas Collins

On behalf of Marlink, Inc.

Date: 2/22/2018