

Live Wire Networks, Inc.
CPNI - Customer Proprietary Network Information
Safeguard Procedures

These procedures are established to ensure that Live Wire Networks, Inc. and all staff protect our customers information and that we comply with all FCC requirements regarding CPNI protection.

Customer Specific Network Information definition:

1. Any 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
2. Information contained in the bills pertaining to telephone exchange service or telephone toll services received by a customer of a carrier.

Safeguard Procedures

- 1) Live Wire Networks, Inc does not sell, trade, or distribute any customer information to other companies or individuals for sales, marketing or any other purposes.
- 2) No customer specific information will be released or communicated to anyone other than the end user unless specifically approved by the end user.
- 3) To ensure compliance with this policy all service staff will call back the specific end user at his or her service location to communicate any sensitive information that has been requested. This includes account and billing information, DNS pointers & information, E-mail passwords, web site or FTP access information, voice mail passwords, call forwarding PIN numbers, call detail records, IP addresses, Firewall or other Internet security device passwords and access information, and any other potentially sensitive service or account information. If the requesting end user is not in his or her service location at the time, we need to call this person back on the mobile phone that is recorded in the LWN database or verify the correct mobile number from the end users main office. If the mobile phone number cannot be verified the LWN service support person must get approval from a manager before releasing any information.
- 4) If the person requesting the potentially sensitive information is a subcontract IT support person or vendor, they must be approved by the end user before obtaining any information. All end user approved support vendors will be recorded in the LWN customer database as a customer approved vendor. No information will be released until the end user gives their approval for a vendor.
- 5) All Live Wire Networks, Inc. sales and marketing information distributed to existing customers will include an opt-out method to allow the end user to decide if they want to receive such information. The end user opt-in status will be recorded in the LWN contact database under the 'mailing list' option.