

## **Attachment to CPNI Certification**

Statement of CPNI Disclosure Policy for NCI Datacom

### **Data Brokers**

It is NCI Policy that no CPNI is disclosed to third parties for data broker purposes under any circumstance. This policy applies to ALL customer information of any kind.

### **Tech Support**

It is possible that at some time a customer may wish that NCI provide service details to a related third party for the purpose of providing technical support to the customer from the third party. In this case only such information as is required for tech support will be provided. This information will only be provided after first obtaining the permission from the customer.

### **Financial Information**

Customer financial information shall only be recorded as necessary to provide automated billing payment. This will consist of credit card or echeck processing (bank & bank account numbers). This information only appears in obscured form within NCI accounting systems. This means that once entered the actual number is replaced by an asterisk (\*). This information is only updated by certain office staff that have been trained regarding the sensitive and private nature of this information. The only NCI personnel permitted to access this information are: Office Manager, Customer Service Representative and Office Assistant. The only Personnel permitted to access this information are those as needed to perform their job duties and provide assistance to customers. Access compliance is ensured by use of per User permissions as set by the Systems Administrator.

### **Disclosure**

If an unauthorized disclosure occurs, NCI will immediately contact all effected customers and provide details to the effected customers including the date and time of the event, what information was involved, the nature and reason the event occurred and NCI's plan of action to correct the problem and prevent re-occurrences.