



## **IMPORTANT NOTICE REGARDING YOUR QWEST ACCOUNT INFORMATION**

**The following information does not impact your Qwest billing.**

Qwest has a long history of treating customer account information confidentially. We think that's one reason you trust us. As we develop new services, we want to maintain your trust while continuing to meet your service needs with innovative products. By sharing account information among Qwest's family of companies, and by aggregating information to learn more about trends and purchasing patterns, we can serve you better.

All telecommunications carriers have a duty to treat customer account information confidentially, by law. If you don't currently subscribe to a particular telecommunications service, you have a right to prohibit us from sharing account information for marketing purposes with other Qwest business divisions. For example, if you have local service with Qwest but not wireless service, you can ask us not to share the local service information with the wireless part of our business.

Account information includes details about your service, such as how many lines you have; features you may subscribe to or use (such as Caller ID, Call Waiting, and Last Call Return); information about wireless services, if you have them; as well as calling and billing records. For toll calls that you are billed for, the information includes the number the call comes from, the number it goes to and how many minutes the call takes.

We expect to share account information with Qwest companies, many of which you probably already know. These include Qwest Corporation (your local telephone company), Qwest Wireless, Qwest DEX (our directories division), Qwest Communications Corporation (our long distance division), and our Internet operations. In the future we may change our structure or enter new lines of business (for example, we hope to offer interexchange long distance services in our states over the next year or two). As such changes happen, we will also share account information when it helps to provide you quality services, packages and promotions.

**You don't have to do anything to permit us to use your information. If you do not want us to share account information within the Qwest family of companies, let us know within the next 30 days.**

Residential customers should call toll free

✓ 1-877-628-3732. For business customers, contact your Qwest representative or call the business office telephone number on your Qwest bill. Both business and residential customers may also let us know their preference by using the following web site: [www.qwest.com/cpni](http://www.qwest.com/cpni). If we do not hear from you within 30 days, we'll use the account information in the ways described here. Of course, if you change your

mind in the future, you can *always* contact us to change your decision. Whatever you decide will not affect the quality of the Qwest products and services you use now or your ability to order new products from us in the future. But, it may mean you are not informed of special offers or new products or services, packaged offerings, or promotions.

Even if you notify us not to use account information for marketing purposes, by law we can and do use such information for reasons you might expect – billing, collection, and protecting ourselves and others against unlawful acts such as fraud or theft of service. And your name, address and telephone number are not generally considered confidential account information. We also mingle information together about groups or categories of services or customers so that specific customers are not identified.

We will, of course, provide your account information to anyone you want us to – such as other carriers or service providers – so long as the request comes from you personally and is in writing.

**We also sometimes disclose account information to third parties** who are not part of the Qwest family of companies when required by law, when it furthers prompt and accurate delivery of your service, or when it is commercially reasonable to do so. So, we provide account information when presented with lawful demands by regulatory agencies, subpoenas, or law enforcement. Qwest is also required to provide account information to other carriers when they tell us you have consented and they need the information to offer you their services. We may provide account information to companies where the “service package” involves part of a Qwest service (a DSL line, for example) and part of another company’s service (like

Internet access), so that the service you receive works despite there being two companies involved. There are other examples, also. We may provide account information to companies that provide support services to us (such as billing or account management) and to firms that have marketing agreements with us. We also may disclose account information if we decide to sell a line of business to another company, so that you can continue to receive service with as little disruption as possible.

We believe our information practices promote your interests and ours. We are better able to understand the kinds of services you have and might like to receive in the future. And we can limit our contacts with you to those times when we have products you may be interested in hearing about.

**Please note:** *Not all of Qwest's information practices are included in this short notice about account information. Also, we may make changes in the future to the way in which we share account information internally or disclose it outside our company. You can learn more about Qwest's privacy policies and information practices by visiting Qwest's web site at [www.qwest.com](http://www.qwest.com).*



SBC Ameritech, its affiliates and authorized agents would like to offer you products and services that will best meet your needs by using information about services you have already purchased from the SBC family of companies.

Protecting the privacy of your service and usage records is your right and our duty under federal law. We are required to inform you that you have a choice in allowing us to use the information about the services you have purchased from SBC Ameritech, SBC Long Distance or other affiliates to offer additional products and services to you. We could use your customer information to advise you of products that may be of interest to you, like DSL with Internet or long distance, even if you do not currently have any services from those SBC affiliates. Your customer information includes the types of services you purchase, how you use them, and the related billing of those services. If this use of your customer information is acceptable, then no further action on your part is required.

Over

If you do not want us to use any of your service and usage information to offer products and services, please call 800-303-7260 within 30 days of receiving this notice. There is no charge for electing to restrict your information. By allowing us to use your customer information, we will be able to offer products and services that you may find valuable based on your existing services. Restricting your information will not affect the products you currently have from SBC Ameritech and may not eliminate all marketing contacts. Even if you restrict use of your information, it may be used to market services to you. Your election is valid until you affirmatively revoke it.

The employees and management of all the SBC Ameritech family of companies would like to take this opportunity to thank you for your continued business. We are proud to carry on our long tradition of providing our community with reliable, technologically advanced and affordable telecommunication services.



Account Number [REDACTED]

Bill Period

Dec 29 - Jan 28, 2002

Verizon

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**For Your  
Information****Customer Proprietary Network Information - Special Notice**

Under Federal Law, you have the right to, and we have the duty to protect the, confidentiality of your telecommunications service information. This information includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services.

We may use this information, without further authorization by you, to offer you (i) services of the type you already purchase from us and (ii) the full range of products and services available from Verizon and its affiliates that may be different from the type of services you currently buy from us. In addition to local telephone services, Verizon and Verizon affiliate services include long distance (where authorized), wireless, and Internet services. A more complete description of our companies and service offerings is available at [www.verizon.com](http://www.verizon.com). Use of your information as described in this notice will permit us to offer you a package of services tailored to your specific needs. Without further authorization by you, we may also share your information with Verizon affiliates with whom you already have an existing service relationship.

No action by you is necessary to permit us to use your information as described in this notice. If you wish to restrict Verizon or Verizon affiliate use of your information to offer services different from the type of services you currently buy from us, please call us at (866) 483-3885 within 30 days of receipt of this notice. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Whatever you decide will not affect our provision of service to you. If you have any questions, please call your service representative or account manager.