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## PRIVACY AND CUSTOMER SECURITY POLICIES

### Letter from the President

Technology is changing the way all companies do business -- and changing the way they collect and use information about customers. Used responsibly, that information can help companies serve customers better. But, advances in communications technology bring growing concerns -- by customers and policymakers -- about maintaining the privacy of individual customer information.

We take privacy concerns very seriously. GOES Telecom and Global Online Electronic Services are built on customer service and trust, and we work hard to maintain that position. Our Companies are guided by strong codes governing the privacy of customer communications and information. We have worked hard to establish Privacy Principles for GOES Telecom and Global Online Electronic Services that are the best in the industry.

These Privacy Principles define our commitment and our policy on safeguarding customer privacy. These principles strike a reasonable balance of customer concerns about privacy with their interest in receiving high quality service and new products. This is especially important with new telecommunications services that offer new business opportunities and new challenges to protecting customer privacy.

We recognize that our customers may have varying concerns about the information we obtain about them. Our Privacy Principles give our customers choice and flexibility regarding how we use that information. And these Principles guide our employees in handling customer information so that private information remains private.

At GOES Telecom and Global Online Electronic Services, we're committed to safeguarding customer privacy. We require our employees, partners and suppliers to protect the privacy of information about our customers. We're putting customers first -- and that's the key to our success in this dynamic marketplace.

Norman Brandinger, President

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