

Additional safeguards

- eTELEPONO has established a supervisory review process designed to ensure compliance with the FCC's CPNI rules.
- eTELEPONO designates one or more officers, as an agent or agents of the company, to sign and file a CPNI Compliance Certificate on an annual basis. The Certificate conforms to the requirements set forth in FCC rule 64.2009(e).
- eTELEPONO properly authenticates a customer prior to disclosing CPNI based on customer initiated telephone contact, online account access, or an in-person visit.
- eTELEPONO notifies customers immediately of any account changes.
- eTELEPONO may negotiate alternative authentication procedures for services that eTELEPONO provides to business customers that have both a dedicated account representative and a contract that specifically addresses eTELEPONO's protection of CPNI.
- In the event of a breach of CPNI, eTELEPONO will notify law enforcement as soon as practicable and no later than seven (7) business days from discovering the breach. Customers will be notified after the seven (7) day period, unless the relevant investigatory party directs eTELEPONO to delay notification, or eTELEPONO and the investigatory party agree to an earlier notification. eTELEPONO will maintain a record of all CPNI security breaches, including a description of the breach and the CPNI involved, along with notifications sent to law enforcement and affected customers.