

Statement Explaining CPNI Procedures

Megagate Broadband Inc. (Megagate) has both residential and business customers.

A residential customer calling in for information on a residential account must have a password that is a PIN code we assign to each customer. Additionally, the person requesting any information or change to an account must be the account holder. We train our employees to ask for this information prior to releasing any information and monitor phone calls to assure adherence to our policies. A customer coming to our office in person must also show they are the account holder. If someone other than the account holder wants information, the account holder must give permission in writing to release that information to the non-named account holder. We require a power of attorney for a family member or other person who is not an account holder prior to making any change on an account for an account holder who is no longer competent to handle these changes. We also require a copy of a death certificate for a spouse or executor handling changes or closing of an account for a deceased person.

For business accounts, we require that an officer of the company sign a corporate resolution listing everyone who has permission to order service, make changes and receive information on that account. If someone calls in who is not listed on that corporate resolution, a new corporate resolution must be provided prior to the release of information or the fulfillment of any new order.

Megagate receives very few requests for call records and releases call records only to an authorized account holder, an employee of a company who has been listed as authorized to make decisions regarding telecommunications service on a corporate resolution on file with this company or to a Subpoena from an official Court of Law.

Marketing to our existing customers is done by bill inserts that go into every customer's bill regardless of the type of service they currently have with us.

Megagate does not share any CPNI with data brokers, affiliates or any other company or entity.