



Sharp Communication, Inc.
3403 Governors Drive
Huntsville, AL 35805
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CPNI OPERATING PROCEDURES

Sharp Communication, Inc. offers private one-way paging service and non-telephone interconnect commercial two-way mobile radio service to its customers in the Huntsville and north Alabama area.

- No information regarding our customers is sold or given to any third parties for any purpose, unless lawfully subpoenaed for legal reasons.
- It is not the practice of Sharp Communication, Inc. to market products and services to customers other than for services they are already purchasing.
- We may from time to time send out service announcements to customers based upon CPNI. For example, we may send an email announcement about a maintenance period, a change in operating policies, or new features of our service.
- Training of employees for CPNI compliance is done as needed for specifically affected employees.
- Employees are not allowed to distribute CPNI or customer lists to anyone outside of the organization and all documented CPNI is for internal business use only. Any employee found to have knowingly distributed CPNI will be subject to disciplinary action.
- Employees will immediately notify their supervisor of any indication of a breach.
 - The company will notify the appropriate Law Enforcement Agency of an unauthorized access to a customer's CPNI.
 - The company will ensure that all records of discovered CPNI breaches are kept for a minimum of two years.
- Customer pager phone bills make reference only to customer pager phone number and charges for services.
- There is no record made or maintained of time, date, duration or originating number of calls made to a customer pager.
- The paging system only notes the number of times a pager receives a call and is reset on a monthly basis.
- Customer commercial two-way radio service bills make reference only to the customer number of units and charge for service. There is no record made or



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maintained of time, date, duration of communications.

- Telephone Initiated Account Access Authentication: Customers inquiring about or changing personal account information (address/phone number) will be contacted at the current phone number(s) of record prior to instituting the change.
- Retail Location Account Access: Customers inquiring about or changing personal account information (address/phone number) will be required to show a government issued photo ID matching the name on the account.
- When such changes are made to a paging account, a Sharp Communication initiated voice mail will be sent to the pager number of record advising them that changes were made to their account.
- The customer database is password protected behind a firewall.