



## **PRIVACY POLICY**

The OEC Fiber Privacy Policy applies to all Services supplied by OEC Fiber. OEC Fiber collects personally identifiable information about Customers ("Personal Data"). The use and disclosure of this Personal Data is governed by this Privacy Policy, and to the extent not inconsistent with this policy, by the Agreement with the Customer and the General Terms and Conditions. OEC Fiber takes your privacy seriously. See our "Privacy Policy" at <http://www.oecfiber.com/legal> for the complete privacy policy applicable to OEC Fiber services.

### **Information we collect:**

- We collect the Customers name, contact information, including email and cell phone, demographic information, and other information relevant to the account, including surveys.
- During the initial provisioning or installation of Fiber Services, and during any subsequent changes, updates or attempts to resolve issues you bring to our attention, we may access and collect technical information from or about computer and network hardware and software, modems, phone boxes, or other systems or devices used in connection with Fiber.
- When you place calls using the Phone Services, your phone number may be displayed to the person you've called. If you do not wish to have your phone number displayed, you may choose to block the display of your phone number by dialing \*67 prior to dialing the number of the person you wish to call. Blocking your phone number information in this manner does not prevent the display of your information when you dial certain business or emergency numbers, including toll-free numbers or 911.

### **What we do with the collected information:**

We require this information to understand Customer needs, to provide excellent service, and internal record keeping. We may use the information to help improve our Services, to send information about your service, or future offerings. We may also use the information for network management, security or maintenance purposes.

### **Security:**

OEC Fiber is committed to ensuring your information is secure. We have several physical, electronic, and other procedures in place to safeguard and secure the information we collect.

We will not sell, distribute, or lease your information to third parties unless we have your permission, or we are required by law.

### **Customer Proprietary Network Information**

We take our duty to protect your Customer Proprietary Network Information ("CPNI") very seriously. Federal law requires certain voice and Internet access providers, including interconnected Voice over Internet Protocol service providers like OEC Fiber Phone, to protect certain personal information that we generate or access in providing the services to you. CPNI for voice services includes, but is not limited to, call details, call location information, and information about the rates and features of the services that you use. CPNI does not include subscriber list information, such as your name, address, or phone number. We may use the information we collect about your use of OEC Fiber Phone to send you information about the services in compliance with our obligations to protect your CPNI. Here are the ways we treat your CPNI associated with OEC Fiber Phone:

- We implement safeguards that are designed to protect your CPNI. We authenticate you with a password or other permissible means before we disclose any CPNI.
- Using CPNI without your additional approval is limited to specific purposes. By using the OEC Fiber Phone services, you allow us to use, disclose, and permit access to your CPNI without your additional approval only for the following limited purposes:
  - To provide and offer services and features among the category of services you're purchasing from us. This includes using CPNI in the normal course of business, such as to enable billing, customer service, and troubleshooting.
  - To protect our rights and property.
  - To protect our users and other carriers from fraudulent, abusive, or unlawful uses of the services.
  - To comply with applicable laws and legal process. For any other purpose permitted by federal law.

Except for these purposes, we will not use, disclose, or permit access to your CPNI associated with OEC Fiber Phone without your additional approval.