



## **CUSTOMER PROPRIETARY NETWORK INFORMATION**

It is the New Wave policy not to use CPNI for any activity other than permitted by law. Any disclosure of CPNI to other parties (such as affiliates, vendors, and agents) occurs only if it is necessary to conduct a legitimate business activity related to the services already provided by the company to the customer. If the Company is not required by law to disclose the CPNI or if the intended use does not fall within one of the carve outs, the Company will first obtain the customer's consent prior to using CPNI.

New Wave follows industry-standard practices to prevent unauthorized access to CPNI by a person other than the subscriber or New Wave. However, New Wave cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information. Therefore:

If an unauthorized disclosure were to occur, New Wave shall provide notification of the breach within seven (7) days to the United States Secret Service ("USSS") and the Federal Bureau of Investigation ("FBI").

New Wave shall wait an additional seven (7) days for its government notice prior to notifying the affected customers of the breach.

Notwithstanding the provisions in subparagraph B above, New Wave shall not wait the additional seven (7) days to notify its customers if New Wave determines there is an immediate risk of irreparable harm to the customers.

New Wave shall maintain records of discovered breaches for a period of at least two (2) years.

All employees will be trained as to when they are, and are not, authorized to use CPNI upon employment with the Company and annually thereafter.

Specifically, New Wave shall prohibit its personnel from releasing CPNI based upon a customer-initiated telephone call except under the following three (3) circumstances:

When the customer has pre-established a password.

When the information requested by the customer is to be sent to the customer's address of record, or When New Wave calls the customer's telephone number of record and discusses the information with the party initially identified by customer when service was initiated.

New Wave may use CPNI for the following purposes:

1. To initiate, render, maintain, repair, bill and collect for services.
2. To protect its property rights; or to protect its subscribers or other New Waves from fraudulent, abusive, or the unlawful use of, or subscription to, such services.
3. To provide inbound telemarketing, referral or administrative services to the customer during a customer-initiated call and with the customer's informed consent.
4. To market additional services to customers that are within the same categories of service to which the customer already subscribes.
5. To market services formerly known as adjunct-to-basic services; and
6. To market additional services to customers with the receipt of informed consent via the use of opt-in or opt-out, as applicable.



Prior to allowing access to Customers' individually identifiable CPNI to New Wave's joint venturers or independent contractors, New Wave will require, to safeguard that information, their entry into both confidentiality agreements that ensure compliance with this Statement and shall obtain opt-in consent from a customer prior to disclosing the information. In addition, New Wave requires all outside Dealers and Agents to acknowledge and certify that they may only use CPNI for the purpose for which that information has been provided.

New Wave requires express written authorization from the customer prior to dispensing CPNI to new carriers, except as otherwise required by law.

New Wave does not market, share or otherwise sell CPNI information to any third party.

New Wave maintains a record electronically or in some other manner, of its own and its affiliates' sales and marketing campaigns that use New Wave's customers' CPNI. New Wave shall maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record will include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as part of the campaign. New Wave shall retain the record for a minimum of one (1) year.

Prior commencement of a sales or marketing campaign that utilizes CPNI, New Wave establishes the status of a customer's CPNI approval. The following sets forth the procedure followed by New Wave.

Prior to any solicitation for customer approval, New Wave will notify customers of their right to restrict the use of, disclosure of, and access to their CPNI.

New Wave will use opt-in approval for any instance in which New Wave must obtain customer approval prior to using, disclosing, or permitting access to CPNI.

A customer's approval or disapproval remains in effect until the customer revokes or limits such approval or disapproval.

Records of approvals are maintained for at least one year.

New Wave provides individual notice to customers when soliciting approval to use, disclose, or permit access to CPNI.

The content of New Wave's CPNI notices complies with FCC rule 64.2008 (c).

New Wave has implemented a system to obtain approval and informed consent from its customers prior to the use of CPNI for marketing purposes. This system allows for the status of a customer's CPNI approval to be clearly established prior to the use of CPNI.

New Wave has a supervisory review process regarding compliance with the CPNI rules for outbound marketing situations and will maintain compliance records for at least one year. Specifically, New Wave's sales personnel will obtain express approval of any proposed outbound marketing request for customer approval of the use of CPNI by The General Counsel or Legal Representative of New Wave.

New Wave notifies customers immediately of any account changes, including address of record, authentication, online account, and password related changes.



New Wave may negotiate alternative authentication procedures for services that New Wave provides to business customers that have a dedicated account representative and a contract that specifically addresses New Wave's protection of CPNI.

New Wave is prepared to provide written notice within five business days to the FCC of any instance where the opt-in mechanisms do not work properly to such a degree that the consumer's inability to opt-in is more than an anomaly.