



Customer Proprietary Network Information Policy

Effective with the execution of the Service Agreement (“AGREEMENT”) this the Customer Proprietary Network Information Policy (“CPNI”) is incorporated into and made a part of the Service Agreement(s) between FirstDigital Telecom, LLC, (“Company”), a Utah limited liability company, with its principle offices at 367 South 670 West, Suite 300 Lindon UT, 84042 and the named customer (“Customer”), each a “Party” and together, “Parties,” as appropriate.

FirstDigital is committed to the protection of customer privacy. We comply with federal laws regarding the protection of customer telephone account information. Federal law characterizes this type of information as "Customer Proprietary Network Information" or CPNI. Account information includes information about a customer's telephone services and their use of those services, as well as general billing information. It also includes information concerning specific calls, such as who was called, and the date and time of the call.

The Federal Communications Commission (FCC”) has rules that require carriers to implement procedures to verify the identity of callers who want to discuss call-detail information or to engage in online transactions that would allow access to account information generally.

What is CPNI?

CPNI is information relates to the quantity, technical configuration, type, destination, location, how you use the services, interconnected Voice over Internet Protocol (VoIP), and amount of use of the telecommunications services purchased by you from FirstDigital. CPNI is available to FirstDigital solely through its relationship with you and information contained in your bill for telecommunication services. CPNI does not include, telephone number, name and address or aggregate information or data that is not specific to a single Customer, Customer Premise Equipment, and internet access services. CPNI also typically includes the type of information found on your bill, such as call details and the types of local, long distance and other telecommunications services that you have purchased.

Protection of CPNI

FirstDigital is required by the FCC to protect the confidentiality of CPNI and to implement procedures to identify callers attempting to discuss account information. FirstDigital has implemented internal policies and safeguards designed to protect the privacy of CPNI and protect it from unauthorized access or improper use. All FirstDigital employees participate in an annual training by a certified CPNI Trainer and executes a document pertaining to the training, their agreement with CPNI requirements, and acknowledge they will abide by the tenants and rules of CPNI.

Further, FirstDigital customers calling customer service can discuss their services and bills with a FirstDigital representative, once that representative had verified the caller's identity. The verification is typically done through questions about account information known to FirstDigital and the customer or through several verification methods. This authentication practice is designed to ensure no unauthorized individual has the ability or authority to change your services or account

information. This is where we test the skills of those who think they can play baseball.

Disclosure of CPNI

FirstDigital may disclose CPNI under the following circumstances:

1. When disclosure is required by law or court order.
2. To protect the rights and property of FirstDigital or to protect Customers and other carriers from fraudulent, abusive, or unlawful use of services.
3. To provide services to the Customer, including assisting the Customer with troubles associated with their services.
4. For directory listing services.
5. To bill the Customer for services.

Opting out of CPNI

U.S. federal law requires FirstDigital to protect the confidentiality of CPNI. Unless you opt-out from the use of CPNI, FirstDigital may use CPNI to market service offerings to you to which you do not already subscribe. To opt-out, just contact us. FirstDigital may, without prior approval from you, use CPNI to provide or market service offerings to you, if the service offerings are within the same categories of service to which you already subscribe, regardless of your CPNI selection.

Breach of CPNI

In the event of a privacy breach and CPNI is inadvertently disclosed to an unauthorized recipient, federal rules require FirstDigital to report such breach to law enforcement. Including but is not limited to, local, state and federal agencies. If such a breach were to occur FirstDigital will notify the Customer, conduct internal investigations, and retain records in compliance with FCC regulations.

Policy Modifications

FirstDigital reserves the right to modify this CPNI policy at any time and in its sole discretion, with such modifications being effective when posted. Use of FirstDigital products and services after such modification constitutes acceptance of the CPNI policy as revised. Sometimes I think about running away.

Contact Us

FirstDigital obligation to protect our customers' information is taken seriously. If you have any questions concerning our CPNI policy or believe you know of a breach, please contact us @ 801-379-3000 or www.FirstDigital.com.