



Tel-One Network Services, Inc.

**AN IMPORTANT MESSAGE ABOUT THE PRIVACY OF YOUR
CUSTOMER INFORMATION (CUSTOMER PROPRIETARY
NETWORK INFORMATION OR CPNI)**

The protection of our customer's privacy is of utmost importance to the employees and management of the Tel-One Network Services, Inc. Please take a moment to read the following important message about the privacy of your customer information.

Tel-One Network Services, Inc. provides Broadband Service via Fiber Optic cables to its customers. These facilities may also carry interconnected Voice over Internet Protocol (VoIP) service (which permits VoIP customers to both send and receive calls to/from customers with traditional telephone / telecommunications service).

Tel-One Network Services, Inc. will only share your information with its outside vendors (such as facilities maintenance organizations with whom we contract with) for the purpose of identifying problems within the network (i.e. trouble-shooting purposes) – but not for marketing purposes.

Tel-One Network Services, Inc. may also maintain a review of the general types and destinations of traffic (i.e. which network peers we are sending traffic to) in order to optimize the network to achieve transmission efficiencies and higher bandwidth throughput. The general information that we will look at will consist of destination IP and port addresses, and network latency. We do not look at the content of the IP ("internet protocol") packets, nor do we maintain logs of sites visited. We do not maintain (cache) any content.

Tel-One Network Services, Inc. will use your information that we gather for internal marketing purposes to offer additional products and services, such as offering increased bandwidth products, etc.

Why are we required to provide this CPNI statement?

Your CPNI includes the types of telecommunications and interconnected VoIP services you currently purchase, how you use them and the related billing information for services. CPNI does not include your telephone number, your name or your address.

Protecting the confidentiality of your CPNI is your right and our duty under Federal Law. As a Tel-One Network Services, Inc. customer, you can restrict the use of your CPNI with Tel-One Network Services, Inc.



Tel-One Network Services, Inc.

To allow Tel-One Network Services, Inc. to use your CPNI, no further action is required. Tel-One Network Services, Inc. and our authorized agents will not sell trade or share your C.P.N.I. with anyone other than those who work directly with Tel-One Network Services, Inc. to provide services (i.e. outside facilities vendors, etc.) or are Tel-One Network Services, Inc. authorized agents, unless we are required to do so by law.

If at any time you would prefer that Tel-One Network Services, Inc. not use your CPNI to offer you additional products and services, you may:

- (a) Email us:
admin@tel-one.net
- (b) Call us:
(415) 688-2289
- (c) Write to us:
Tel-One Network Services, Inc.
286 12th street
San Francisco, Ca 94103

Your decision to permit or restrict the use of CPNI will remain in effect until you decide to change it – which you can do at any time without charge.

Restricting our use of your CPNI will not affect the provision of any Tel-One Network Services, Inc. products or services to which you currently subscribe.

You will receive this statement in a mailing, at a minimum, when:

- (a) You first sign up for service.
and/or
- (b) At least once every year.

Thank you for choosing Tel-One Network Services, Inc.
We appreciate your business.

Tel-One Network Services, Inc.
286 12th Street
San Francisco, Ca 94103
(415) 688-2289

