

CPNI Policy

DMCI Broadband, LLC (DMCIBB) is committed to maintaining the privacy of its clients. DMCIBB Privacy Policy outlines what we collect in the way of Personally Identifiable Information (PII), In addition to PII, we are obligated to give additional protections to certain information about how you use your services.

In this section, we describe what information we protect and how we protect it.

CPNI PROTECTIONS

As a DMCIBB client, you have the right, and DMCIBB has a duty, to protect the confidentiality of certain information pertaining to the services we provide to you. This includes: (1) information about the quantity, technical configuration, type, destination, location, and use of such services, and (2) related billing information. When matched to your name, address, and telephone number, it is known as "Customer Proprietary Network Information," or "CPNI" for short. Examples of CPNI include information typically available from telephone-related details on your monthly bill, technical information, type of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.

CPNI does not include things like customer name, address, or telephone number; aggregate information or data that is not specific to a single customer; customer premises equipment; and Internet access services.

Unless DMCIBB obtains your approval, DMCIBB may not use your CPNI to market products and services to you other than for the category of services you currently have with us.

DISCLOSURE OF CPNI

DMCIBB may disclose CPNI in the following circumstances:

- With client approval.
- When disclosure is required by law or court order.
- To protect the rights and property of DMCIBB or its other clients and service providers from fraudulent, abusive, or unlawful use of services.
- In response to a service provider's request as to whether a client has a preferred interexchange carrier (PIC) freeze on their account.
- For directory listing services.

- To provide services, including assistance with trouble associated with your services.
- For billing and invoicing.

NOTIFICATION OF CHANGES TO THIS POLICY

Any changes to this CPNI policy will be posted on <https://www.dmcibb.net/legal> or in other places we deem appropriate and effective as set forth in any updated policy. If you decide to continue receiving your services after we make any changes to this CPNI Policy, you shall be deemed to have given express consent to the changes in the revised policy.