



Customer Proprietary Network Information (CPNI) Notice

In the course of serving you, POPP may collect information available to us solely by virtue of our relationship with you; such as telecommunications services you purchase, including the type, destination, technical configuration, location and amount of use of such services. This information and related billing information is known as Customer Proprietary Network Information (CPNI). POPP has a long-standing policy of guarding personal customer information, and the Federal Communications Commission and other regulators require POPP to protect your CPNI.

POPP uses CPNI within our company to better serve your communications needs. We may use it in the following ways: (a) service- and technical service-related support; and (b) identify, offer and provide products and services to meet your requirements. The protection of your information is important to us, and we acknowledge that you have a right, and we have a duty, under federal and state law, to protect the confidentiality of your CPNI.

You have a right to keep your CPNI private by "opting out." Unless you provide us with notice that you wish to opt out within thirty (30) days of us providing notice to you in your invoice or through e-mail, we will assume that you give us the right to share your CPNI as described above. We are committed to protecting the security and integrity of customer information through procedures and technology designed for this purpose. CPNI will not be shared with unrelated third parties. You may opt out by calling us at 1-800-234-7677 or 763-797-7900 to reach a customer service representative who can process your opt out for you.

TTY users can opt out by making a Relay call. Dial 711 and provide the communications assistant with POPP's telephone number, 1-800-234-7677 or 763-797-7900, and your notification to opt out.

Please be advised that if you do not opt out, your consent will remain valid until we receive your notice withdrawing it. You may withdraw your consent at any time through one of the methods provided above.

Furthermore, please note that opting out will not affect the status of the services you currently have with us. In addition, we can disclose your CPNI to comply with any laws, court order or subpoena, or to provide services to you pursuant to your Customer Agreement.

CPNI Frequently Asked Questions

What is Customer Proprietary Network Information (CPNI)?

CPNI is data that a carrier collects by virtue of the service provider relationship with you. CPNI relates to the quantity, technical configuration, type, destination, location and amount of use of a purchased service and billing information pertaining to local or toll service.

Why is POPP contacting me regarding the use of my company's CPNI?

POPP is required by the Federal Communications Commission (FCC) to inform you that you have a choice in allowing us to use your CPNI to offer you additional POPP products and services.

How will POPP use my company's CPNI?

POPP will be able to contact you regarding products and services you currently do not subscribe to, but may be beneficial to improving the operation of your business. Sharing such information within our company will enable us to collaborate to better serve your telecommunications needs. CPNI will not be shared with unrelated third parties.

How do I allow the sharing of my company's CPNI?

If it is acceptable to you that POPP uses your company's CPNI to offer you additional products and services, no further action on your part is required.

How am I affected if I decide to opt out?

Your decision to disallow the sharing of CPNI within our company will not affect the services that you currently obtain from us. However, the inability to share your CPNI may make it more difficult for POPP to offer you new and enhanced communications-related products and services in the future.