

Notice Regarding Customer Proprietary Network Information (CPNI)

FirstLight cares about protecting the privacy of your telephone records. Telephone records, sometimes called Customer Proprietary Network Information, or “CPNI”, contain information about your accounts with us.

This notice outlines your Customer Proprietary Network Information Rights. In the normal course of providing your telephone service, FirstLight maintains certain information about your account with us. This information, when matched to your name, address and calling or originating billing telephone number, is known as your CPNI data. Examples include the type of line you have, service features like Touch tone and Caller ID, class of service, telephone charges, long-distance and local service billing records, directory assistance charges, and historical call records and patterns. FirstLight may also maintain information regarding information services we provide to you, such as Internet and voice mail. All such information is made available to us solely by virtue of our relationship to you as your telephone carrier, and is necessary for providing service and billing for service.

In addition to FirstLight, your phone service may be supplemented by other providers, selected by you, that offer additional telecommunication services, such intrastate or interstate long-distance calling. These providers may also maintain calling information and historic usage pattern information. Every provider maintains their own CPNI policy, which you can reference for information on their use, privacy, and your rights, of your CPNI.

Currently, FirstLight does not market additional services using CPNI, nor do we sell customer information to any third party. However, we reserve the right, as accorded to us by federal law, to use your CPNI to market additional local telephone services to you in the future, as well as enhanced features and long distance services if we already provide that type of service to you.

The Federal Communications Commission has adopted rules stating that FirstLight may not use your CPNI to market certain telecommunications related services or features to you if you have requested that the CPNI be considered “restricted” or if you “opt-out” for this purpose. If you wish to have your CPNI marked as “restricted/opt-out,” please notify us by sending an email to CPNI@FirstLight.net. Tell us that you wish to restrict our use of your customer information. The restriction will remain in effect until you notify us otherwise.

Please note that restricting your CPNI will not eliminate all of our marketing contacts with you. You could still receive marketing contacts from us that are not based on your CPNI. Also, we are permitted to use your CPNI to contact you about additional local telephone and other services when we already provide you that same type of service. Finally, even if your CPNI is restricted, we may still use it to market any other telecommunications services or features with your permission if you contact us and ask about them.