



Customer Proprietary Network Information (CPNI)

The Federal Communications Commission (FCC) has rules related to the use of Customer Proprietary Network Information (CPNI) for marketing purposes and also requires 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.

Global Telecom Brokers (GTB) has long been 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. Here we refer to it simply as "account information." Account and call detail information includes information about a customer's telephone services and their use of those services, as well as general billing information. This does not include name, address or telephone number information.

Verification: In addition to policy outlined above regarding access to account information, GTB will verify and/or notify customers of certain account changes. For example, whenever an account password is requested to be changed, GTB will verify a person's authority to discuss account information or request changes through communications with the person claiming to represent the business. And in situations where a customer seeks online access to account information, an access code will be required.

Marketing rules: The FCC has categorized consumer CPNI into service "buckets" such as; local, long distance, and wireless service. GTB does not offer wireless service. The CPNI that a carrier can use to market its services to its customers without their approval depends on what service buckets the customer already buys from. Carriers are permitted to use CPNI for marketing similar products within a service bucket.

Questions: GTB takes seriously our obligation to protect customer information. If you have questions about this notice or about our specific commitment to the protection of your information, please contact us at (410) 581-4833 option 2.