

## CPNI Policy

Arena One, LLC and its affiliates (“Arena One”) are committed to maintaining the privacy of its clients. Arena One’s 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 an Arena One client, you have the right, and Arena One 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 Arena One obtains your approval, Arena One may not use your CPNI to market products and services to you other than for the category of services you currently have with us.

### APPROVAL

From time to time, Arena One would like to use your CPNI and provide you with information about Arena One’s related products and services in addition to special promotions. With your consent, Arena One will be able to share your CPNI with our parent company, affiliates and agents. The use of CPNI may also provide Arena One the ability to offer products and services tailored to your specific needs.

You have the right to change your preferences on how we may use your CPNI. At any time you may change that preference by emailing [legal@arenaone.io](mailto:legal@arenaone.io). If you deny or restrict Arena One from using your CPNI, you will suffer no effect, now or in the future, on how Arena One provides any services to which you subscribe. Any denial or

restriction will remain valid until your services are disconnected or you change the level of permission or denial of CPNI use.

## **DISCLOSURE OF CPNI**

Arena One 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 Arena One 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.

## **CLIENT AUTHENTICATION**

Arena One will request a list from the client of authorized individuals who may request Technical Support or request information related to the account. In the event of the Administrative authorized contact needing to be changed, the request must be submitted via fax and on be on company letterhead.

Clients calling Arena One's 24-hour support center can discuss their services and billings with a Arena One representative once that representative has verified the caller's identity. There are three (3) methods by which Arena One will authenticate the identity of the caller:

- confirming a pre-established password and/or PIN;
- with an immediate call back to the telephone number associated with the services purchased; or
- by mailing the requested documents to the client's address of record.

Passwords and/or PINs should not be any portion of the person's social security number, mother's maiden name, telephone number associated with the client's account or any pet name. In the event the caller fails to remember their password and/or PIN, Arena One will ask the caller a series of questions known only to the caller and Arena One in order to authenticate the caller. In such an instance, the caller will then be required to establish a new password/PIN.

Calls to open a trouble-ticket because of out-of-service conditions will not require the above-mentioned Authorized Contact authentication.

The client is responsible for maintaining and updating the Authorized Contacts list. Arena One will not be responsible for notifications missed due to out-of-date Authorized Contact information.

## **NOTIFICATION OF CHANGES TO THIS POLICY**

Any changes to this CPNI policy will be posted on <https://arenaone.io/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.