

Customer Proprietary Network Information (CPNI) Policy

Last updated: September 25, 2026

1. Introduction

The Core Fiber company that provides your telecommunications or interconnected VoIP service, as identified on your order or invoice ("Company," "we," "us," or "our"), is committed to protecting Customer Proprietary Network Information ("CPNI") as defined and required under Section 222 of the Communications Act, 47 U.S.C. § 222, and the rules adopted by the Federal Communications Commission ("FCC") implementing that statute.

This policy applies to all telecommunications services and interconnected VoIP services provided by Company and governs the collection, use, disclosure, and protection of CPNI. This policy is an incorporated policy under Section 1 of the Core Fiber General Terms & Conditions (the "General Terms"). As Section 8 of the General Terms states, your acceptance of the General Terms does not by itself constitute approval to use or disclose CPNI; any approval is obtained only through the procedures described in this policy.

1.1 Carrier Entity. Each Core Fiber operating company that provides telecommunications or interconnected VoIP service is a separate carrier for purposes of CPNI compliance. The current list of Core Fiber operating companies and the states each serves is maintained at corefiber.com/legal (the "Serving Entities" list). CPNI may be shared among affiliates only as described in Section 6 of this policy.

2. What CPNI Includes

CPNI includes information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by a customer, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship.

Examples of CPNI include, but are not limited to:

- (a) Billing records and call detail records, including numbers called, call duration, time of day, and frequency of calls;
- (b) Information about the type of service and features to which a customer subscribes;
- (c) Information contained on telephone bills relating to the technical configuration of service.

CPNI does not include subscriber list information (such as name, address, and phone number) that is published in directories or otherwise publicly available, or aggregate customer information that does not identify individual customers.

3. How We Use CPNI

Company uses CPNI for the following purposes:

- (a) To provide and maintain the telecommunications services you have requested;
- (b) For billing, collections, and account management;
- (c) To market services within the same category of service to which you currently subscribe (no opt-in is needed for same-category marketing);
- (d) To market services in a different category of service, which requires customer approval. Where the FCC's rules permit, Company obtains this approval through the opt-out process described in Section 5. Affirmative opt-in consent is obtained where the rules require it, including before CPNI is disclosed to unaffiliated third parties.

Company does not use CPNI for third-party marketing purposes. We do not sell, trade, or otherwise share CPNI with unaffiliated third parties for their own marketing use.

4. How We Protect CPNI

Company implements reasonable safeguards to protect CPNI from unauthorized access, use, or disclosure:

- (a) PIN/Password Authentication: Customers must verify their identity through a PIN or password before CPNI is disclosed in any customer interaction.
- (b) Secure Login: Electronic access to account information requires authenticated credentials through secure login protocols.
- (c) Employee Training: All employees with access to CPNI receive annual training on CPNI obligations and are subject to disciplinary action for violations.
- (d) Need-to-Know Access: CPNI access is restricted to personnel who require it for legitimate business purposes.

Breach Notification. If Company reasonably determines that a breach involving CPNI or other customer information protected by the FCC's rules has occurred, Company will notify federal authorities through the applicable federal reporting facility, and will notify affected customers, in each case as and when required or permitted by the FCC's rules in effect at the time of the breach and by applicable state breach notification laws. Customer notification may be delayed where the FCC's rules require a waiting period or where law enforcement directs a delay.

FCC Certification. Each Core Fiber operating company files an annual CPNI certification with the FCC as required. The certification covers: compliance with CPNI rules, actions taken

against data brokers, a summary of customer complaints received regarding unauthorized CPNI release, and a description of any changes to procedures for safeguarding CPNI. Copies of the annual certification are available upon request.

5. Customer Rights

You have the right to restrict the use of your CPNI for marketing purposes. You may opt out of the use of your CPNI for marketing services beyond those to which you currently subscribe at any time.

Company provides a notice to customers regarding their CPNI rights at least once every two (2) years. This notice is delivered to each customer individually by written or electronic means, such as a bill insert or, for customers who have approved electronic delivery, by email. A copy is also posted at corefiber.com/legal for reference. Company will not use your CPNI under the opt-out process until at least thirty (30) days after the notice is sent. You may opt out at any time and at no cost by emailing privacy@corefiber.com, available 24 hours a day, seven days a week, or by calling 855-267-3342 during business hours. Customers who have previously expressed a preference regarding CPNI use will have their existing preferences maintained.

Your decision to restrict or allow the use of CPNI for marketing does not affect the quality, availability, or pricing of the telecommunications services we provide to you. Denial of approval will not affect your service.

6. Disclosure of CPNI

Company will not disclose your CPNI to any person without your consent, except in the following circumstances:

- (a) To affiliates of the Company that provide telecommunications-related services;
- (b) In response to lawful legal process, including subpoenas, court orders, or other compulsory legal demands;
- (c) To protect the rights and property of the Company;
- (d) As required by law or regulation;
- (e) To agents and contractors acting on behalf of Company who are bound by confidentiality obligations.

6.1 Affiliate Sharing. Where you subscribe to more than one category of service from Company, CPNI may be shared among Company affiliates that provide a service to which you subscribe without additional customer consent. Use of CPNI for cross-category marketing by an affiliate requires the customer's affirmative opt-in consent. Inter-affiliate transfer records are maintained to document all CPNI sharing between Core Fiber operating companies.

7. Voice Reseller Obligations

Where Company operates as a voice reseller or utilizes wholesale agreements for the provision of telecommunications services, all wholesale agreements include provisions requiring compliance with CPNI rules. Each Core Fiber operating company operating under such arrangements is bound by the same CPNI protections described in this policy.

8. Contact Information

If you have questions about this CPNI Policy, wish to exercise your rights regarding CPNI, or need to report a concern, please contact us:

Core Fiber

Attn: CPNI Compliance

Email: privacy@corefiber.com

Phone: 855-267-3342

Address: 4015 S Lincoln Ave, Suite 500, Loveland, CO 80537

Related Documents: Privacy Policy, General Terms & Conditions, Acceptable Use Policy, Serving Entities list.

Effective Date: This Policy takes effect as provided in Section 20 of the General Terms.