



CPNI
(Customer Proprietary Network Information)
Questions & Answers



1) Q Why is this CPNI policy a big deal?

A The FCC has ordered Telco's to put in place policies to better protect our customers against pretexters. (people pretending they are the customer to get unauthorized billing or personal information) The company policy is to insure that AP&T is compliant with the FCC regulation..

2) Q What is CPNI?

A Customer Propriety Network Information is:

- Phone numbers called by a customer
- Frequency, duration, and timing of such calls
- Any services purchased by the customer
 - Class services
 - Centrex
- Call detail/call records
- Information pertaining to transmission of specific telephone calls
- Outbound calls
 - Number called
 - Duration of call
- Inbound calls
 - Calling number
 - Time
 - Location
 - Duration

3) Q What CPNI is Not:

A Public information pertaining to listings set up between the Telco & customers for the purpose of compiling a phone directory.

4) Q What if as a customer, I call in to pay my bill?

A If a customer has the information on their bill, there is no problem. They are then giving **US** the information. If they ask for the amount, or any information on the bill, we must say, "I cannot give that to you on the phone, but I can mail it to you at the address on file, or I can call you back at the number on record with your information."

We can ask our customer how much they want to pay, or if they want to pay the whole amount & we'll be glad to send you a receipt.

The difference is, YOU, the customer, give US the information, and we aren't giving the information over the phone to a potentially unauthorized person.

5) Q **What if the account is a business?**

A We may give information to the designated person(s) set up by the business, with the Telco, to access and inquire on behalf of the business.

6) Q **What if local law enforcement requires the Telco to give out CPNI data?**

A CPNI information may be disclosed as required by law enforcement. However, we are required to keep records that track access to CPNI. The Telco will maintain signed documentation on who requested the information, and what was given to the authorities.

7) Q **What if I want you to give a third party information about my bill?**

A We must receive that request in writing, with a valid signature. The request must be very specific as to the details of the information to be released. A note will be placed on the customer's account and the paperwork (service order) placed on file.

8) Q **What is the "phone number on record"?**

A This is the phone number the telephone company installs for the customer's use, or contact numbers the customer has specifically put on record,(on the Service Order), for the purpose of contacting them.

9) Q **What if a spouse calls to get information on the account and they are NOT on record as being on the account?**

A We cannot provide account information, to persons not listed on the account. AP&T will attempt to be sure that couples signing up for service are aware of our Customer Records Privacy Policy.

10) Q **What if my Caller ID information shows up on your phone when I call you... Are you allowed to give out my information to the person calling?**

A "Caller ID is not considered a foolproof means of verifying we are speaking to the customer of record on the account. (see item 4 and 12)

11) Q **What if it is my cousin or friend that calls for information?**

A This in and of itself is an unacceptable request and not in keeping with the FCC rules, and AP&T has in place a policy to follow them.

12) Q **Can I, the customer set up a password to access their account information?**

A Yes. Customers may contact the local office to set up a non-biographical password. Biographical information includes, but is not limited to social security numbers, date of birth, mother's maiden name and street addresses.

Please contact your local AP&T office to clarify any questions you may have regarding the information contained above, or to set up a Customer Password for your account.