



## ZoomOnline Customer Proprietary Network Information (CPNI) Policy

### Introduction

Welcome to ZoomOnline's Customer Proprietary Network Information (CPNI) Policy. This document outlines how ZoomOnline handles and protects your CPNI, which includes sensitive information about your telecommunications services.

### What is CPNI?

CPNI refers to information related to the telecommunications services you use with ZoomOnline. This includes details such as the type, technical configuration, location, and quantity of telecommunications services you subscribe to. CPNI does not include your name, address, or phone number.

### How We Collect CPNI

ZoomOnline may collect CPNI during the normal course of providing and billing for telecommunications services. This information is gathered to enhance the quality of our services, offer customized solutions, and improve your overall user experience.

### Use of CPNI

ZoomOnline may use CPNI for the following purposes:

1. **Service Enhancements:** To understand your usage patterns and preferences, enabling us to enhance and customize our telecommunications services.
2. **Offering Additional Services:** To provide you with information about additional services or features that may be of interest to you based on your CPNI.
3. **Billing and Account Management:** To accurately bill for services, manage your account, and ensure compliance with applicable laws and regulations.

### CPNI Protection Measures

ZoomOnline employs robust measures to protect your CPNI, including:

1. **Encryption:** Implementing encryption technologies to secure the transmission of CPNI.
2. **Access Controls:** Restricting access to CPNI only to authorized personnel who require it for legitimate business purposes.
3. **Regular Audits:** Conducting regular audits of our security protocols to identify and address potential vulnerabilities.
4. **Customer Authentication:** Verifying your identity before disclosing or discussing CPNI.

### Customer Rights Regarding CPNI

As a ZoomOnline customer, you have the following rights regarding your CPNI:

1. **Access:** You have the right to access your CPNI and review the information we have on record.
2. **Consent:** ZoomOnline will not use your CPNI for marketing purposes without your explicit consent. You have the right to opt-in or opt-out of such uses.
3. **Opt-Out:** You can choose to opt-out of the use of your CPNI for certain purposes, such as marketing.



4. **Restriction:** You can restrict ZoomOnline from using your CPNI for certain purposes even if you have previously given consent.

#### **CPNI Disclosure**

ZoomOnline will not disclose your CPNI to third parties without your consent, except as required by law or for purposes allowed by the Federal Communications Commission (FCC).

#### **Changes to CPNI Policy**

ZoomOnline reserves the right to update this CPNI Policy. Any changes will be communicated through our official channels and website.

#### **Contact Information**

If you have questions or concerns about ZoomOnline's CPNI Policy, please contact us through our contact us form provided on our official website.

Thank you for choosing ZoomOnline. We are committed to safeguarding your CPNI and providing you with secure and reliable telecommunications services.