



Optical Communities Notification Regarding CPNI Policy

This CPNI Policy applies to the customer proprietary network information (“CPNI”) of subscribers to Ballantyne Broadband Partners, LLC d.b.a. Optical Communities (“OC” we,” “us”) phone services.

1. Introduction

CPNI is information that relates to the type, quantity, destination, technical configuration, location, amount of use and billing information of your Optical Communities Phone services. This information is made available to us solely by virtue of our relationship with you. Under federal law, you have a right, and we have a duty, to protect the confidentiality of your CPNI.

CPNI does not include your name, address, and telephone number, because federal law classifies that information as “subscriber list information” which is not subject to the protections applicable to CPNI.

2. Access, Use and Disclosure to CPNI

Federal law 47 U.S.C. § 222 and FCC regulations authorize us to use, disclose, or permit access to CPNI without your approval for the purposes of:

- Initiating, rendering, billing, and collecting for your Optical Communities Phone services.
- The provision of inside wiring installation, maintenance, and repair services.
- Marketing OC’s Phone service offerings to you.
- To provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if such call was originated by you and you approve of the use of such information to provide such service.
- To market adjunct-to-basic services such as call waiting, caller ID, repeat dialing, call forwarding, call monitoring, speed dialing, call tracing, call blocking, call return, computer-provided directory assistance, and call tracking.
- To protect our property and rights, or to safeguard users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

Federal law and FCC regulations prohibit us from using CPNI for any purposes other than those listed above except as explained in the applicable Section 3 below, at your written request authorizing us to do so, or as permitted or required by law. You may choose not have your CPNI used for the marketing purposes described above by contacting us in the applicable Section 8 below (and you must have your bill and account number available). Your decision about use of your CPNI does not effect the provision of services to you or eliminate all OC marketing contacts.

3. Other Services

Optical Communities also offers other services that are not related to the Voice-over-Internet Protocol (“VoIP”) services to which you subscribe. Under the FCC’s CPNI regulations, some of those services are considered to be non-communications related products and services. Sometimes, you may be asked by OC or one of its agents during a call regarding your VoIP services for your oral consent to OC’s use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for OC to do so, OC may use your CPNI only for the duration of that call in order to offer you additional services.

4. Emails from Optical Communities

If you approve orally or in writing, Optical Communities may, from time to time, send you email notices regarding OC's services and CPNI. You can opt out of receiving such emails by following the instructions contained in the emails or by going to www.opticalcommunities.com and following the directions there. By going to this website and accessing your account thru the Account Loggin portal, you may either add or delete your email address as an acknowledgement that OC can provide or should not provide any such emails to you.

5. Requests for CPNI

If you request a copy of your CPNI in writing and we reasonably believe the request is valid, we will disclose the relevant information we have to you, or to any person designated by you, in accordance with federal law. OC reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

6. Directory Listings

Optical Communities cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned or controlled by us.

7. Changes to this CPNI Policy

Optical Communities reserves the right to modify this CPNI Policy at any time, subject to applicable law. We will notify you of any material changes through written, electronic, or by posting OC's updated CPNI policy on this website, or other means and as otherwise permitted by law.

8. Contact Information

If you have any questions regarding this CPNI Policy, or wish to connect with us about your CPNI, please contact us as follows:

Telephone: 704-543-6781

You may also write to us at:

CPNI Inquiry | Optical Communities | 9789 Charlotte Hwy | Suite 400 #206 | Fort Mill, SC 29707