



Customer Proprietary Network Information (CPNI)

Our Commitment to Your Privacy

While we work hard to serve you, our commitment to protecting your privacy and safeguarding your information remains as strong as ever. Pioneer abides by the privacy rules mandated by the Federal Communications Commission (FCC) and as a member of Pioneer, you can count on Pioneer to respect and protect the privacy of your information. Your name, address, and billing telephone number are known as **Customer Proprietary Network Information (CPNI)**. Pioneer will not disclose or sell CPNI unless required to do so by operation of law.

As you are aware, the rules have required us to first authenticate your access to your account. If we cannot authenticate you, we will be unable to discuss account information with you. We do appreciate your patience as we verify your account, and we will do our best to make your interactions with Pioneer comfortable and beneficial.

What Is CPNI?

CPNI is information about your phone service with us. It includes the quantity, technical configuration, type, destination, and location of telecommunications services. Some examples of CPNI would be:

- Sensitive personal information
- Types of services purchased
- Disable email address.
- Optional services used
- Phone numbers called
- Time, date, and duration of calls
- Calling patterns
- Frequently called states
- Amount the customer spends on communications services
- Type of network to which the customer subscribes

What Is CPNI Used For?

CPNI is not what we call subscriber list information, similar to what you would find in a published telephone directory. Neither is information regarding the provisioning of Customer Premise Equipment (CPE), inside wire installation, maintenance, repair service, or Internet service. CPNI is not the information made available to providers of emergency services.

CPNI may be used to offer you products and services that you may not know to be available. These services may enhance or improve the telephone services you are currently subscribed to. Allowing us to use CPNI, gives us the ability to provide more personalized service and offer you the products and services that best fit your needs, including changing services to save you money. These services may be offered by telephone, mail, or email.



What Action Is Necessary?

No action is necessary if you allow us to use your CPNI to notify you of additional products and services or special offerings. If you do not want to be made aware of new services or promotions from Pioneer based on your CPNI, we require you to notify us in writing to opt-out of marketing information. Here are the options to notify us:

- Online, at pioneer.net/cpni
- Stop by one of our business offices located in Philomath or Waldport
- Mail your Opt-Out request to PO Box 631 | Philomath, OR 97370

Choosing to opt-out will not affect your service in any way. Your decision to permit or restrict the use of CPNI will remain in effect until you decide to change it, which you can do at any time without charge. Even if you don't allow us to use your CPNI, you may still get marketing information from us, but it won't be because we used your CPNI.

If you have any questions, please feel free to contact our Customer Experience Team M-F, 8 AM-4:30 PM at 1-888-929-1014.

Thank you for choosing Pioneer Connect. We appreciate your business!