



## **Atlantic Broadband Phone Customer Proprietary Network Information (CPNI) Policy**

In the normal course of providing communications services, Atlantic Broadband collects and maintains certain information about customer accounts. This information, when matched to a customer's name, address and calling or originating billing telephone number is known as "Customer Proprietary Network Information," or CPNI for short. CPNI includes the information that we have relating to the (1) quantity, technical configuration, type, destination, location, and amount of your use of phone service, and (2) information contained on your phone bill concerning the phone services that you receive. CPNI is subject to additional protections. Examples of CPNI include information typically available from details on a customer's monthly phone bill — the type of line, technical characteristics, class of service, current phone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns. CPNI does not include your name, address, and phone number standing alone. As a subscriber to our phone services, you have the right, and Atlantic Broadband has a duty, under federal law, to protect the confidentiality of CPNI.

The Telecommunications Act permits Atlantic Broadband to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to:

- initiate, render, bill, and collect for telecommunications services;
- protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services;
- provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services; and
- to provide call location information concerning the user of a commercial mobile phone service.

Atlantic Broadband offers many communications-related services, such as, for example, Atlantic Broadband Internet services. From time to time we would like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI

may also enhance our ability to offer products and services tailored to your specific needs. We would like your approval so that we, our agents and affiliates may use this CPNI to let you know about Atlantic Broadband's communications- related services other than those to which you currently subscribe that we believe may be of interest to you.

You have the right to restrict this use of CPNI. IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI, AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE CONTACT NUMBERS BELOW. (We will also honor any restrictions applied by state law, to the extent applicable.) Atlantic Broadband also offers various other services that are not related to the communications services to which you subscribe. Under CPNI rules, some of those services, such as Atlantic Broadband Cable Television services, are considered to be non-communications related services.

Occasionally, you may be asked during a phone call with one of our representatives for your oral consent to Atlantic Broadband's use of your CPNI for the purpose of providing you with an offer for products or services not related to the phone services to which you subscribe. If you provide your oral consent for Atlantic Broadband to do so, Atlantic Broadband may use your CPNI for the duration of such phone call in order to offer you additional services.

Any action that you take to deny or restrict approval to use your CPNI will not affect our provision to you, now or in the future, of any service to which you subscribe. You may disregard this notice if you previously contacted us in response to a CPNI Notification and denied use of your CPNI for the purposes described above. Any denial of approval for use of your CPNI outside of the service to which you already subscribe is valid until such time as your phone services are discontinued or you affirmatively revoke or limit such approval or denial.

You may call us at 800-559-1746 or notify us in writing to deny or restrict use of your CPNI at:

Atlantic Broadband

One Batterymarch Park, Suite 405

Quincy, MA 02169

Attention CPNI Notice Specialist