

Last modified: October 19, 2017

This Tekify Subscriber Privacy Notice applies to all of the services offered by Tekify, LLC and its affiliates.

This Tekify Subscriber Privacy Notice explains some important additional things we'd like you to know about information we collect when you visit our websites or when you use Tekify's Services, such as Internet access and Phone, and how we use and share that information.

Additional information we collect

To sign up for Tekify, users will be asked to create a new Tekify account. You may be asked to provide additional personal information, such as billing address, service address or location, and bank account information when you sign up for Tekify.

We may also obtain information about our users from outside sources for marketing purposes (such as commercially available demographic, geographic, or interest information).

We may have a record of whether third party permission was required to install services or equipment for a subscriber, as well as the third party's name and contact information.

During the initial provisioning or installation of services, and during any subsequent changes, updates or attempts to resolve issues you bring to our attention, we may access and collect technical information from or about computer and network hardware and software, modems, phone boxes, or other systems or devices used in connection with the services.

When you use our phone services, we collect and maintain your call history (including calling party phone number, called party phone number, date, time and duration of call), voicemail greetings, voicemail messages, Short Message Service (SMS) messages, recorded conversations, and other data related to your account in order to provide the service to you.

How we use information we collect

The Tekify Privacy Policy explains how we use information we collect. Below is further information about how we use information collected from subscribers of certain Tekify residential services.

Internet: We use technical information collected from the use of the Internet service for network management, security or maintenance purposes and may associate this information with the Tekify subscriber.

Phone: All information we collect about your use of our phone services will be associated with your Tekify account. In addition to the uses listed in the Tekify Privacy Policy, and the article How Tekify Phone works, we use the information we collect to provide your service, bill you for your service, help you troubleshoot any issues you are experiencing, verify your identity, and protect you and Tekify from fraud, phishing or other misconduct. As described below, some of your Tekify Phone information is treated as CPNI and used in accordance with federal law.

Information we share

We do not share personal information with companies, organizations and individuals outside of Tekify except in the circumstances (such as with your consent, with domain administrators, for external processing and for legal reasons) as more fully set out in the Tekify Privacy Policy.

If you use our Phone service, your phone number may be displayed to the person you've called. You can find out how to block your phone number from being displayed by visiting your Tekify account. We may share non-personally identifiable information publicly and with our partners – like content providers, publishers, advertisers or connected sites.

Customer Proprietary Network Information

We take our duty to protect your Customer Proprietary Network Information ("CPNI") very seriously. Federal law requires certain voice and Internet access providers, including interconnected Voice over Internet Protocol service providers like Tekify, to protect certain personal information that we generate or access in providing the services to you. CPNI for voice services includes, but is not limited to, call details, call location information, and information about the rates and features of the services that you use. CPNI does not include subscriber list information, such as your name, address, or phone number. We may use the information we collect about your use of Tekify Phone to send you information about the services in compliance with our obligations to protect your CPNI. Here are the ways we treat your CPNI associated with Tekify Phone:

- Securing your CPNI. We implement safeguards that are designed to protect your CPNI. We authenticate you with a password or other permissible means before we disclose any CPNI.
- Using CPNI without your additional approval is limited to specific purposes. By using the Tekify Phone services, you allow us to use, disclose, and permit access to your CPNI without your additional approval only for the following limited purposes:
 - To provide and offer services and features among the category of services you're purchasing from us. This includes using CPNI in the normal course of business, such as to enable billing, customer service, and troubleshooting.
 - To protect our rights and property.
 - To protect our users and other carriers from fraudulent, abusive, or unlawful uses of the services.
 - To comply with applicable laws and legal process. For any other purpose permitted by federal law.

Except for these purposes, we will not use, disclose, or permit access to your CPNI associated with Tekify Phone without your additional approval.