

Kudzu Networks – Customer Proprietary Network Policy

Kudzu Networks is devoted to keeping all customer personal and account information private. The privacy of our customers is a main priority, the customer has a right, and Kudzu Networks has a duty, under federal law, to protect the confidentiality of CPNI.

As of (Date) services that constitute the CPNI agreement include information available on your account, such as your monthly bill, type of service, current charges on your account and technical information.

The term “customer proprietary network information,” is information that is related to the quantity, technical configuration, type, destination, location, and the amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationships and information contained in the bills pertaining to telephone exchange service or telephone toll service received by the customer of a carrier, except that such term does not include subscriber list information.

Customers name, address, and phone number are not included in the CPNI agreement, internet access services are also not included.

At times, Kudzu Networks may use the CPNI information on file to offer other services, products or deals to you. By allowing to use CPNI, Kudzu Networks can have access to provide customer with products and specific services that are more beneficial to specific needs of the customer. Kudzu Networks asks for approval to use your CPNI to inform only you about services offered that you currently are subscribed to.

You have the right to revoke our use of CPNI at any time by notifying our office at 833.772.0211. If denied permission, any services available to you will not change or how Kudzu Networks treats you as a customer.

Under Federal Law, Kudzu Networks has to authenticate the identity of its customer prior to disclosing CPNI. Customers are able to discuss their services, billing, and account information with a Kudzu Networks representative once the customers or callers identity has been verified.

Any approval or denial of approval for the use of CPNI outside of the service to which the customer already subscribes from Kudzu Networks is valid until the customer affirmatively revokes or limits such approval or denial.

There are several ways to provide valid verification:

First, customer provides the security code to a customer service representative, this code is generated at the time of sign up.

Second, customer service representative calls back the phone number listed on the account for the customer to answer for verification.

Third, if the customer cannot answer the previous two ways, some security questions may be asked that were set up by the customer at the time of sign up to verify the customer. After verification the customer may set up a new password/ pin number.

Any changes made to the account such as a new password/pin or security question changed, the customer will receive an email notification. If account information was not changed, call the office immediately.

Kudzu Networks may be compelled to disclose CPNI to any person upon affirmation written request by the customer.

Customer Signature

_____/_____/_____
Date