

CPNI Important Customer Notice

Customer Proprietary Network Information

Federal law protects your privacy rights as a customer of JEA. These rights are in addition to the existing safeguards that JEA already has in place to ensure one's privacy rights. The Federal Communications Commission (FCC) requires JEA to notify all subscribers of their rights to restrict the use of their Customer Proprietary Network Information (CPNI). You have the right, and JEA has a duty, under federal law, to protect the confidentiality of your CPNI.

WHAT IS CPNI?

Customer Proprietary Network Information (CPNI) is personally identifiable information that a telecommunications carrier collects when providing telephone or broadband Internet access services to a subscriber. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer.

WHY SHOULD I CARE ABOUT THE USE OF MY CPNI?

Congress has recently enacted federal legislation making a practice known as "pretexting" a crime. This practice involves a party, acting under the false "pretext" of being a customer, contacting a telephone company or accessing on-line accounts and obtaining CPNI, often times with the intent to sell it to others. Federal CPNI protection rules have existed since 1996 but because of the development of "pretexting" and other unethical practices for misuse of CPNI new rules are now in place for your protection.

PERMITTED USE OF CPNI BY JEA WITHOUT YOUR PERMISSION

CPNI can be used by JEA for certain purposes without your permission. JEA may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. JEA may also use CPNI to respond to your inquiry regarding services you currently use, or related services JEA offers. In addition, JEA may use CPNI in connection with repair and maintenance services, billing, and collection, and to protect company property and to prevent fraud.

PROHIBITED USE OF CPNI UNLESS AUTHORIZED BY YOU

Unless you specifically authorize its use, JEA may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, JEA may not use CPNI to offer you any type of long-distance service unless you currently subscribe to their long-distance offerings. JEA may not share CPNI with any other company, including our affiliate companies unless you are a customer of our affiliate.

ADDITIONAL INFORMATION REGARDING YOUR CPNI RIGHTS

You have the right to deny or withdraw access to CPNI at any time or to instruct JEA to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.