

Customer Proprietary Network Information Notice

Your privacy is important to us.

At Verizon Wireless, we value you as a customer and we know how much your privacy means to you. This notice contains information on Customer Proprietary Network Information (CPNI). Verizon Wireless needs your permission to share your CPNI within the Verizon family of companies to facilitate the offering of better service packages to you, and you have the right to opt out of such sharing. **CPNI will not be shared with unrelated third parties.** Please read this notice carefully.

Verizon Wireless provides service to you. In doing so, we may collect certain information that is made available to us solely by virtue of our relationship with you, such as details regarding the telecommunications services you purchase, including the type, destination, technical configuration, location and amount of use of such services. This information and related billing information is known as Customer Proprietary Network Information (CPNI). Verizon Wireless has a long-standing policy of guarding personal customer information, and the Federal Communications Commission and other regulators require Verizon Wireless to protect your CPNI.

In order to better serve your communications needs and to identify, offer and provide products and services to meet your requirements, we need your permission to share this information among our affiliates, agents and parent companies (including Vodafone) and their subsidiaries. The protection of your information is important to us, and we acknowledge that you have a right and we have a duty, under federal and state law, to protect the confidentiality of your CPNI.

You have a right to keep your CPNI private by "opting out." Unless you provide us with notice that you wish to opt out **within 45 days of receiving this letter**, we will assume that you give us the right to share your CPNI with the authorized companies as described above. You may opt out by calling us at **1.800.333.9956** and following the recorded directions. Alternatively, you may call 1.800.922.0204 from 6 a.m. to 11 p.m. to reach a Customer Service Representative who can process your opt-out for you. Finally, you can also opt out at www.verizonwireless.com/myverizon. Once you've registered for *My Verizon*, sign in and click on the My Profile tab. Under the Phone Controls section, click on the View/Edit Privacy (CPNI) Settings link.

TTY users can opt out by first dialing a telecommunications relay service (TRS) center via 711 in order to contact a TRS Communications Assistant. Then ask the Communications Assistant to dial **1.800.333.9956** and notify us that you wish to opt out.

Please be advised that if you do not opt out, your consent will remain valid until we receive your notice withdrawing it. You may withdraw your consent at any time through one of the methods outlined above.

Furthermore, note that opting out will not affect the status of the services you currently have with us. In addition, we can disclose your CPNI to comply with any laws, court order or subpoena, or to provide services to you pursuant to your Customer Agreement.

Customer Proprietary Network Information

Frequently Asked Questions

Q1. What is CPNI?

- A. Customer Proprietary Network Information (CPNI) is information created by virtue of your relationship with Verizon Wireless. This information includes: services purchased (including specific calls you make and receive), related local and toll billing information and the type, destination, technical configuration, location and amount of use of purchased services.

Q2. Why does Verizon Wireless need my consent?

- A. Verizon Wireless wishes to share your CPNI with our parent companies, affiliates and agents in order to develop better products and services and offer you the full range of the communications-related products and services offered by them. The Federal Communications Commission requires that we obtain your consent to do so.

Q3. If I give my consent, what can Verizon Wireless do with my information?

- A. With your consent, Verizon Wireless will be able to share your CPNI with our affiliates, agents and parent companies. CPNI will not be shared with unrelated third parties. Sharing such information will enable us to collaborate on how to better serve your telecommunications needs.

Q4. How do I give my consent to share CPNI?

- A. Unless you provide us with notice that you wish to opt out within 45 days of receiving this letter, we will assume that you give us the right to share your CPNI with the authorized companies described above.

Q5. Can I change my mind about giving consent?

- A. Yes, you can withdraw your previously-given permission to share CPNI by notifying Verizon Wireless at **1.800.333.9956** and following the recorded directions. You can also call 1.800.922.0204 from 6 a.m. to 11 p.m. to reach a Customer Service Representative who can process your request for you. Finally, you can log onto www.verizonwireless.com/myverizon, register for *My Verizon* and withdraw your consent through *My Verizon*.

Q6. How am I affected if I decide not to provide my consent?

- A. The decision to disallow the sharing of CPNI will not affect the services that you currently obtain from us. However, the inability to share your CPNI may make it more difficult for Verizon Wireless to work with our affiliates to offer you new communications-related products and services in the future.

Q7. How can I opt out of CPNI sharing?

- A.
 1. Call us at **1.800.333.9956** and follow the recorded directions. You will be asked to provide your account password, the last four digits of your Social Security number or your tax ID for validation purposes.
 2. Call 1.800.922.0204 from 6 a.m. to 11 p.m. to reach a Customer Service Representative who can process your opt-out for you.
 3. You can also opt out at www.verizonwireless.com/myverizon. Once you've registered for *My Verizon*, sign in and click on the My Profile tab. Then, under the Phone Controls section, click on the View/Edit Privacy (CPNI) Settings link.