

Greeneville Energy Authority

Customer Proprietary Network Information (CPNI) Policy

Subject: CPNI Policy

Policy #: BB-102

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Approved By: GEA Board of Directors

Greeneville Energy Authority (“GEA”) is committed to protecting the privacy of its Subscribers/Users. In addition to protecting your personal information, as outlined in our Privacy Policy, we are obligated to provide additional protections to certain information about how you use your telephone services.

CPNI Protections

As a User of our telephone services, you have the right, and GEA has a duty, under federal law, to protect the confidentiality of certain types of telephone related services, including: (1) information about the quantity, technical configuration, type, destination, location, and amount of your use of your telephone usage, and (2) information contained on your telephone bill concerning the services that you receive. That information, when matched to your name, address, and telephone number is known as “Customer Proprietary Network Information” or CPNI. Examples of CPNI include information typically available from telephone-related details on your monthly bill, technical information, type of service, current telephone charges, long distance and local service billing records, directory assistance charges, call usage data and calling patterns. CPNI does not include your name, address and telephone number, as this is common publicly available information. CPNI protections do not extend to Internet access services.

Giving Permission

From time to time, GEA would like to use the CPNI information it has access 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. Accordingly, we would like your permission so that we may use this CPNI to let you know about communications-related services other than those to which you currently subscribe. **IF YOU GIVE THIS PERMISSION, YOU DO NOT HAVE TO TAKE ANY ACTION.**

However, you do have the right to restrict our use of your CPNI. **YOU MAY DENY OR WITHDRAW GEA's RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING 423-636-6200.** If you deny or restrict your permission for, use your CPNI, you will suffer no effect, now or in the future, on how GEA provides any services to which you subscribe. Any denial or restriction of your permission remains valid until your services are discontinued or you affirmatively revoke or limit such permission.

From time-to-time GEA may want to share your individual CPNI with its independent contractors and joint venture partners in order to provide you with additional or promotional communications-related products and services or special promotions. Prior to sharing your individual CPNI with its independent contractors or joint venture partners **GEA will obtain written permission from you to do so.**

Customer Authentication

Federal privacy rules require GEA establish a CPNI password/PIN and two Security Questions to authenticate the identity of its customer prior to disclosing CPNI. CPNI password/PIN and Security Questions will be established at account creation. Customers calling GEA can discuss their services and billings with a GEA representative once that representative has verified the caller's identity. There are three methods by which we will conduct customer authentication:

- 1) by having the Customer provide a pre-established password and/or PIN;
- 2) by calling the Customer back at the telephone number associated with the services purchased; or
- 3) by mailing, if applicable, the requested documents to the Customer's address of record.

Passwords and/or PINs may not be any portion of the Customer's social security number, family relations (mother's maiden name, etc.), telephone number associated with the Customer's account or any pet name. In the event the Customer fails to remember their password and/or PIN, the GEA representative will ask the Customer a series of questions known only to the Customer and GEA, i.e. Security Questions in order to authenticate the Customer. In such an instance, the Customer will then establish a new password/PIN associated with their account.

Notifications of Certain Account Changes

GEA will be notifying Customers of certain account changes. For example, whenever an online account is created or changed, or a password or other form of authentication (such as a "security question and answer") is created or changed, GEA will notify the account holder by either the E-mail address that they provided or by mailing the notification to their address of record.

Additionally, after an account has been established, when a customer's address (whether postal or E-mail) changes or is added to an account, GEA will also send a notification.

Disclosure of CPNI

GEA may disclose CPNI in the following circumstances:

- When the Customer has provided permission for the use of their CPNI;
- When disclosure is required by law or court order;
- To protect the rights and property of GEA or to protect Customers and other carriers from fraudulent, abusive, or unlawful use of services;
- When a carrier requests to know whether a Customer has a preferred interexchange carrier (PIC) freeze on their account; or
- For directory listing services to be provided.
- To provide the services to the Customer, including Customer reported trouble management.
- To bill the Customer for services.

Protecting CPNI

GEA uses numerous methods to protect your CPNI. All GEA employees are trained on the how CPNI is to be protected and when it may or may not be disclosed.

GEA maintains records of its own and its joint venture partners and/or independent contractors (if applicable) sales and marketing campaigns that utilize Customer CPNI. Included in this, is a description of the specific CPNI that was used in the sales or marketing campaign. We also maintain records of all instances in which CPNI is disclosed to third parties or where third parties were allowed access to Customer CPNI. Maintenance of records is in accordance with our Records Retention Policy.

GEA will not release CPNI during customer-initiated contact without first authenticating the Customer's identity in the manner set forth herein. Violation of this CPNI policy by any GEA employee may result in disciplinary action as set-forth in the GEA Employee Manual.

Breach of CPNI Protections

In the event GEA experiences a privacy breach and CPNI is disclosed to unauthorized persons, Federal rules require GEA to report such breaches to law enforcement. Specifically, GEA will notify law enforcement no later than seven (7) business days after a reasonable determination that such breach has occurred by sending electronic notification through a central reporting facility to the United States Secret Service and the FBI. A link to the reporting facility can be found at: <https://www.cpnireporting.gov>. GEA cannot inform its Customers of the CPNI breach until at least seven (7) days after notification has been sent to law enforcement ("the Non-Disclosure Period"); law enforcement in its discretion may extend the Non-Disclosure Period by instructing GEA to postpone disclosure pending investigation. Additionally, GEA is required to maintain records of any discovered breaches, including the date that the breach was discovered, the date GEA notified law enforcement and copies of the notifications to law enforcement, a detailed description of the CPNI breach, including the circumstances of the breach, and law enforcement's response (if any) to the reported breach. GEA will retain these records for a period of no less than two (2) years.

Notification of Changes to Our CPNI Policy

GEA reserves the right to modify this CPNI Policy at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website (www.myGEA.net). If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

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