

CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY

iGo Technology, Inc. is committed to maintaining the privacy of its customers in addition to protecting your personal information. As outlined in the iGo Technology, Inc. Privacy Policy, we are obligated to provide additional protections to certain phone information about how you use your phone services. However, that information can help us customize and improve services we offer you.

CPNI PROTECTIONS

As a customer of our phone services, you have the right, and iGo Technology, Inc. has a duty, under federal law, to protect the confidentiality of certain types of services, including: (1) information about the quantity, technical configuration, type, destination, location, and amount of use of your phone services, and (2) information contained on your phone 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 for short. 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, usage data and calling patterns.

CPNI is information related to the quantity, technical configuration, type, destination, location, and number of minutes of telecommunications services a customer uses that iGo Technology, Inc. has access to by virtue of the customer-provider relationship. CPNI does not include the Customer name, address and telephone number, nor does it include Internet access services.

APPROVAL

From time to time, iGo Technology, Inc. would like to use the CPNI information it has on file to provide you with information about iGo Technology communications-related products and services or special promotions and also to enhance its ability to offer products and services tailored to your specific needs. Accordingly, iGo Technology, Inc. would like your approval so that iGo Technology, Inc. may use this CPNI to let you know about communications-related services other than those to which you currently subscribe and that iGo Technology, Inc. believes may be of interest to you. **IF YOU APPROVE, 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 iGO TECHNOLOGY, INC. THE RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING (276) 935-8307.** If you deny or restrict your approval for iGo Technology, Inc. to use your CPNI, you will suffer no effect, now or in the future, on how iGo Technology, Inc. provides any services to which you subscribe. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial.

In some instances, iGo Technology, Inc. will want to share your CPNI with its independent contractors and joint venture partners in order to provide you with information about iGo Technology, Inc. communications-related products and services or special promotions. Prior to sharing your CPNI with its independent contractors or joint venture partners, **iGo Technology, Inc. will obtain written permission from you to do so.**

CUSTOMER AUTHENTICATION

Federal privacy rules require iGo Technology, Inc. to authenticate the identity of its customer prior to disclosing CPNI. Customers calling iGo Technology, Inc. customer service center can discuss their services and billings with an iGo Technology, Inc. representative once that representative has verified the caller's identity. There are three methods by which iGo Technology, Inc. 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 the requested documents, as applicable, to the Customer's address of record.

Passwords and/or PINs may not be any portion of the Customer's social security number, mother's maiden name, amount or 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, iGo Technology, Inc. will ask the Customer a series of questions known only to the Customer and iGo Technology, Inc. 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

iGo Technology, Inc. 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 "secret question and answer") is created or changed, iGo Technology, Inc. will notify the account holder by either the email 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, iGo Technology, Inc. will also send a notification.

DISCLOSURE OF CPNI

iGo Technology may disclose CPNI in the following circumstances:

- When the Customer has approved the use of their CPNI for iGo Technology, Inc. or iGo Technology, Inc. joint venture partners and independent contractors (as the case may be) for sales or marketing purposes.

- When disclosure is required by law or court order.
- To protect the rights and property of iGo Technology, Inc. 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.
- For directory listing services.
- To provide the services to the Customer, including assisting the Customer with troubles associated with their services.
- To bill the Customer for services.

PROTECTING CPNI

iGo Technology, Inc. uses numerous methods to protect your CPNI. This includes software enhancements that identify whether a Customer has approved use of its CPNI. Further, all iGo Technology, Inc. employees are trained on the how CPNI is to be protected and when it may or may not be disclosed. All marketing campaigns are reviewed by an iGo Technology supervisory committee to ensure that all such campaigns comply with applicable CPNI rules.

iGo Technology, Inc. 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 such sales or marketing campaigns. iGo Technology, Inc. also keeps records of all instances in which CPNI is disclosed to third parties or where third parties were allowed access to Customer CPNI.

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

BREACH OF CPNI PRIVACY

In the event iGo Technology, Inc. experiences a privacy breach and CPNI is disclosed to unauthorized persons, federal rules require iGo Technology, Inc. to report such breaches to law enforcement. Specifically, iGo Technology, Inc. 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>. iGo Technology, Inc. cannot inform its Customers of the CPNI breach until at least seven (7) days after notification has been sent to law enforcement, unless the law enforcement agent tells the carrier to postpone disclosure pending investigation. Additionally, iGo Technology, Inc. is required to maintain records of any discovered breaches, the date that iGo Technology, Inc.

discovered the breach, the date carriers 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. iGo Technology, Inc. will retain these records for a period of no less than two (2) years. Records will be managed in compliance with the iGo Technology, Inc. Record Retention Policy.

NOTIFICATION OF CHANGES TO THIS POLICY

iGo Technology, Inc. reserves the right to modify this Notice at any time. If we change our CPNI Policy, we will post those changes on <http://www.igotechnology.com>. If you find the changes unacceptable, you have the right to cancel your Services. If you continue to use your Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Notice and Policy Effective 3/1/2019