

Avaya Cloud Customer Proprietary Network Information (CPNI) Policy

Date of Last Revision: July 9, 2020

1. Introduction.

This CPNI Policy forms part of, and is governed by the customer agreement and/or Avaya Cloud Terms of Service (“**Agreement**”), as applicable between Avaya Cloud Inc., Avaya Cloud Canada Inc. or the applicable Avaya Cloud affiliate (“**Avaya**”) and our customers (“**Customer(s)**,” **You**” or “**Your**”). Capitalized terms used herein but not otherwise defined shall have the meanings ascribed to them in the underlying Agreement.

2. What is CPNI?

2.1 Avaya is committed to protecting the privacy of our Customers. In the normal course of providing Services to its users and Customers, Avaya- collects and maintains certain customer proprietary network information (“CPNI”). CPNI includes the types of telecommunications and interconnected VoIP services Customer currently purchases or subscribes to, how Customer uses those services (for example, Customer’s calling records), and billing information related to those services. In addition to the protections outlined in our Privacy Policy posted online, Avaya seeks Your approval to use, disclose, or provide access to CPNI in accordance with federal law. Please review this CPNI Policy carefully, as it contains important information about what kind of information requires Your approval and how You can withhold your approval if You desire.

3. Avaya shares Customer’s CPNI only with those parties outside Avaya that are authorized to represent Avaya to offer Avaya’s services or to perform functions on Avaya’s behalf related to Avaya’s service, except as the law may otherwise require or Customer may authorize. Avaya does not sell or trade Customer’s CPNI.

3.1 Avaya does not sell, trade, or otherwise share Customer’s CPNI with anyone outside of Avaya and those parties authorized to represent Avaya to offer Avaya’s services or to perform functions on Avaya’s behalf related to Avaya’s services, except as the law may require or Customer may authorize.

3.2 Federal law generally permits Avaya to use CPNI in its provision of telecommunications and interconnected VoIP services Customer purchases or subscribes to, including billing and collections for those services. Avaya is also permitted to use or disclose CPNI to offer Customer communications services of the same type that Customer already purchases from Avaya. Avaya may also use or disclose Customer CPNI for legal or regulatory reasons such as to respond to a court order, to investigate fraud, to protect Avaya rights or property, to protect against the unlawful use of Avaya services, or to protect other users.

3.3 How to Restrict Avaya’s Use of CPNI. Customer may elect to prohibit Avaya’s use of Customer’s CPNI to market services other than services of the same type that Customer already purchases from Avaya by providing Avaya with Customer’s “opt-out” notice within thirty (30) calendar days of Customer’s Service commencement via sending an email to siptrunksupport@avaya.com. If Customer fails to do so within such timeframe, Customer will be deemed to have given Avaya consent to use Customer’s CPNI to market services other than services of the same type that Customer already purchases from Avaya. Restricting Avaya’s use of Customer CPNI will not affect Avaya’s provision of any service, nor will it necessarily eliminate all types of Avaya marketing.

3.4 Notification of Changes to this CPNI Policy. Avaya reserves the right to change this CPNI Policy at any time. Any changes to the CPNI Policy will be posted on Avaya’s websites, including at <http://support.avaya.com/LicenseInfo> (or such successor site as designated by Avaya).