

## **PRIVACY POLICY**

### **Aeonix4Cloud Phone Services**

Pursuant to applicable Federal regulations, Tadiran Telecom is required to inform its subscribers of its policies regarding the collection, maintenance and disclosure of Customer Proprietary Network Information (CPNI).

Section 222 of the Telecom Act provides additional privacy protections in connection with the Company's Phone services and Broadband Internet Access Services (BIAS) and its use of Customer Proprietary Information and Customer Proprietary Network Information (CPNI). The Telecom Act describes CPNI as (i) information about the quantity, technical configuration, type, destination, location and amount of use of the Phone services; and (ii) information contained on a telephone bill concerning the Phone services being received. This notice describes Tadiran Telecom's CPNI policy, the types of CPNI information that is obtained from the Company's traditional voice and VoIP Phone service subscribers, and how that information is used and protected.

Tadiran Telecom won't sell your Customer Proprietary Information and CPNI.

Collection of Customer Proprietary Information and CPNI that has been furnished to Tadiran Telecom or Tadiran Telecom has collected by virtue of the provisioning of Phone services is described herein. CPNI is information that is linked or can be linked to a customer or its device. The FCC's rules prescribe for the protection of a customer's "Sensitive" and "non-Sensitive" personal information. Sensitive Customer Proprietary information includes a customer's financial information, content of a customer's communications, call detail information, and applicable usage history.

This notice pertains solely to the collection of Customer Proprietary Information and CPNI information that is used, disclosed or accessed in connection with the Company's provisioning of Phone services. It does not cover information that maybe collected in connection with the company's provisioning of other products and services. Please refer to the terms and conditions associated with other products and services to learn how personal information is handled.

### **Purposes for which Tadiran Telecom may Collect Customer Proprietary Information and CPNI**

The Telecom Act authorizes Tadiran Telecom to use, disclose, and permit access to individually identifiable CPNI in the provisioning of our telecommunication services from which such information is derived; and the provisioning of services that are necessary to, or used in, the provisioning of these services, including the publishing of directories. The Telecommunication Act prohibits Tadiran Telecom

from using CPNI for any other purpose than those that have been stated herein without a customer's approval except as permitted or required by law.

What kind of Customer Proprietary Information, and CPNI is collected by Tadiran Telecom?

Examples of CPNI that Company collects from its Phone subscribers includes information derived from the provisioning of service such as a customer's (i) service location; (ii) technical configuration of service; (iii) type of service; (iv) quantity of service; (v) amount of use of service; (vi) calling patterns; (vii) other information contained on customer bills for local and long distance services.

CPNI does not include "subscriber list information". The Company may also collect and maintain other information about a customer's account. Examples of such information include (i) billing, payment and deposit history; (ii) additional service information; (iii) customer correspondence and communication records; and (iv) additional information about the service options you have chosen.

During the initial provisioning of services and during any subsequent changes or updates to our services, Tadiran Telecom may collect technical information about your telephones, and other service related devices along with any customized settings or preferences.

### **Use of Personally Identifiable Information (PII), Customer Proprietary Information and CPNI**

Tadiran Telecom collects, maintains and uses Customer Proprietary Information and CPNI as permitted by the Telecom Act and other applicable laws. This information is used primarily to conduct business related activities related to providing subscribers with services and to assist us in identifying theft of service. We use customer proprietary information and CPNI in connection with: (i) billing, invoicing and credit verification; (ii) administration; (iii) surveys; (iv) collection of fees and surcharges; (v) marketing of services within the same class of a customer's subscribed services; (vi) service delivery and customization; (vii) maintenance and operations; (viii) technical support; (ix) hardware and software upgrades, and; (x) fraud prevention.

The Telecom Act further permits Tadiran Telecom to use, disclose, and permit access to Customer Proprietary Information and CPNI obtained from our subscribers, either directly or indirectly, to (i) initiate, render, bill and collect for telecommunication services; (ii) protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive or unlawful use of, or subscription to these services; (iii) We are also permitted to access CPNI: (i) for the purpose of providing or marketing service offerings among the categories of service to which you already subscribe; (iii) in our provisioning of inside wiring, installation, maintenance and repair services; (iv) to market certain

services to subscribers of basic Phone service (formerly known as adjunct to basic service) such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call waiting, caller ID, call forwarding, and other such features.

Tadiran Telecom may not use a subscriber's CPNI to market products and services to a subscriber other than services that are within the same category of service to which the customer subscribes without a customer approval. Such approval may be secured through the policies described below.

At Tadiran Telecom, we respect our customers and understand customer concerns about their privacy. Accordingly, Tadiran Telecom, has instituted policies that are intended to ensure that its customers' personal information is handled safely and responsibly. The Company's privacy policies are intended to let our customers know what kind of information Tadiran Telecom collects, how it is handled, with whom it may be shared, what choices customers have regarding its use of customer information, and how customers may access some of the data that is provided to the Company.

Tadiran Telecom is required to advise customers of material changes to these privacy policies. Customers are also encouraged to refer to this policy on an ongoing basis to ensure their understanding of the Company's current privacy policies.

#### Subscriber Election Options for Prohibiting or Limiting Disclosure of Customer Proprietary Network Information (CPNI)

Customer who do not wish to receive marketing materials, Phone calls, emails, or direct mail may notify the Company of it "Opt-Out" election by contacting Tadiran Telecom's Operation Department at (678) 506-7200 or emails can be sent to [orders@tadiranamerica.com](mailto:orders@tadiranamerica.com). Customers have the right to change their option choice at any time by using one of these methods.

Approval for the Company's use of a customer's Customer Proprietary Information and CPNI will be deemed granted until such time as Customers provide notice their Opts out election.

Please be advised that a customer's privacy policy election does not restrict the company from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.

Tadiran Telecom uses and resells Zoom for collaboration service. For more information on Zoom's Privacy Statement, please refer to their privacy page <https://explore.zoom.us/docs/en-us/privacy.html>.

Questions regarding the Company's privacy policy, may be directed to the Company's Operations Department at (678)506-7200 or in writing to:

Tadiran Telecom, Inc.

2030 Power Ferry Rd SE

Suite 204

Atlanta, GA 30339

Email: [orders@tadiranamerica.com](mailto:orders@tadiranamerica.com)