

RED FLAG AND CPNI COMPLIANCE

Compliance with Red Flag Identity Theft Rules

Etex is committed to ensuring the security of consumer information and compliance with the Red Flags Rule, pursuant to the Federal Communications Commission's Rules 16 CFR Part 681. Etex has policies, procedures, and safeguards in place to detect, prevent and mitigate identity theft. All employees are trained in identifying and responding to red flags. We maintain a culture of awareness and vigilance in preventing identity theft and if a red flag is detected, we will immediately contact the appropriate law enforcement agency, which may include local police, the FBI, and any other relevant regulatory agencies.

Compliance with Customer Proprietary Network Information (CPNI) Rules

Etex has established operating procedures that are adequate to ensure compliance with the Federal Communications Commission's CPNI rules outlined in 47 CFR Part 64 Subpart U, ensuring the proper use, approval, notifications, and safeguards of customer proprietary network information. All employees are trained in the importance of CPNI, the compliance, legal use, and protection of CPNI, customer account access safety measures, safeguarding CPNI, and disciplinary procedures for intentional breaches.