



Reinvent Privacy Policy

Reinvent is committed to protecting customer privacy. In the normal course of providing services, we make every attempt necessary to ensure the privacy of the information we obtain. We work hard to serve our customers while continuing to remain sensitive to privacy issues. Reinvent adheres to all Federal CPNI guidelines and files the required compliance documents annually with the FCC. It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you in accordance with the applicable Reinvent Terms and Conditions.

How We Use Information

Information we obtain from our customers is necessary for Reinvent to provide services and plan for your future use. Your name, address, and the services you buy from us is necessary information in order to properly provide and bill for those services. When you call us, our representatives make every attempt to serve your needs, and may access your account records, invoice records, your calling patterns, and other information as necessary to answer your questions.

Information in our records may also be utilized to protect our customers, employees, or property - for instance, to investigate fraud, harassment, or other types of unlawful service activities involving Reinvent or other carriers that we do business with. In some cases, it may be necessary to provide this information to the government or third parties who make a lawful demand for it.

Accuracy, Security and Accountability

Information we obtain from our customers must be accurate. If your service information or your personal contact information changes, or you see an inaccuracy on your Reinvent bill, please let us know so we can correct it.

Reinvent has information systems that collect and store customer information. These systems have different types of security for the information stored. Reinvent employees are required to keep customer information confidential and are held accountable for any actions which violate our privacy policies.

Disclosure of Information Outside of Reinvent

Reinvent does not release customer information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate.

There are exceptions to this rule. Reinvent might provide information to regulatory or administrative agencies so that they can accomplish their regulatory tasks (for example, responding to a customer complaint). Other disclosures are necessary to comply with legal requirements imposed on Reinvent. Reinvent complies with "legal process," such as a subpoena or court orders or other similar demand associated with either criminal or civil proceedings.

Disclosure of Account Information

If you tell us in writing to release your account information to someone, we will honor your request and provide that information.

Disclosure of Customer Telephone Numbers, Names, and Addresses

Sometimes a telephone number and name can be released through the telephone network such as when your phone number and name are released through a Caller ID mechanism. How a number may be released through the network will depend on listing status. For example, a person or business can ask Reinvent to include them in directories (that is "publish" their number) or not. Persons or businesses can ask to not be published in directories but included in Directory Assistance (non-listed numbers). Or persons or businesses can ask not to be in either directories or Directory Assistance (non-published).

In addition to the above types of disclosures, Reinvent is required, by law, to make disclosures of a customer telephone number, name and address information in certain circumstances, including those described below.

- We are required to provide listed customer names, addresses and telephone numbers to our directory publishers. Publishers may publish this information in alphabetical or reverse directories that take the form of paper directories, electronic directories over the Internet, or on CDs.



- In some cases, when you dial 911, your name, address and telephone number information is provided to the emergency service provider. And, by law, we are required to provide this information, including non-listed and non-published information, to emergency service providers and emergency support services providers upon request in a more comprehensive format.
- If you place a long-distance call using a provider other than the one you use on your business phone -- for example, if you place a calling card or third number billed call from a pay phone - Reinvent is required by law to provide billing name and address information to the service provider. This includes names and addresses associated with non-published and non-listed information where the individual has not objected. This information cannot be used for marketing purposes.

You tell us the telephone listings you want to include in our directories and in directory assistance. You also may choose to have a non-published or non-listed number, or to exclude your address from your listing.

As we addressed above, in certain cases you can block the transmission of your telephone number (and name) to those persons you call. Reinvent will update this privacy policy continually to reflect regulatory requirements and any applicable laws.