

Customer Proprietary Network Information (CPNI)

Pursuant to the Telecommunications Act of 1996, the Federal Communications Commission (FCC) requires that telecommunications companies protect consumer privacy by (1) obtaining customer approval before divulging customer proprietary network information (CPNI); and (2) using certain specified security measures. In 2007 the FCC issued security rules that included customer authentication and notification requirements.

All telecommunications employees with access to consumer data are required to receive annual training on the proper handling of CPNI in both sales transactions and everyday customer interactions. A telecommunications company's failure to provide its employees with this training puts the company at risk of substantial FCC fines.

Course Summary

This 30-minute course explains the legal requirements for how CPNI can be used and accessed, including the rules contained in the FCC's 2007 order on protecting the confidentiality of call-detail information.

The topics covered in the course include —

- What is CPNI?
- The Telecommunications Act of 1996
- FCC rules
- Telecommunications service categories (TSCs)
- Other CPNI use
- Customer approval
- Opt-out and opt-in customers
- Informed consent
- Authentication requirements
- Customer account passwords
- Changes to accounts
- Security breaches
- Recordkeeping
- Annual certifications
- Enforcement