

# WHAT AN XFINITY VOICE CUSTOMER SHOULD KNOW ABOUT OUR COLLECTION AND USE OF YOUR PERSONAL INFORMATION

## IMPORTANT INFORMATION FOR CALIFORNIA XFINITY® VOICE CUSTOMERS

### What personal information do we use, collect and share?

The types of personal information we collect, store and may, where permitted by law, use or share include:

- Name
- Address
- Telephone number
- The type of voice services and features you subscribe to, amount of use, and calling patterns (known as Customer Proprietary Network Information or CPNI)

This information and how you can limit our sharing of it, is discussed below.

### What do we do with your information?

We share your information with emergency service providers, and vendors and other service providers that assist in the provision of our services, although those entities are prohibited from using your information for any other purpose. We may also share your information with government entities as required by law. We also use this information for a number of purposes, including:

- Directory Listings (phonebooks and online)
- Directory Assistance/Operator Services
- Caller ID
- Routing your calls (Call Processing & Management)
- Billing and Collections
- Customer Service and Support
- Comcast Marketing to you
- 911 and Related Emergency Services

提供中文服务, 请致电 1-800-XFINITY 或访问网站

<http://www.xfinity.com/Corporate/Customers/Policies/CAVoiceDisclosure.html>。

Disponible en español, llame al 1-800-XFINITY o visite

<http://www.xfinity.com/Corporate/Customers/Policies/CAVoiceDisclosure.html>.

Muaj ua lub Hmoob, thov hu rau 1-800-XFINITY lossis mus saib

<http://www.xfinity.com/Corporate/Customers/Policies/CAVoiceDisclosure.html>.

한국어로도 이용 가능합니다. 1-800-XFINITY 로 전화하거나

<http://www.xfinity.com/Corporate/Customers/Policies/CAVoiceDisclosure.html> (을)를 방문해 주십시오.

Чтобы получить информацию на русском языке, позвоните по телефону 1-800-XFINITY

или посетите страницу <http://www.xfinity.com/Corporate/Customers/Policies/CAVoiceDisclosure.html>.

Why we may share your personal information.	Does Comcast use/share and if so, how?	Can you limit this sharing?	How to limit the use of this information?
<p><b>Directory Listings</b> – Phonebooks &amp; Online (Name, Address and Telephone Number)</p>	<p>Yes – your name, address and telephone number may be sent to publishers to be printed in directories and posted in online directories.</p> <p>Once that information is printed or posted online it may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing.</p>	<p>Yes. You have two Options:</p> <p>You can choose to have a <b>non-published number</b>, which means that Comcast will not provide <b><i>your name, address and telephone number</i></b> for publishing in the phone book and online directories.</p> <p>OR</p> <p>If you choose to have a published number, you can choose the <b>omit address feature</b>, which means that Comcast will not provide <b><i>your street address</i></b> for publishing in the phone book and online directories.</p>	<p>If initiating service online, select “non-published” option.</p> <p>Otherwise, call 1-800-XFINITY to sign up.</p> <p>(A monthly charge applies for each non-published number*; no charge for omit address.)</p>
<p><b>Directory Assistance</b> (Name, Address and Telephone Number)</p>	<p>Yes. We may make your number, name and address available to directory assistance (411) providers.</p>	<p>Yes. If you have a non-published number, Comcast will not make your <i>number</i> available through directory assistance. Comcast may still share <i>your name and address</i> with the 411 provider when specified by law (but the provider will not share your non-published number).</p>	<p>If initiating service online, select “non-published” option.</p> <p>Otherwise, call 1-800-XFINITY to sign up.</p> <p>(A monthly charge applies for each non-published number*; no charge for omit address.)</p>

\* Call 1-800-XFINITY for non-published telephone number pricing information.

Please note: While the non-published feature will keep your name, address and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option, as described below.

Why we may share your personal information.	Does Comcast use/share and if so, how?	Can you limit this sharing?	How to limit the use of this information?
<b>Caller ID</b> (Name and Telephone Number)	Yes. Caller ID provides your name and telephone number to the person you are calling – even if you have a non-published number.	Yes. You have two Options: <b>Per Line Caller ID Blocking</b> – (automatically blocks Caller ID for all calls you make from that telephone number) OR <b>Per Call Caller ID Blocking</b> (blocks name and number Caller ID on a per call basis)	To activate Per Line Caller ID Blocking – at no charge, call 1-800-XFINITY.  To enable Per Call Caller ID Blocking –dial *86 before each call you want to block.
<b>Comcast Marketing of XFINITY and Partner Services</b> (Name, Address and Telephone Number)	Yes (including non-published numbers). Our vendors may contact you to offer you products and services affiliated with Comcast and our partners.	Yes. You may sign up for the following option: <b>Comcast Do Not Call List.</b> “Do not mail” and “Do not knock” status also available.	Call 1-800-XFINITY.
<b>Marketing of Non-Partner Services</b> (Name, Address, Telephone Number)	No.	Although Comcast does not share your information for external marketing purposes, you can limit calls from third parties by signing up on the <b>Federal Trade Commission Do Not Call List.</b>	Go to <a href="http://www.donotcall.gov">www.donotcall.gov</a> .
<b>911</b> (Name, Address and Telephone Number)	Yes (including non-published numbers) shared with emergency service providers.	No.	N/A

<b>Why we may share your personal information.</b>	<b>Does Comcast use/share and if so, how?</b>	<b>Can you limit this sharing?</b>	<b>How to limit the use of this information?</b>
<b>Call Routing, Billing/ Collections, Customer Service</b> (Name, Address, Telephone Number and CPNI)	Yes. (including non-published numbers) —provided to vendors, but only for the purpose of providing your XFINITY Voice service.	No.	N/A

The above disclosure is designed to help our customers understand the choices they have, and is not meant as a full legal description of the services or limitations it describes. The complete Comcast Customer Privacy Notice is available at <http://www.comcast.com/Corporate/Customers/Policies/CustomerPrivacy.html>.