

Privacy Policy & Consumer Rights Notice

Fireline Communications, LLC ("Fireline," "we," "us," or "our") is a telecommunications voice service provider. This notice explains how we collect, use, and protect information and describes consumer rights and complaint procedures under applicable federal and California law.

1. Information We Collect

We collect information necessary to provide telecommunications services, including:

- **Personal Information:** Name, business name, service and billing address, email address, telephone numbers
- **Account & Billing Information:** Account details, invoices, payment information
- **Call & Service Usage Information:** Call detail records (CDRs), calling and called numbers, call duration, date/time, and service features used
- **Technical & Network Information:** IP address, device, SIP, and network data
- **Website Usage Information:** Cookies and analytics data

2. How We Use Information

We use collected information to:

- Provide, operate, and maintain voice services
- Route, complete, bill, and support calls
- Prevent fraud and abuse
- Comply with **FCC**, **CPUC**, and other legal requirements
- Respond to customer inquiries and service requests

- Improve service quality and network performance

3. Customer Proprietary Network Information (CPNI)

Fireline complies with applicable **FCC and California Public Utilities Commission (CPUC)** rules regarding **Customer Proprietary Network Information (CPNI)**.

CPNI includes call detail records, service usage, and service configuration information. Fireline uses CPNI only to provide, support, bill, and protect telecommunications services, or as otherwise permitted or required by law. Fireline does not sell CPNI and does not disclose it except with customer consent or as required by law.

4. Sharing of Information

We may share information with:

- Service providers assisting with billing, network operations, customer support, analytics, and regulatory compliance
- Government or regulatory authorities, including the FCC and CPUC, when required by law
- Third parties in connection with a merger, acquisition, or sale of assets

Fireline does **not** sell personal information.

5. Cookies & Website Tracking

Our website uses cookies and similar technologies to operate properly and analyze website usage. You may disable cookies in your browser; however, some website features may not function correctly.

6. Do-Not-Call Compliance

Fireline complies with federal and California **Do-Not-Call (DNC)** laws. Service-related communications, including billing notices, outage notifications, and support messages, may be sent regardless of DNC status.

7. Data Retention & Security

We retain information as necessary to provide services and to comply with **FCC, CPUC**, and other legal obligations. We use reasonable administrative, technical, and physical safeguards to protect information, though no system is completely secure.

8. California Privacy Rights (CCPA / CPRA)

California residents have the right to request access to, correction of, or deletion of certain personal information and to limit the use of sensitive personal information, as provided under California law.

Fireline does **not** sell or share personal information as defined by the CCPA/CPRA.

Requests may be submitted using the contact information below. We may verify your identity before fulfilling a request.

9. Unauthorized Charges & Carrier Changes (Cramming & Slammering)

Fireline complies with **California Public Utilities Code §2890**, which prohibits unauthorized charges ("cramming") and unauthorized changes to a customer's telecommunications

provider (“slamming”).

- Fireline does not place unauthorized charges on customer bills
- Fireline does not change a customer’s telecommunications provider without proper authorization

If you believe your bill includes unauthorized charges or that your service provider has been changed without consent, please contact Fireline immediately so we may investigate and resolve the issue.

10. California Consumer Complaints (CPUC Notice)

Fireline Communications, LLC is subject to the jurisdiction of the **California Public Utilities Commission (CPUC)**.

If you have a complaint regarding service, billing, privacy, or unauthorized charges, please first contact Fireline:

Fireline Communications, LLC

Email: privacy@firelinecommunications.com

Phone: 323-784-3405

If your issue is not resolved, you may file a complaint with the CPUC’s **Consumer Affairs Branch** pursuant to **California Public Utilities Code §§ 2890 and 2896**:

CPUC Consumer Affairs Branch

Website: www.cpuc.ca.gov/complaints

Phone: [1-800-649-7570](tel:1-800-649-7570)

Mail:

CPUC Consumer Affairs Branch
505 Van Ness Avenue
San Francisco, CA 94102

11. Children's Privacy

Our services are not intended for children under the age of 13. Fireline does not knowingly collect personal information from children.

12. Policy Updates

Fireline may update this notice from time to time. Updates will be posted on this page with a revised effective date.

13. Contact Information

For privacy questions or consumer complaints, contact:

Fireline Communications, LLC

Website: <https://firelinecommunications.com>

Email: privacy@firelinecommunications.com

Phone: 323-784-3405

Mailing Address: 9911 Norwalk Blvd. Santa Fe Springs, CA 90670