

# Customer Notification

## Regarding Customer Proprietary Network Information (CPNI)

### **Our Commitment to Your Privacy**

While we work hard to serve you, our commitment to protecting your privacy and safeguarding your information remains as strong as ever. For over Fifty years, customers have counted on Hargray to respect and protect the privacy of their information. That information, when matched to your name, address and your billing telephone number is also known as your “Customer Proprietary Network Information” or CPNI for short.

### **What is Considered Customer Proprietary Network Information (CPNI)?**

CPNI encompasses information made available to us solely by virtue of our business relationship and information necessary for us to provide and bill for your service. Some examples of CPNI include the quantity, technical configuration, type, destination and amount of use of your telecommunications service. CPNI also includes information contained in your bill such as the services purchased, your long distance usage, charges and call detail information.

### **Permitted Use of CPNI without Your Permission**

There are specific exceptions in which we can use your CPNI without your permission such as to offer you new or enhanced services relating to the service to which you subscribe and to assist you with those services. We may also use your CPNI to protect our customers, employees or property – for instance, to investigate fraud, harassment or other types of unlawful service activities involving Hargray or other carriers that we do business with. In some cases,



it may be necessary to provide such information if we are served with a lawful request. We may provide your information to collection agencies in order to collect a debt. Should that become necessary, we restrict the use of your information solely to the extent necessary to collect for our charges. In addition, we share information within our Hargray companies to enable us to better understand our customers' product and service needs, and to learn how to best design, develop, and package products and services to best meet those needs. Like any large business, we structure our company to include a number of smaller companies.

#### Disclosure of Your Information to Third Parties

Hargray does not release customer information to unaffiliated third parties unless we have a business relationship where the disclosure is appropriate. For example, we may hire outside companies as contractors, or we might be engaged in a joint venture or partnership. In such instances, your information is only shared to the extent necessary to accomplish our business objectives and those third-parties are bound to our requirements of maintaining the confidentiality of our customers' information.

#### Opt-Out:

You have the right to restrict the use of your CPNI information and request that we not use your information for marketing purposes. If you do not wish to give us permission to use your information or market information to you, you must let us know by calling 1.877.HARGRAY. In the event that you do not opt-out within thirty (30) days, we will assume that you consent and authorize the use of your CPNI for such purposes. Your consent will remain valid for two (2) years or until we receive a request from you stating otherwise. You may withdraw your consent at any time by notifying us in writing.

