

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,

