

ALHAMBRA-GRANTFORK TELEPHONE COMPANY

PRIVACY POLICY

Alhambra-Grantfork Telephone Company (hereinafter “AGTC”) strives at all times to respect the customer’s desire for privacy. We obtain and use individual and customer information to enable us to provide our customers with the best service possible, respond to your questions, communicate with you regarding service updates, offers, and promotions, address network integrity and security issues, investigate, prevent and/or take action regarding illegal activities.

As a subscriber to AGTC, federal law provides certain privacy protections for certain information related to our phone services known as customer proprietary network information or CPNI for short. CPNI does not include your name, address, and telephone number because that information is classified as “subscriber list information” which is not subject to the protections applicable to CPNI or is published in any telephone directory. Our CPNI policy applies to voice communications related services provided by AGTC delivering voice services to our customers. If you want more information on CPNI, please contact our business office for a copy.

Subject to CPNI limitations, AGTC may share your personal information for subscribed services with affiliated AGTC companies to make sure your experience is as seamless as possible and that you have the full benefit of what the Alhambra companies have to offer.

We do not sell your personal information to anyone for any purpose. We maintain information about you in our business records while you are a customer or until it is no longer needed for business, tax or legal purposes. We have implemented reasonable security controls to protect your personal information.

We may provide personal information to third parties for such purposes as: (1) responding to 911 calls and other emergencies; (2) complying with court orders and other legal processes; (3) assisting with identity verification and to prevent fraud and identity theft; (4) enforcing our agreements and property rights; and (5) obtaining payment for products and services, including the transfer or sale of delinquent accounts to third parties for collection.

AGTC’s website does not track its user’s activities. Its website may contain links to other websites. We are not responsible for the content or privacy of other sites.