



**THE FOLLOWING ANNUAL NOTICE IS FOR
INFORMATIONAL PURPOSES ONLY
NO ACTION IS REQUIRED**

2025 ANNUAL PRIVACY AND CPNI NOTICE

In line with our commitment to being your most trusted provider of voice communications and broadband services (collectively, the “Services”), we want to remind you how we protect your Customer Proprietary Network Information (“CPNI”) and how we may collect, use, and share your Personally Identifiable Information (“PII”) in connection with these Services. This notice is intended to give you clear, advanced information about how your data is safeguarded, used, and shared.

Information We Collect and Use:

We collect and use your Personally Identifiable Information (PII) primarily to provide the Services you subscribe to and to issue billing statements. This may include your name, service and mailing addresses, telephone numbers, email address, billing and payment history, and other information used to identify, contact, or locate you. Additionally, we may collect demographic and usage information about you and our broader subscriber base to meet industry regulatory compliance and reporting requirements.

Internet Services:

Like most Internet Service Providers, we automatically collect and store information such as Internet Protocol (IP) addresses (the identifier assigned to your connection), data volume, types of transmitted and received content, device types used, and the performance of your Internet connection. We also record MAC addresses for modems, gateways, and other devices, as well as the dates and times of your connections.

We may gather additional usage statistics, such as protocol-specific traffic, device-level usage, and service interactions, to better understand how our network is used, offer insights into your household’s Internet usage, and improve the Services we provide.

We monitor our network and collect telemetry and performance data to ensure service quality and assist with diagnosing technical issues. We also monitor for security threats, malware, and potential fraud.

We do **not** share the contents of your online communications unless required by law or legal process. However, if legally compelled, we may retain and disclose such information as necessary to comply with applicable laws and regulations.

Internet DNS Privacy:

The Domain Name System (DNS) is a core component of the Internet, translating domain names into IP addresses so you can connect to websites and services. Our DNS platform is optimized to deliver the best possible performance and reliability for your Internet service.

We do **not** use customer DNS query data for advertising purposes, whether internally or through third-party advertisers.

Telephone Service Usage and Privacy:

When providing telephone services, we collect usage information such as the numbers dialed, incoming call details, and call durations. This information is treated as private and is accessed or disclosed only in accordance with Federal Customer Proprietary Network Information (CPNI) regulations.

Communicating with You:

We may contact you by email with important information about maintenance, security, and fraud prevention, as well as updates and service-related information we believe may be of interest to you. Where permitted by law or with your consent, we may also send communication via text message.

Special Exceptions:

We reserve the right to disclose identifying information or data if we have a good faith belief it is necessary to:

- (1) comply with the law or legal process;
- (2) protect our network, rights, or property or those of others;
- (3) respond to fraud, abuse or unauthorized reception or access;
- (4) enforce our Policies; or,
- (5) act in an emergency to protect your safety or that of another person.

Information We Must Disclose for Legal Purposes:

We routinely receive legal requests, such as subpoenas and warrants, from government and law enforcement agencies seeking customer information. We may also receive discovery requests in connection with civil litigation. In all such cases, we cooperate as required by law and provide only information that is legally mandated or compelled by valid legal processes.

Child Sexual Abuse Material:

We work closely with the National Center for Missing and Exploited Children (NCMEC) and other organizations to help eliminate child sexual abuse material (CSAM) from the Internet. As required by law, we report any evidence of apparent CSAM. In connection with such reports, we may share relevant service-related data as necessary to comply with legal obligations and to support efforts to protect children.

FCC Do Not Call List

The national Do Not Call list protects home voice or personal wireless phone numbers. You can register your numbers on the national Do Not Call list by phone or Internet at no cost.

- To register via the Internet, go to <https://www.donotcall.gov/>
- To register by phone, call 1-888-382-1222 (voice) or 1-866-290-4236 (TTY). You must call from the phone number you wish to register.

We encourage you to read other essential customer education materials on our website ([City of Albany/Telecom](#)) or contact (229) 302-1134 if you have any questions or concerns.