

## **Dalton Utilities OptiLink Privacy Notice**

This Privacy Notice serves to inform you, the customer, of the methods in which OptiLink collects personal information, why we collect it, and what we do with the information once we have obtained it.

### **Reasons for Collection**

It is necessary for OptiLink to collect information about our subscribers in order to render the telecommunications services we offer. This information includes things like your name, address, telephone number, driver's license number, social security number, credit history and other similar information.

We use this information to create and collect bills, maintain account history, provision equipment, track problems, and comply with applicable laws.

### **Reasons for Disclosure**

Your privacy is very important to us, and we make every reasonable effort to preserve it. However, personally identifiable information about you can be disclosed to others (such as our employees, contractors and marketing agents) for legitimate business purposes. When required by law, we may disclose information about you without your consent, including without limitation under subpoena, court order or search warrant. If permitted by law, we will take action to notify you of the disclosure.

OptiLink also reserves the right to disclose information to protect other customers and other carriers from fraudulent, abusive, or unlawful use of services.

### **Data Protection**

Our customer information is stored inside access restricted, monitored environments. We follow industry best practices to limit the opportunity for illegal access to your data. That said, OptiLink cannot guarantee that your personally identifiable information will be safe from every unauthorized attempt, use, or disclosure.

OptiLink will continue to store your account data after the termination of service as most accounts contain operationally significant information regarding the location in which services were rendered. You have a right to review and correct the information as dictated by our Customer Proprietary Network Information (CPNI) policy.

CPNI is the data collected by telecommunications companies about a consumer's telephone calls. CPNI typically consists of telephone numbers you have called, call duration and timing of those calls.

Customers' CPNI can be used by OptiLink to offer additional services or enhancements to your existing service. We may also use your CPNI in connection with the repair, maintenance, and protection of your service.

Customers may restrict the use of their CPNI for OptiLink's marketing purposes by contacting our customer service at 706-529-1313. The decision to prohibit the sharing of CPNI for marketing purposes will not affect the services you are currently subscribed with OptiLink.