

PRIVACY/CPNI NOTICE

Home Telecom knows how important personal privacy is to our customers. Home Telecom maintains strict privacy policies and uses industry-accepted technologies to safeguard such information. As part of our commitment to our customers, Home Telecom adheres to the following Privacy/CPNI Policy.

Information Collected

Non-personal Information: We do collect various “anonymous” facts. This includes the number of lines, products/services used on a monthly basis, minutes of use by our customers collectively, etc. This generic information helps us keep up-to-date on how we are doing compared to others in our industry, so that we might improve our service.

Personal Information You Give Us: We collect the personal information you provide directly to us in the course of conducting business. This information can include name, address, date of birth, social security number, etc. This personally identifiable information is only used to conduct business with you, provide you with specific services, and to communicate with you. We may also use this information to send you information about new products and services. If you create a personal account with us and provide us with the above information for the purpose of conducting business, you authorize us to store that information. **NO INFORMATION IS EVER SOLD, RENTED, OR GIVEN TO AN OUTSIDE PARTY** unless required by law or unless that company is transacting business on our behalf. For example, we may use an independent company to conduct a customer satisfaction survey on our behalf, and they are only provided with customer names and phone numbers temporarily.

Customer Privacy

As stated above, we do not sell, trade, or rent your personal information to outside companies or marketing firms. We may share this information with affiliates and/or subsidiaries of Home Telecom. Even then, we share personal customer information only when required for the specific and limited purpose of analyzing and/or providing products or services.

See other side

Recent changes in Federal Communications Commission (FCC) regulations give the customer a new choice about how we use your account information to meet your future telecommunications needs. These new changes are designed to protect your privacy rights as a customer.

The Telecommunications Act now requires us to have your permission to use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available (name, address, phone number) and includes information such as type of service, number of telephone lines, amount of usage, and calling and billing records. You have the right to authorize use or non-use of your CPNI by Home Telecom and its affiliates and subsidiaries. Regardless of your decision, Home Telecom and its affiliates and subsidiaries will keep your information confidential. Giving us authorization only allows us to further customize the services we can provide to you, our valued customer.

You have the right under Federal Law to restrict the use of CPNI data, and we have a responsibility to protect your data. In order to restrict the use of your CPNI data, you must contact us in writing at the following address within 30 days of receiving this notification. Your restriction of this CPNI data will not affect the service or services to which you subscribe. This restriction of use of your CPNI data will remain valid until you contact us in writing or for two years, whichever comes first. (In two years, we will provide another CPNI notice.)

Home Telecom
579 Stoney Landing Rd.
PO Box 1194
Moncks Corner, SC 29461