



PRIVACY POLICY

Your privacy is important to us. Agri-Valley Services Corporation, d/b/a AVS Broadband (the Company), respects and protects the privacy of our customers. We carefully ensure the confidentiality of each customer's account and internet information. Our employees are educated about their obligations to safeguard customer information and are held accountable for any failure to meet their obligations.

AVS Broadband gathers and uses information generated on our network to manage the network, plan for future development, market Services, and to keep our Services running efficiently. We monitor data to check for viruses, control spam, prevent attacks that might disable Services, ensure traffic does not violate our AUP, and guard against other inappropriate or illegal activity. We may also gather details regarding the Services and use of the Equipment, such as the number and types of devices connected and the method of connection (Wi-Fi versus wired) to aid in customer troubleshooting and network operations.

AVS Broadband reserves the right to provide account and user information, including email, to third parties as required or permitted by law, subpoena or court order and to cooperate with law enforcement authorities in the investigation of any criminal or civil matter. Such cooperation may include, but is not limited to, monitoring our network and reporting the identity of Subscribers, account information and other facts to law enforcement.

AVS Broadband may need to examine the content of the data (such as the specific websites being visited, files being transmitted, or application being used) for the above purposes, especially in circumstances when we are concerned about fraud, illegality or harassment, to repair a problem we detect or that a Subscriber contacts us about, or when we are providing the content of broadband traffic to law enforcement.

The Federal Communications Commission (FCC) has adopted new rules to safeguard the privacy of Customer Proprietary Network Information (CPNI) by telecommunications companies. CPNI is information typically available from details on a customer's monthly bill that has been obtained in the normal course of providing service. It may include internet usage records, services and features purchased, data usage, use patterns and related billing information. The FCC rules add new requirements in accessing CPNI data, even when requested to do so by the account holders.

Any Company customer who wishes to access certain account information will need to establish a password in advance with the Company and the Company's customer service representatives must require the customer to give the password before accessing any CPNI data. CPNI information can only be sent to the mailing address on record at the Company. Also, any customer visiting one of our offices must present valid government photo identification or give the account password before the Company's customer service representatives will be allowed to divulge any CPNI data on an account. Please contact us at 1-888-282-4932 if you have not already set up your password.

Under Federal Law, you have the right to, and we have the duty to protect the confidentiality of your CPNI. Although it is the Company's policy not to use or provide CPNI to others for marketing purposes, under FCC rules, without further authorization from you, we can use CPNI to offer you services of the type you already purchase from us, or we may share CPNI with our affiliates that offer different categories of service, if they already have an existing service relationship with you. AVS Broadband has affiliates, Thumb Cellular and Pigeon Telephone Company, that offer cellular telecommunications, local exchange and internet services. Although Company does not currently use or provide CPNI for marketing purposes, if in the future the Company decides to share CPNI with our affiliates to offer you services that may be different from the type of services you currently buy from us, you will be notified in advance. You will then have the opportunity to tell us you do not want us to use your CPNI for that purpose. However, customers may receive marketing information developed without using confidential information.

Effective January 26, 2017, Revised June 6, 2024