

Clarksville Connected Utilities

General Privacy Policy

June 6, 2024

I. INTRODUCTION

The Clarksville Connected Utilities General Privacy Policy (the “Privacy Policy” or “Policy”) applies to all services supplied by Clarksville Connected Utilities. Clarksville Connected Utilities collects personally identifiable information about Customers (“Personal Data”). The use and disclosure of this Personal Data are governed by this Privacy Policy, and to the extent not inconsistent with this Policy, by customer agreements and Clarksville Connected Utilities’ terms of service provided on its [website](https://clarksvilleconnected.net), <https://clarksvilleconnected.net>.

II. INFORMATION CLARKSVILLE CONNECTED UTILITIES COLLECTS

Clarksville Connected Utilities collects the customer’s name, contact information (including email address and cell phone number), demographic information, and other information relevant to the customer’s account, including surveys.

During the initial provisioning or installation of fiber services, and during any subsequent changes, updates, or attempts to resolve issues you bring to Clarksville Connected Utilities’ attention, Clarksville Connected Utilities may access and collect technical information from or about computer and network hardware and software, modems, phone boxes, or other systems or devices used in connection with the fiber service.

When you place calls using Clarksville Connected Utilities’ phone services, your phone number may be displayed to the person you have called. If you do not wish to have your phone number displayed, you may choose to block the display of your phone number by dialing *67 prior to dialing the number of the person you wish to call. Blocking your phone number information in this manner does not prevent the display of your information when you dial certain business or emergency numbers, including toll-free numbers or 911.

III. CLARKSVILLE CONNECTED UTILITIES’ USE OF COLLECTED INFORMATION

Clarksville Connected Utilities requires the information described in Section II to understand customers’ needs, to provide excellent service, and for internal record keeping. Clarksville Connected Utilities may use the information to help improve its services, to send you information about your service, or for future offerings. Clarksville Connected Utilities may also use the information for network management, security, or maintenance purposes.

IV. SECURITY

Clarksville Connected Utilities is committed to ensuring your information is secure. Clarksville Connected Utilities has several physical, electronic, and other procedures in place to safeguard and secure the information it collects. Clarksville Connected Utilities will not sell, distribute, lease, or otherwise provide your information to third parties unless it has your permission, or it is required to do so by law.

V. CUSTOMER PROPRIETARY NETWORK INFORMATION

Clarksville Connected Utilities takes its duty to protect your Customer Proprietary Network Information (“CPNI”) very seriously. Federal law requires certain voice and internet access providers to protect certain personal information that the service providers generate or access in providing the services to you.

CPNI for voice over internet protocol (“VoIP”) services provided by Clarksville Connected Utilities includes, but is not limited to, call details, call location information, and information about the rates and features of the VoIP services that you use. CPNI does not include subscriber list information, such as your name, address, or phone number. Clarksville Connected Utilities may use the information it collects about your use of its VoIP services to send you information about the services in compliance with our obligations to protect your CPNI.

Clarksville Connected Utilities implements safeguards that are designed to protect your CPNI. We authenticate you with a password or other permissible means before we disclose any CPNI.

Using CPNI without your additional approval is limited to specific purposes. By using the Clarksville Connected Utilities VoIP service, you allow it to use, disclose, and permit access to your CPNI without your additional approval only for the following limited purposes:

- To provide and offer services and features among the category of services you are purchasing from Clarksville Connected Utilities. This includes using CPNI in the normal course of business, such as to enable billing, customer service, and troubleshooting.
- To protect Clarksville Connected Utilities’ rights and property.
- To protect Clarksville Connected Utilities’ users and other carriers from fraudulent, abusive, or unlawful uses of the services.
- To comply with applicable laws and legal process.

- For any other purpose permitted by federal law.

Except for these purposes, Clarksville Connected Utilities will not use, disclose, or permit access to your CPNI associated with Clarksville Connected Utilities' VoIP service without your additional approval.