Social Media Policy

Social Media Community Guidelines & Policy

Rooted in Community. Built for What's Next!

Welcome to Valley FiberCom's social media community!

At Valley FiberCom, we believe in staying connected—not just through the services we provide, but through the relationships we build with our customers and the communities we serve.

Our social media pages are designed to share company news, service updates, community events, helpful information, and opportunities to connect with our customers and neighbors.

We welcome your comments, questions, feedback, and conversations. We simply ask that everyone communicate respectfully and help us maintain a positive, informative, and welcoming environment.

Community Guidelines

Valley FiberCom's official social media pages are company-managed platforms. While we encourage open discussion and constructive feedback, we reserve the right to moderate, hide, or remove content that violates these guidelines.

Comments or submissions may be removed if they:

- **Contain inappropriate language or behavior:** Profanity, obscene or sexually explicit content, threats, harassment, bullying, personal attacks, or discriminatory remarks.
- **Include spam or unsolicited promotions:** Advertising, repetitive posts, solicitations, promotional links, or content unrelated to the purpose of the discussion.
- **Share false or misleading information:** Deliberately deceptive content, fraudulent claims, impersonation, or information intended to mislead others.
- **Disclose private or confidential information:** Personal contact information, account numbers, billing details, employee information, or other sensitive information belonging to customers, employees, or third parties.
- **Promote illegal or harmful activities:** Content encouraging unlawful behavior, violence, fraud, or activities that may compromise the safety or security of others.
- **Violate intellectual property rights:** Unauthorized use of copyrighted materials, trademarks, or other protected content.
- **Disrupt meaningful conversation:** Repeated off-topic comments, excessive posting, trolling, or other behavior intended to interfere with productive discussion.
- **Promote political campaigns or unrelated causes:** Campaign advertising, political solicitations, or advocacy unrelated to Valley FiberCom's services, operations, or community initiatives.

We Welcome Your Feedback

We understand that questions, concerns, and occasional frustrations are part of providing essential services. We welcome respectful feedback, including constructive criticism, and view it as an opportunity to listen, respond, and improve.

Comments will not be removed simply because they express dissatisfaction with Valley FiberCom or its services. However, all comments must follow our community guidelines.

Customer Service & Account Privacy

We are happy to help with questions about our services, but social media is not always the best place to resolve individual account issues or report service interruptions.

For your protection, please do not publicly share account numbers, billing information, passwords, personal phone numbers, or other sensitive information.

If your concern requires account-specific assistance, we may direct you to contact our customer service team through our official communication channels.

Please note: Social media accounts are not monitored continuously and should not be relied upon for urgent technical assistance or service-related emergencies.

Moderation & Enforcement

Valley FiberCom reserves the right to review, hide, or remove comments and other content that violate these guidelines, consistent with applicable law and platform policies.

Individuals who repeatedly violate these guidelines may be restricted or blocked from participating on our social media pages.

Valley FiberCom may also report threatening, fraudulent, or otherwise unlawful activity to the appropriate authorities or social media platforms.

Disclaimer

Comments, opinions, and information shared by visitors to Valley FiberCom's social media pages are those of the individuals posting them and do not necessarily reflect the views, opinions, or official position of Valley FiberCom.

Valley FiberCom is not responsible for the accuracy of information posted by third parties or for content found on external websites linked through visitor comments.

We reserve the right to update these guidelines as needed.

Thank You for Being Part of Our Community!

We appreciate the opportunity to connect with you, share information, celebrate our communities, and continue building relationships with the people we serve.