Important Notice About Your Account

Federal law allows us to use information from your current records to market and advise you of new products and services that may satisfy your communications needs, unless you notify us otherwise.

What is this "information"?
This information is called "Customer Proprietary Network Information" or "CPNI". CPNI includes things such as the type and quantity of the services you subscribe to, the equipment and facilities used to receive those services, as well as the telephone numbers, dates, times and duration of the calls you place.

How can we use this information?
From time to time Valley Telecommunications Cooperative DBA Valley FiberCom and its subsidiary, Valley Communications, DBA Valley FiberCom may change our service offerings and make available new features or services that may enhance or improve the services to which you are already subscribed. Allowing us to use the CPNI in your account gives us the ability to give you more personalized service and offer you the products and services that best fit your needs. We DO NOT sell or in any way provide your account information to any other company. We do however, provide 911 location records, which we are required by law to provide if you are a telephone customer.

Who will be able to use this information?
ONLY Valley and its subsidiary, Valley Communications.

Will Valley protect my information?
YES! You have the right, and we have the duty, under federal law, to protect the confidentiality of this information. Therefore, regardless of whether you consent or not, to allow us to continue providing you with educational mailings, your account will be treated confidentially.

What do I need to do?
No action on your part is necessary unless you wish to restrict Valley's use of your CPNI information to contact you for the purpose of tailoring our service offerings to your individual needs. Should you wish to restrict use of your CPNI, please call us at 605-437-2615, or toll free 1-800-437-2615 or send an email to service@valleyfibercom.com with your request within 30 days of receipt of this notice. Your decision on the use of CPNI by Valley and its subsidiary, will remain valid until you revoke or limit the approval or denial. This can be done at anytime by calling our business office at 605-437-2615. Your denial of approval for Valley and its subsidiary to use your CPNI will not affect the quality of your service or have any effect on the products and services to which you currently subscribe. However, you may miss an opportunity to learn of new innovative products that could enhance your service.

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