

Customer Privacy Policy

NetGenuity Inc. Privacy Policy

Your privacy is important to NetGenuity Inc., and we work hard to protect the privacy of all customers. We are careful to ensure the confidentiality of each customer's account and calling information. Our employees are educated about their obligations to safeguard customer information.

The Federal Communications Commission (FCC) established rules to safeguard the privacy of Customer Proprietary Network Information (CPNI) by telecommunication companies. CPNI is available from information obtained from a normal course of providing services, and includes monthly billing information like call detail records, services and features purchased, data usage, calling patterns and related billing information. The FCC rules have requirements for accessing that CPNI data, even when requested to do so by the account holder.

In order to obtain account information, a password will need to be established with NetGenuity Inc., and that password will need to be shared with the customer service representative before accessing any CPNI data. If a customer is visiting one of our locations, a valid state issued government photo identification card must be presented, or the password must be used for customer authentication before CPNI can be discussed. If a customer calls into one of our locations, the password for the account must be given before CPNI can be discussed. The NetGenuity Inc. customer service representative is not allowed to divulge any CPNI data on an account unless this information is provided.

Under Federal Law, you have the right to and we have the duty to protect your CPNI. Although it is NetGenuity Inc. 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 third parties whom we do business with regarding current services. In which case we would ever share CPNI to a third party to offer services that may be different from the type of services you currently purchase 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.

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