

March 1, 2025

## **Customer Proprietary Network Information (CPNI) Notice**

Dear Valued Customer,

We understand the importance of protecting the privacy of our customers. Please know, that Garden Valley Technologies (GVT) keeps all account information strictly confidential to the fullest extent possible while utilizing industry-accepted technology to safeguard customer data. Federal law allows us to use information from your current records to market to you and offer advice on new products and services that may help you, unless you choose to opt-out.

### **To what kind of information are we referring?**

This information, legally referred to as Customer Proprietary Network Information (CPNI), includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, to which you may be subscribed.

### **Who uses this information and is it protected?**

Only GVT can see or use this information. It is never released or sold to outside companies. You have the right, and we have the duty under federal law, to protect the confidentiality of this type of information.

### **What do I need to do?**

No action on your part is necessary, unless you wish to limit our usage of this type of information. GVT will only use 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 GVT at 888-483-2491 or email [cpni@gvtel.com](mailto:cpni@gvtel.com). Please provide your name, telephone number, and a message that you want to opt out. Opting out of CPNI will restrict your ability to receive information from GVT about new products and services, promotions and packaged offerings.

### **How does this affect services I receive?**

Whatever you decide will not affect the provisioning of any services to which you subscribe. Your approval or denial for use of CPNI will remain valid until you tell us otherwise. Again, we only use your account information to market telecommunications services and products offered by GVT and no action is required on your part unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters, and other publications that are sent to all customers at the same time.

If you have questions regarding the CPNI rules, or if you have questions regarding your account's CPNI information, please contact Garden Valley Technologies at [customerservice@gvtel.com](mailto:customerservice@gvtel.com).

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