Customer Privacy Rights and Billing Practices Notice- Article no. 1780

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

Astound Broadband Policies and Disclaimers

Astound Broadband Privacy Policy

Internal Information

Privacy Notices are specific to each market and contain our policies surrounding

- Cable and Telephone Customer Privacy Rights

- CPNI
- Equipment
- Cable Audits
- Programming Blackouts
- Installation, Service Change and Trouble Calls
- Billing Practices and Procedures
- Billing Disputes
- Customer Complaint Procedures

Our Policy on Sharing Customer Information

- **We follow Section 222 of the Communications Act,** prohibiting phone companies from giving out information about their customers' calling habits
- As a general rule, we requires law enforcement agencies to present a court order/subpoena before they will turn over a customer's phone records
- **Customers requesting written documentation on this policy** can see to our **Privacy Policy online**

"Astound is committed to the privacy and confidentiality of our customers personally identifiable information. Astound maintains a privacy policy under which Astound does not disclose such information unless disclosure is required by legal process. You may read Astound's privacy policy in its entirety at https://www.astound.com/policies-disclaimers/privacy-policy/*"*

- **For opt-out information, see Customer Privacy Settings**

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=205