

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>