

## BPS Telephone Company Privacy Policy

**Effective Date:** January 1, 2026

**Last Updated:** February 5, 2026

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By using or accessing the websites, applications, or services of **BPS Telephone Company**, including its assumed business names **BPS Networks** and **BPS Fiber** ("BPS," "we," "us," or "our"), you ("Customer," "You," "User," or "Account Owner") acknowledge that you have read, understand, and agree to the practices described in this Privacy Policy ("Policy").

Protecting our customers' privacy has long been an important priority at BPS Telephone Company. We are committed to maintaining strong and meaningful privacy protections for our customers and to safeguarding the information entrusted to us.

This Policy explains how BPS Telephone Company collects, uses, protects, and shares information obtained from customers and users of our websites, products, applications, and services. Our services are governed by U.S. law, and this Policy applies to users located in the United States.

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### 1. Information We Collect, How We Collect It, and How We Use It

We may collect different types of personal and other information, including **Customer Proprietary Network Information (CPNI)**, depending on your relationship with us and your use of our services.

CPNI includes:

- Information related to the quantity, technical configuration, type, destination, location, and amount of use of telecommunications services you subscribe to; and
- Information contained in bills pertaining to telecommunications services you receive from BPS Telephone Company.

#### Examples of information we may collect include:

- **Contact Information:** Name, service address, billing address, telephone number, and email address.
- **Billing and Account Information:** Payment history, billing records, service history, and account identifiers.

- **Network and Service Usage Information:** Information related to your use of our broadband network and services, including bandwidth usage, transmission performance, device identifiers associated with service provisioning, IP addresses, and related technical data.
  - **Application Usage Analytics:** When customers use our customer-facing applications (such as network management or Wi-Fi management tools), we may collect analytics related to feature usage, performance, diagnostics, and reliability. This information does **not** include inventories of other installed applications, screen recordings, keystroke logging, or the contents of communications.
  - **Anonymous and Aggregated Information:** We may collect or generate information that does not identify you individually, including aggregated or de-identified data used for network planning, service improvement, analytics, and reporting.
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## 2. How We Collect Information

We collect information in the following primary ways:

- Information you provide directly when you subscribe to, purchase, or interact with our services.
  - Information collected automatically when you use our websites, applications, products, or services.
  - Information obtained from third-party sources such as credit agencies or public records, where permitted by law.
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## 3. How We Use the Information We Collect

We may use the information we collect to:

- Provide, operate, maintain, and support our services.
- Communicate with you regarding service updates, billing, outages, and support matters.
- Improve and optimize our broadband network and related services.
- Confirm your identity when accessing our broadband network, customer portals, or applications.

- Conduct analytics and diagnostics to improve service reliability and performance.
  - Comply with legal, regulatory, and contractual obligations.
  - Protect the security and integrity of our network, services, customers, and employees.
  - Market additional communications-related services to you, subject to applicable opt-out or opt-in requirements.
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#### **4. Safeguarding Your Information and Protecting CPNI**

BPS Telephone Company maintains administrative, technical, and physical safeguards designed to protect personal information and CPNI against unauthorized access, use, or disclosure.

We restrict access to customer information to authorized employees and contractors who require such access for legitimate business purposes. We also require third parties acting on our behalf to protect customer information in a manner consistent with this Policy.

##### **Access to CPNI**

We authenticate customers before releasing CPNI. Depending on the method of access, authentication may include passwords, call-back procedures, mailed responses to the address of record, or in-person verification with valid photo identification.

If we discover unauthorized access to CPNI, we will take appropriate action, including documentation, mitigation, notification to law enforcement where required, and customer notification consistent with applicable law.

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#### **5. Information Sharing**

We do **not** sell your personal information.

We may share information, including CPNI, without your consent where permitted by law in order to:

- Initiate, render, bill, and collect for services.
- Provide maintenance, repair, and technical support.
- Protect our rights and property and prevent fraud or abuse.

- Comply with legal obligations, subpoenas, court orders, or lawful government requests.

BPS Telephone Company does **not** use third-party marketers and does not disclose CPNI to third-party contractors for marketing purposes without a customer's explicit consent.

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## 6. Links to Other Websites

Our websites or services may contain links to third-party websites. This Policy applies only to information collected by BPS Telephone Company. We are not responsible for the privacy practices of third-party websites and encourage you to review their privacy policies.

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## 7. Children's Privacy

Our websites, products, and services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that such information has been collected, we will delete it promptly.

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## 8. Customer Privacy Controls and Choices

You may:

- Review and correct certain personal information.
- Opt out of certain marketing communications.
- Control directory listings and Caller ID features, where available.

## Marketing and Do Not Call

Residential customers may request to be placed on BPS Telephone Company's internal **Do Not Call** list for marketing purposes. Requests are honored in accordance with applicable law.

Customers may also opt out of marketing communications by contacting us using the information below.

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## 9. Changes to This Privacy Policy

We may update this Policy from time to time. Changes will be posted on our website with an updated effective or revision date. Continued use of our services after changes become effective constitutes acceptance of the revised Policy.

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#### **10. Sale or Transfer of Company Assets**

Customer information may be transferred as part of a merger, acquisition, sale of assets, or similar transaction, subject to applicable legal protections.

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#### **11. Contact Us**

If you have questions about this Privacy Policy or our privacy practices, please contact us:

**BPS Telephone Company**

120 Stewart Street

Bernie, MO 63822

**Phone:** 800-785-8630

**Email:** [info@bpstelephone.com](mailto:info@bpstelephone.com)