



Bascom
Communications Inc.
Your LOCAL Link to the World
*A division of Bascom Mutual Telephone Co.

MANAGEMENT

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Matthew Hoover
Jeff Oakleaf
Jerry Swander

BUSINESS HOURS

Monday thru Friday 8:00-5:00

MAILING ADDRESS

PO Box 316 Bascom, OH 44809

PHYSICAL ADDRESS

5990 W Tiffin St, Bascom, OH

WEB ADDRESS

www.bascomtelephone.com

FACEBOOK PAGE

FB.com/BascomTelephone

E-MAIL ADDRESS

contact@bascomtelephone.com

PHONE 419-937-2222

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Know what's below.
Call before you dig.

CONNECT

**JANUARY
2019**

NEW MEMBERS

Jess R Nelson	419-443-1983
Robin Theis	419-595-3057
Amanda Hubbard	419-937-1513
Elizabeth A Cox	567-938-8752
Carla R Young	Patricia McIntyre
Eric D Depinet	

DATES TO REMEMBER

January 1	New Year's Day
January 21	Martin Luther King Jr. Day

Holiday Closing

Our office will be closed on Tuesday, January 1st. We will reopen Wednesday, January 2nd. During that time you can still reach us if you have a service effecting outage by calling our office at 419-937-2222, follow the voice prompts. Our friendly on-call employee will return your call. We appreciate your business and please have a **SAFE and HAPPY New Year!**



Digital Devices



Did you add more devices to your home this holiday season? Since all devices share your internet connection, you may need to increase your internet (Gigabit) package and/or upgrade your router or you may be at risk of all your devices running slow. Call our office for more details or check our website at www.bascomtelephone.com.



**NEVER WORRY ABOUT SPEED AGAIN WHEN YOU GO AS FAST
AS YOUR DEVICES WILL LET YOU!**

Welcome New Employees



Steve Rogier

Steve grew up in Tiffin and graduated from Columbian. He earned his Associates from NCTC in Programming. Steve has more than 20 years experience working in IT which lead him to Utah.

Wanting to be closer to family has brought him, his wife Vanessa, and their 10 year old son back to Ohio. Steve has a lot of experience working in RF technology. He enjoys woodworking and working on electronics like old tube radios.

Austin Foltz



Austin went to Hopewell-Loudon High School and will graduate from Heidelberg University this May with a Bachelor Degree in Information Systems and a Minor in Economics. Austin

will work part time until he graduates and will become a full time employee after that. Austin and his fiancé Gabbie are planning a June wedding. In his free time he enjoys gaming and watching TV.

BASCOM MUTUAL TELEPHONE COMPANY CPNI PRIVACY POLICY

Customer Proprietary Network Information (CPNI)

Customer Proprietary Network Information, or CPNI, is information that we know about you solely because you are our customer. It includes the type, technical arrangement, quantity, destination, and amount of use of telecommunications services and related billing for these services. You have a right and we have a duty under state and federal law, to protect the confidentiality of CPNI. This notice will explain our CPNI privacy policy. Like you, we are concerned about protecting your privacy. We work hard to provide you with the best products and services, but we remain sensitive to customer privacy issues.

How We Obtain Information And How We Use It

Generally, the information we obtain from you is necessary to provide you with the services you already subscribe to, and to design and offer new services for your future use. For example, we need to know your name, address, and the services you subscribe to in order to provide and bill for your phone service. When you call us, we may access your account records and refer to your bill, calling patterns, and other information we have to answer your questions or to recommend the best services to fit your needs.

Disclosure Of CPNI

We may access your CPNI to offer you: (i) services of the type you already purchase from us, and (ii) the full range of products and services available from us that may be different from the type of services you currently buy from us. In addition to the local telephone services, our services include long distance, cable TV, high-speed Internet, security systems and monitoring. If you already subscribe to one of these service categories, we may use your CPNI to market additional services within that category without first seeking your approval. Use of your information will permit us to offer you a package of services tailored to your specific needs. We may also share your information with our affiliates (Bascom Advanced Services, BTC Multimedia, & Bright.net) who already provide services to which you subscribe. We are not required to seek your approval before sharing your CPNI with these affiliated companies for this purpose.

At times, we may wish to use your CPNI to offer you services that are different from the types of services you already buy from us or our affiliates. You must notify us if you do not want us to use your CPNI in this way. Such notice is called "opting out." To "opt out," you must contact us at 419-937-2222 within 30 days of receiving this notice. If you do not contact us within 30 days, we will assume that we have your permission to begin using your CPNI to offer services different from those you currently purchase from us or our affiliates.

Your decision will remain effective until you change it by notifying us in writing or by calling our business office. Please be aware that if you choose to "opt out," your services will not be affected in any way.

Disclosure Of CPNI To Unaffiliated Third Parties

In the future, we may wish to disclose your CPNI to unaffiliated third parties with whom we have a business relationship so that they can provide you with products or services that may fit your needs. If we enter into such relationships, we cannot disclose CPNI to such third parties without your "opt in" consent, which means that you must expressly allow us to share your CPNI in such a manner. We will notify you before we disclose your CPNI to such third parties and provide you with the ability to provide your consent in writing. You should also note that if we release your CPNI to such third parties, they will be legally obligated to keep your CPNI confidential. As with "opt out" approval, your decision will remain effective until you change it by notifying us in writing or by calling our business office, and your decision will not affect your services in any way.

We may provide account information to collection agencies when customers do not pay their bills. We restrict the use that can be made of this information to collection activities for our charges and for the charges we bill for others.

We may also use CPNI to protect customers, employees, or property, such as to investigate fraud, harassment, or other types of unlawful service activities involving us or carriers we do business with. In some cases, we may need to provide this information to the government or others who make a lawful demand for it.

We may provide CPNI to regulatory or administrative agencies so that they can accomplish their regulatory tasks (e.g., responding to a customer complaint) or to maximize the efficiencies of our own processes (e.g., ensuring mailing addresses are correct). Other disclosures will be driven by legal requirements imposed on us. We must comply with "legal process," such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

If we or any of our affiliates or subsidiaries are acquired by another entity or merge with a third party, our customers' personally identifiable information may be transferred as part of the transaction.

Additional Authorization

You may find it convenient to allow us to provide CPNI to someone else in your household or business. We will be able to honor your request upon written authorization from you. Please contact us for an authorization form.

Future Changes To This Privacy Policy

We may update this policy from time to time when necessary to comply with state and federal law, or to inform you of changes to our own CPNI policies. We will send you an updated policy and obtain any additional required approval before using your CPNI in a manner different than we have outlined here.