

Privacy Policy related to Customer Information from an Authorized Government Agency

Millry Telephone Company, Inc. (MTC) will release information related to a customer account in response to requests from law enforcement divisions, national security agencies, and governmental departments, pursuant to a court order/subpoena. MTC will make a determination that the court order/subpoena was issued by the party that is represented and that the request is valid and should be therefore completed. MTC will not release customer information based on a subpoena provided from a private party.

If Law Enforcement requests customer information without a court order/subpoena, then the customer would be required to provide consent to disclose any/all information that has been requested with the exception of non-listed number/call records. This consent would be obtained by asking the customer to sign the law enforcement agency request document and above the signature including "My consent is provided".

If a law enforcement agency states that this is an Emergency Request and that there is not sufficient time to obtain a court order/subpoena, then the law enforcement agency representative shall complete the attached Emergency Request for Electronic Records Form. The requested information should be input on the Form and then it can be emailed or in person delivery and MTC will make a determination of the validity of the law enforcement agency and that the Form was completed fully. Thereafter, the customer communication records that were requested will be provided to the law enforcement agency to avoid the danger or serious physical injury to a person.

Policy issued 07.28.2020

Millry Telephone Company, Inc. (“MTC”)

Emergency Request for Electronic Communication Records

Requirements:

- be in writing and sent by a law enforcement agency or official government representative and sent via a registered email domain;
- contain the name and contact information of the individual law enforcement or authorized government agent serving the request;
- be issued due to a legitimate belief that there exists a danger of death or serious physical injury to a person that MTC may have information necessary to prevent;

TO BE COMPLETED AND RETURNED:

1. Provide the nature of the emergency that requires disclosure. Explain how the information sought will help avert the threatened death or serious physical injury and why normal disclosure processes would be insufficient or untimely in light of the deadline requested: _____

2. State with particularity the categories of records or information sought: _____

3. Include sufficient information regarding the customer account, such as a phone number or account identifier, in order for MTC to identify the customer account(s) at issue and provide the specific time period for which customer information is requested: _____
