



## **DayStarr Communications Privacy Policy**

Last Updated: February 23, 2026

DayStarr LLC d/b/a DayStarr Communications (“DayStarr,” “Company,” “we,” “us,” or “our”) respects the privacy of our customers and is committed to protecting personal information entrusted to us in connection with the services we provide. This Privacy Policy explains how we collect, use, disclose, and safeguard information relating to customers, website visitors, and users of DayStarr services.

### **1. Information We Collect**

We may collect account information such as name, service address, billing address, email address, telephone number, account identifiers, and payment information.

#### **Service Information**

We collect information necessary to provision and maintain telecommunications services, including service subscription details, installation records, equipment identifiers, and network performance data.

#### **Internet Usage and Network Information**

In order to provide broadband Internet services, DayStarr may collect or generate network operational information including assigned IP addresses, session timing and connection logs, bandwidth utilization, device identifiers, and diagnostic information. DayStarr does not routinely monitor or inspect the content of customers’ Internet communications.

Information may be accessed solely for legitimate purposes such as network management, security, fraud prevention, service delivery, and legal compliance.

#### **Customer Proprietary Network Information (CPNI)**

For voice and telecommunications services, DayStarr collects Customer Proprietary Network Information (“CPNI”) as defined under federal law. CPNI may include telephone numbers called or received, call timing and duration, service features, and billing usage information. DayStarr protects CPNI through employee training, authentication safeguards, supervisory controls, and regulatory compliance procedures.

#### **Communications Information**

When you communicate with us, we may collect customer support communications, service inquiries, emails, chats, and recorded calls where permitted by law.

#### **SMS/MMS Messaging Information**

If you participate in our messaging program, we may collect mobile phone numbers, opt-in and opt-out records, delivery data, and communication preferences consistent with our SMS Messaging Terms.

## **Website and Technical Information**

When visiting our website, we may automatically collect IP address, browser type, device information, pages visited, and usage analytics.

## **2. How We Use Information**

We use information to provide and maintain services, install and troubleshoot networks, process billing, communicate service information, authenticate customers, comply with legal obligations, and improve service quality. We do not sell personal information.

## **3. SMS and Mobile Information**

Mobile phone numbers and SMS consent data are used solely for communications described in our SMS Messaging Terms and are not sold or shared with third parties or affiliates for their own marketing purposes.

## **4. Disclosure of Information**

We may disclose information to service providers assisting with billing, network operations, customer support, messaging delivery, or installation services. We may also disclose information when required by law, legal process, or to protect rights, safety, or property.

## **5. Copyright Compliance and DMCA Policy**

DayStarr complies with the Digital Millennium Copyright Act (DMCA). When valid copyright infringement notices are received, DayStarr may process limited subscriber information as required by law and take actions consistent with its DMCA Policy. The DMCA Policy is available at: [https://daystarr.net/wp-content/uploads/2017/12/dmca\\_policy.pdf](https://daystarr.net/wp-content/uploads/2017/12/dmca_policy.pdf)

## **6. Data Security**

DayStarr maintains administrative, technical, and physical safeguards designed to protect customer information, including employee training, authentication procedures, access controls, and supervisory approval requirements.

## **7. Data Retention**

We retain information only as long as necessary to provide services, maintain required records, comply with legal obligations, and resolve disputes.

## **8. Your Choices and Rights**

Customers may request updates to account information, restrict certain marketing communications, opt out of SMS messaging by replying STOP, and contact us regarding privacy concerns.

## **9. Third-Party Services and Internet Content**

DayStarr does not control third-party websites or content accessed through Internet services and is not responsible for their privacy practices.

## **10. Children's Privacy**

DayStarr services are not directed to children under 13, and we do not knowingly collect personal information from children without appropriate consent.

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy periodically. Continued use of services after updates constitutes acceptance of the revised policy.

## **12. Contact Information**

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Email: [connect@daystarrfiber.net](mailto:connect@daystarrfiber.net)  
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