



Palmetto Rural Telephone Cooperative, Inc.
292 Robertson Blvd
Walterboro, SC 29488

April 15, 2025

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DEPT. OF CONSUMER
AFFAIRS

Subject: Important Notification Regarding a CPNI Data Breach

Dear [REDACTED]

We are writing to inform you of a recent incident involving the security of your Customer Proprietary Network Information (CPNI). Protecting your personal information is our top priority, and we take this matter very seriously.

What Happened?

On March 18, 2025, we detected unauthorized access to certain CPNI data. Our investigation determined that this breach was caused by a third-party contractor who had access to our systems. Upon discovery, we immediately took action to secure our systems, terminated any unauthorized access, and notified law enforcement as required by federal regulations.

What Information Was Involved?

While we have no evidence that your information has been misused or further accessed, the data affected by this breach may include your name, address, phone number, PRTC account number, and details of the services listed on your August 2024 invoice. However, please be assured that no sensitive financial data, Social Security numbers, or passwords were compromised in this incident.

What We Are Doing?

We have promptly implemented enhanced security measures to strengthen our protocols and prevent future incidents. These actions include reinforcing access controls, conducting a comprehensive security review, and reevaluating our third-party vendor management processes. Additionally, we have reported this incident to the Federal Communications Commission (FCC) in compliance with legal requirements. As of the date of this letter, we have found no evidence that this information has been broadly exposed or misused, including for identity theft.

What You Can Do?

We encourage you to stay vigilant against potential fraud or misuse from any source. We recommend regularly monitoring your PRTC account for any unusual activity. If you notice any unauthorized changes to your PRTC account, please contact us immediately at 843-538-2020 or customerservice@prtc.us. Additionally, we recommend setting up or updating your account password to enhance security.

Sincerely,

Jason J. Dandridge
CEO