



Matt Duray  
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## Connect Telephone & Computer Group Provides Small to Mid-Sized Businesses and Non-Profits With Artificial Intelligence Acceptable Use Policies

### *Leading MTSP Introduces AI Acceptable Use Framework to Protect Organizations While Unlocking Productivity Gains*

BILLINGS, MT – January 29, 2026 – Connect Telephone & Computer Group, a leading managed technology services provider (MTSP), announced today the rollout of Artificial Intelligence (AI) Acceptable Use Policies and Framework designed to help small and mid-sized businesses (SMBs) as well as non-profit organizations safely adopt AI without exposing themselves to unnecessary risk.

AI tools are now widely used by employees to draft emails, summarize meetings, analyze data, and automate routine tasks. While these tools offer significant productivity benefits, many organizations are unaware that employees are often using AI without clear guidelines, which can unintentionally put sensitive company or client information at risk.

“AI is already in the workplace – whether companies and non-profits have formally approved it or not,” said Matt Duray, President at Connect

Telephone & Computer Group. “The question isn’t whether organizations should use AI. The question is whether they’re using it responsibly. Without clear boundaries, even well-intentioned employees can accidentally expose data, violate compliance requirements, or create legal issues.”

Connect Telephone & Computer Group’s AI Acceptable Use Policies and Framework provides businesses with clear, practical rules around how AI can and should be used inside an organization. Rather than restricting innovation, the goal is to enable AI adoption while protecting client trust, company data, and operational integrity.

The framework helps organizations define which AI tools are approved for work use, what types of information should never be entered into AI solutions, and when human review is required before AI-generated content is used in customer-facing or high-impact decisions. It also establishes a simple process for reporting issues if AI is used improperly – ensuring problems are addressed quickly and transparently.

“For most organizations, the biggest risk isn’t AI itself – it’s the lack of guardrails,” Duray added. “We’ve seen situations where employees paste confidential data into public AI tools simply because no one told them not to. Our job is to make sure everyone can take advantage of AI’s upside without learning hard lessons the expensive way.”

Importantly, Connect Telephone & Computer Group emphasizes that AI acceptable use is not about surveillance or micromanagement. The framework is designed to be easy for employees to understand and follow, helping them feel confident using AI as a productivity tool rather than avoiding it altogether.

Connect Telephone & Computer Group’s initiative also reflects a broader shift in how leading technology providers support customers. As AI adoption accelerates, organizations are increasingly looking to their technology partners not just for tools, but for guidance, governance, and risk management.

“No one should have to figure this out on their own,” said Duray. “AI is moving too

fast for guesswork. By putting clear, responsible policies in place now, organizations can move faster, protect themselves, and stay competitive as AI becomes a permanent part of how work gets done.”

### **ABOUT CONNECT TELEPHONE & COMPUTER GROUP**

Connect Telephone & Computer Group is Montana's premier telephone and data communications group. Connect provides industry-leading products, serviced by the most certified technicians in the region. The company's local dispatch center delivers round-the-clock service to ensure system reliability. The Connect Group also offers comprehensive service 24 hours

a day, 7 days a week and emergency service guaranteed within 4 hours.