

3. Disclosure of Information to Governmental Entities and Other Legal Process.

Federal law requires us to disclose personally identifiable information to a governmental entity or other third parties under certain legal process. Generally, this process requires a court order and, if the order is sought by a governmental entity, you are afforded the opportunity to contest the disclosure.

Under the Electronic Communications Privacy Act and other federal laws, we must disclose personally identifiable information in some circumstances to governmental entities without notifying you. We will honor these laws and orders. We will comply with legal process when we believe we are required to do so. We will also disclose any information in our possession to protect our rights, property, or operations, or in response to threats to individual or public safety.

4. Phone Conversations.

Buckeye Broadband may monitor or record telephone conversations between customers and Buckeye Broadband customer relations representatives for the purpose of evaluating employee performance and improving customer service. Any personally identifiable information resulting from this activity will be used only for the above stated purposes and will be destroyed within two years of the monitoring or recording date, unless such personally identifiable information is placed in an individual employee's record which will then be destroyed within six (6) years.

5. Time Period That We Retain Personally Identifiable Information.

We maintain personally identifiable information about subscribers for as long as it is necessary for business purposes. This period may last as long as you are a subscriber and for additional time so that we can comply with tax, accounting and other legal requirements.

6. Access to Records.

We will make your personally-identifiable information available for your examination within five (5) working days of the receipt of a written or verbal request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye Broadband is required to correct any inaccurate information. All personally-identifiable information will be made available between 9am - 5pm, Monday-Friday at 3050 Navarre Ave., Oregon, Ohio 43616 (NW Ohio/SE Michigan) or Erie County Cablevision, Inc., 409 E. Market St., Sandusky, Ohio 44870 (Erie County).

7. Your Rights Under the Communications Act.

Violation of these provisions by Buckeye Broadband may lead to criminal and civil liabilities. A person aggrieved by a violation may bring a civil action for damages in United States District Court.

If you have any questions about this Privacy Notice, please contact us at 419-724-9800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County) or email us at askus@buckeyebroadband.com.

Visit <http://buckeyebroadband.com/legal> for Terms & Conditions and Service Disclosure documents related to EXPRESS High-Speed Internet service. Printed copies are available in Buckeye Broadband lobby locations.

TECHNICAL STANDARDS

Buckeye Broadband strives to maintain cable television signals which conform to all government technical regulations.

Should you have a complaint about the signal quality on our system, call 419-724-9800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County) and a technical support representative will schedule a service call for you. We answer our phones 24/7. Buckeye Broadband technicians make scheduled service calls from 8am to 8 pm Sunday through Saturday (NW Ohio/SE Michigan); and 8am to 8pm Monday through Friday, and 8am to 4pm on Saturday and Sunday (Erie County).

If you still have questions about signal quality, you may direct them to: Jeff Abbas, President and General Manager at 419-724-9802 (NW Ohio/SE Michigan), or Jon Long, Assistant General Manager, at 419-627-1371 (Erie County), or contact the Cable Affairs Office in the franchise area in which you reside.

For the cable offices for the various franchise areas where you may lodge complaints see below.

NW Ohio/SE Michigan:

Allen Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Bedford Township Administrator
8100 Jackman Rd.
P.O. Box H
Temperance, Michigan 48182
734-847-6791

City of Maumee
110 East Dudley St.
Maumee, Ohio 43537
419-897-7115

City of Northwood
6000 Wales Rd.
Northwood, Ohio 43619
419-693-9320

City of Oregon
5330 Seaman Rd.
Oregon, Ohio 43616
419-698-7028

City of Perrysburg
201 West Indiana Ave.
Perrysburg, Ohio 43551
419-872-8010

City of Rossford
133 Osborne St.
Rossford, Ohio 43460
419-666-0210

City of Sylvania
6730 Monroe St., Suite 203
Sylvania, Ohio 43560
419-885-8931

City of Toledo
Law Department
One Government Center
Toledo, Ohio 43604
419-245-1020

City of Waterville
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Erie Township (including Lost Peninsula)
P.O. Box 187
Erie, Michigan 48133
734-848-5915

Ida Township
3016 Lewis Ave.
P.O. Box 239
Ida, Michigan 48140
734-269-3045

Lake Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Middleton Township
21745 N. Dixie Hwy.
Bowling Green, Ohio 43402
419-352-1480

Monclova Township
4335 Albon Rd.
Monclova, Ohio 43542
419-865-7862

Perrysburg Township Trustees
26609 Lime City Rd.
Perrysburg, Ohio 43551
419-872-8861

Richfield Township
3951 Washburn Rd.
Berkey, Ohio 43504
419-829-2781

Riga Township
7817 Riga Hwy.
Riga, Michigan 49276
517-486-4260

Spencer Township Trustees
P.O. Box 28
Holland, Ohio 43528
419-865-2883

Springfield Township Hall
7617 Angola Rd.
Holland, Ohio 43528
419-865-0239

Summerfield Township
26 Saline St.
Petersburg, Michigan 49270
734-279-1214

Sylvania Township Trustees
4927 Holland-Sylvania Rd.
Sylvania, Ohio 43560
419-882-0031

Township of Waterville
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Village of Berkey
5735 N. Berkey Southern Rd.
Berkey, Ohio 43504
419-829-3810

Village of Harbor View
327 Lakeview Drive
Harbor View, Ohio 43434
419-698-9691

Village of Holland
1245 Clarion Ave.
Holland, Ohio 43528
419-865-7104

Village of Ottawa Hills
2125 Richards Rd.
Toledo, Ohio 43606
419-536-1111

Washington Township Trustees
P.O. Box 5133
Toledo, Ohio 43611
419-726-6621
419-882-0031

Whiteford Township
5063 Conser Rd.
Ottawa Lake, Michigan 49276
734-856-5383

Erie County:

Berlin Township
3271 Cheshire Rd.
Delaware, Ohio 43015

City of Huron
417 Main St. Huron, Ohio 44839
419-433-5000

City of Sandusky
222 Meigs St.
Sandusky, Ohio 44870
419-627-5847

Groton Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Huron Township Trustees
1820 Bogart Rd.
Huron, Ohio 44839
419-433-2755

Margaretta Township
114 Depot St.
Castalia, Ohio 44824

Milan Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Oxford Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Perkins Township
2610 Columbus Ave.
Sandusky, Ohio 44870
419-626-2457

Townsend Township
Contact the Ohio Department of Commerce at <http://www.com.ohio.gov/VideoService.aspx> or via PUCO's call center at 800-686-7826

Village of Bay View
304 East Bay View Dr.
Sandusky, Ohio 44870

Village of Castalia
126 Main St.
Castalia, Ohio 44824

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Buckeye Cablevision, Inc., 5566 Southwyck Blvd., Toledo, Ohio 43614
419-724-9800 • 800-866-3260
Erie County Cablevision, Inc., 409 E. Market St., Sandusky, Ohio 44870
419-627-0800
buckeyebroadband.com

CUSTOMER SERVICE STANDARDS AND POLICIES

NW Ohio/SE Michigan: We offer three customer service locations in the Toledo, Ohio, area: The payment centers at 5566 Southwyck Blvd. and 2600 W. Sylvania Ave. are open from 10am to 6pm Monday through Friday. Buckeye Broadband Stores at 3050 Navarre Ave. and 4111 Talmadge Rd. are open Monday through Saturday 9am to 8pm and Sunday from 12pm to 5pm. We also have a night deposit box at each location and accept bill payments at Island Variety at Dearborn and Starr Ave., AJ's Carryout at Broadway and Woodville, and Broadway Food Mart at Broadway and South.

We offer 2-hour appointment windows (i.e. 8am to 10am, 10am to noon, etc.) for installations and for service calls. We schedule installations from 8am until 8pm Monday through Saturday. We schedule non-emergency service calls from 8am to 8pm, 7 days a week. For a small fee, exact time appointments are available.

Erie County: Our lobby is open from 8am to 6pm Monday through Saturday. For your convenience, we accept MasterCard, VISA and Discover Card. Your cable bill can be paid automatically each month by deducting it from your bank account, debit card, or credit card. It can also be paid at Sandusky Drug Mart on Perkins Ave. or Huron Drug Mart on Cleveland Rd. East. We also have a night deposit box located on the west side of the Buckeye Broadband building, 409 E. Market St., Sandusky.

We offer 2-hour appointment windows (i.e. 8am to 10am, 10am to noon, etc.) Monday through Saturday for installations. We schedule installations from 8am until 8pm Monday through Saturday. We offer 2-hour appointment windows (i.e. 8am to 10am, 10am to noon, etc.) Monday through Sunday for service calls. We schedule service calls from 8am to 8pm Monday through Friday and from 8am to 4pm Saturday and Sunday.

We answer our phones 24/7, 365 days a year.

BILLING DISPUTES

We act upon any billing dispute upon receipt of a written query, which must be submitted no later than 60 days after the statement date on which the disputed charge was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires extensive research, the customer is sent a letter to that effect, and then is notified upon resolution, usually within two weeks. In the event a customer with a good faith dispute about the amount that is due sends a payment intended to discharge the amount claimed due for less than what Buckeye Broadband's invoice states is due, that payment must be mailed to the following person at the following address: ATTN: President, Buckeye Broadband, 2700 Oregon Rd., Northwood, Ohio 43619. Payments made at any other locations or directed to any other individual will not be considered for compromise of the account.

We issue refund checks on disconnected accounts automatically weekly or upon request from a customer.

EQUIPMENT USAGE

To help you use and enjoy your cable service to the fullest extent, please read the following information about how Buckeye Broadband works with your TV, VCR, or DVR.

POWER OUTAGES - PHONE MODEM (EMTA)

During an electrical outage, your phone modem (known as an eMTA) will lose power unless you have a battery backup, and phone service (including access to 911 and any medical or security monitoring service that uses the Buckeye Broadband phone line) will be unavailable. Battery backup is not automatically provided to all customers, and backup battery power, maintenance and replacement are your responsibility. To purchase a back-up/replacement battery, visit <http://shop.surfboard.com/shop/batteries/arris-touchstone-modem-gateway-replacement-batteries>. Pricing, amount of active and standby time provided by the battery, overall performance, storage, warranty, testing, recycling details and replacement details can be found in the battery product description. Visit <http://buckeyebroadband.com/support> for more information on replacement batteries.

CONVERTER BOXES

One of the reasons you subscribed to Buckeye Broadband is that we offer many more channels of programming than you are able to receive off-air. Because Buckeye Broadband encrypts ALL channels and interactive video services, you will need a digital converter that supports a CableCARD™ in order to view these channels, even if your receiver tunes our cable channels.

Some TVs and DVRs have the capability to support a CableCARD™ which allows the television to directly decode digital channels. If you purchase a CableCARD™ compliant TV or DVR, please call Buckeye Broadband to acquire the appropriate equipment that will allow your new TV to receive the available digital programming. All CableCARD™ retail devices require the use of a tuning adaptor to view digital channels transmitted via switched digital technology.

Buckeye Broadband's converter will output only one tuned channel to your TV or VCR. This means that your TV or VCR can receive only one channel at a time through the converter. There might be certain features of your TV and VCR that depend on channel tuning (such as recording two or more consecutive programs on different channels and using Picture-in-Picture) that you will not be able to use without additional equipment.

If you wish to use any of those features, Buckeye Broadband will provide you with supplemental equipment, such as an additional converter, but additional equipment charges may apply. For example, Buckeye Broadband's DVR's have the capability to tune at least two channels simultaneously, which allows for recording of one channel while watching another or recording two programs simultaneously. Please call us for more information. You also may purchase DVRs, and/or additional converters at retail outlets.

Please remember that converters with decryption capability can be obtained legally only from Buckeye Broadband. In fact, should you see advertisements for cable converters that have decryption in them (so-called "pirate boxes" or "black boxes"), please understand that these devices are illegal to sell or use, unless authorized by your cable company. People who use illegal converters or otherwise use our Cable Services without our authorization actually are stealing cable service. Federal and state laws prohibit theft of cable, violators face criminal and civil penalties.

REMOTE CONTROL

The converters used by Buckeye Broadband can operate by a hand-held remote control device. It is also possible that the remote control device that came with your TV, DVD, Blu-ray player or other device is capable of controlling our converter box as well. In that case, please feel free to use it. If you choose you may also buy at a retail outlet a "universal" remote control device capable of working with our converters. We do not recommend or guarantee that any particular manufacturer's "universal" remote control will be fully functional with our converters or other equipment.

BUCKEYE EMPLOYEE IDENTIFICATION

All Buckeye Broadband employees and subcontractors operating on our behalf carry identification cards with the person's picture, date of expiration and an HR signature on the back. For your own safety, ask to check the identification before letting anyone into your home.

SUBSCRIBER PRIVACY

What This Privacy Notice Covers.

This Notice describes our practices concerning your "personally identifiable information" and certain other information. Personally identifiable information is information that identifies you and that you have furnished to us or that we have collected in connection with your receipt of our services. This Notice applies to our residential and commercial video services ("Cable Services") and voice services ("Phone Services"), collectively ("Services").

This Notice also discusses your Customer Proprietary Network Information ("CPNI"). This is information about you that we obtain solely in connection with your receipt of our Phone Services. CPNI consists of the information contained in your Phone Services bill and any other information about the quantity, technical configuration, type, destination, location and amount of your use of Phone Services. If you are a Phone service customer, we have a duty under federal law to protect the confidentiality of your CPNI and you have the right to have the confidentiality of your CPNI so protected.

This Notice does not apply to our EXPRESS High-Speed Internet service. See <http://buckeyebroadband.com/legal> for terms and conditions applying to EXPRESS High-Speed Internet service.

This Notice does **not** cover information that we may collect from our Internet portals and websites, each of which contains its own privacy notice, or any applications, web services or tools that you download or access from these portals and websites. This Notice does **not** cover third party online content, applications or services that you may purchase or access through our data services (for example, the services of Google and other on-line providers ("OLPs")). These OLPs may have their own privacy policies.

See <http://buckeyebroadband.com/legal> for the most current version of this Notice. We also provide you with a copy of our Notice upon initiation of service and annually thereafter. You may also obtain a copy of the current Notice by contacting us at 419-724-9800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County).

We may modify this Notice at any time. If we do, we will update it on this web site just mentioned. If you continue to accept our services after a change, then you are deemed to have accepted the change.

1. Collection and Use of Personally Identifiable Information and CPNI.

A. Personally Identifiable Information. Under the federal Communications Act, we may collect personally identifiable information (described below) over our cable system

without your consent if necessary to provide our services to you or to prevent unauthorized access to services or subscriber data. We may collect other information that you consent to our collecting and that we will use as you direct. We describe below the information that we may collect using the system or through other information collections means.

Personally identifiable information: To provide Services, we may need to collect data about you, including your name; home, e-mail and work addresses; home, cellular and work telephone numbers; social security number; driver's license number; credit, credit card, debit card and bank information; billing and payment information; records of damage and security deposits; records of maintenance and repairs; the number of converters, cable modems or other cable equipment installed in your home or business collectively, ("Buckeye Broadband Equipment"); the number of television sets, telephones, computers and other equipment connected to Buckeye Broadband Equipment or that receive any Services collectively, ("Customer Equipment"); the location and configuration of Customer Equipment; Service options chosen; the programs, features and services you utilize; identifying information associated with the Buckeye Broadband Equipment (e.g., a serial number or MAC address of each converter box installed); Buckeye Broadband Equipment performance history; subscriber correspondence; records of violations and alleged violations of our terms of service; customer research and satisfaction data; and information available from third parties, such as age, income, other demographic information, and advertiser customer lists.

We may remotely check the Buckeye Broadband Equipment and the Customer Equipment for purposes including diagnostics and network security. We maintain records of the results.

Other information: Our system, in delivering Cable Services, may automatically log information concerning the use and performance of your Buckeye Broadband Equipment, including programming choices requested, the date and time of these choices, and information, services and products ordered from us or our advertisers. This data may be used for purposes that include allowing us to deliver desired information, products and services to you. For example, if you request On Demand programming, we will need to collect information about your equipment along with the particular title ordered so that the right content is delivered to the right converter box. If the video ordered has a charge, we will then need to personally identify this information by associating it with your billing account so that we bill the correct customer.

Another example of information that we collect while delivering digital video services is data necessary to provide switched digital services. Our system may use switched digital technology so we can deliver additional channels and services. To do so, we need to collect your tuning choices along with information about your equipment to ensure that desired channels are delivered to you when you request them. While this information is temporarily associated with your equipment in order to provide these services, it will not be once the equipment identification is no longer needed for operations, troubleshooting and billing purposes. This anonymous information may be preserved and used as described in the next paragraph.

Finally, in delivering a Cable Service, we also track information about your use of Buckeye Broadband Equipment and consumption of programming, in a non-personally identifiable manner, and this information may be combined with other non-personally identifiable information. The aggregate or anonymous information may be used for research and to determine which programming and commercials are being watched; to assist us in determining the networks that should be delivered via switched digital; to assist in paying our programming providers; to inform us, advertisers and programmers how many impressions were received; to determine and analyze marketing, purchasing, and advertising patterns; and generally to make programming and advertising more relevant and useful to our customers. Because it is kept anonymous, none of this data will be used to personally identify you.

Our system, in delivering and routing Phone Service calls, may automatically log information concerning telephone numbers you call, telephone numbers from which you receive calls, the duration of such calls, the service features and functions you use, the frequency of such use and other CPNI for the uses described below.

The data that we collect from you, as described above, may be maintained and used as otherwise described in this Notice as well as for purposes including: to make sure you receive the Services you have requested; to make sure you are being billed properly for the Services you receive; to send you pertinent information about our Services; to maintain or improve the quality of the Buckeye Broadband Equipment and the Services; to answer questions from subscribers (e.g., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market Services and other products that you may be interested in; and for tax and accounting purposes.

B. Customer Proprietary Network Information ("CPNI"). We may use CPNI generated in furnishing Phone Services to provide you with information about, and to market to you, communications-related products or services within the same category of Phone Services to which you already subscribe.

We may, from time to time, use the CPNI generated in furnishing Phone Services to you to provide you with information about, and to market to you, communications-related products or services that are outside of the category of service to which you already

subscribe. For instance, we may use the CPNI generated in our furnishing Phone Service to you to provide you with information about, and to market to you, data services. You have the right to restrict our use of your CPNI for these purposes. If you wish to do so, please notify us in writing at our main office or call 419-724-9800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County). Please include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, we will assume that you approve of our use of CPNI for this purpose.

We will not use your CPNI to offer products or services to you without your permission that the FCC classifies as non-communications-related (including video services) or that are offered by other companies or by joint ventures in which we participate. However, you may be asked during a telephone call with one of our customer service representatives for your permission to use your CPNI for the purpose of providing you with an offer. If you provide your permission orally, electronically or in writing, we will use or disclose the CPNI only for the duration of that telephone call in order to offer you additional services.

Any permission or denial of permission to use your CPNI remains valid until such time as your Phone Services are discontinued or we receive notice changing your election on this issue.

2. Disclosure of Personally Identifiable Information and CPNI.

Under the Communications Act, we may only disclose personally identifiable information covered by the Act without your prior written or electronic consent if: (1) It is necessary to render, or conduct a legitimate business related to, the services that are provided to you; (2) such disclosure is required by law; or (3) for mailing lists, subject to the conditions described below. We may also disclose personally identifiable information and CPNI when you consent to the disclosure. Below is a description of our disclosure practices.

In providing Cable Services to you, we may disclose your personally identifiable information to our employees, related legal entities, agents, strategic partners offering products or services jointly or on our behalf, vendors acting under our direction, including repair and installation subcontractors, sales representatives, accountants, billing and collection services, and consumer and market research firms, credit reporting agencies and authorized representatives of governmental bodies. We may also disclose the information to advertisers and vendors for purposes of carrying out transactions you request.

We may also provide anonymous customer information (data that does not include personally identifiable subscriber information) to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for advertisers. This anonymous data helps program networks and cable operators decide on which programs, channels, and advertising to carry. We may also use that information to distribute targeted advertising to you without having disclosed any of your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from you.

The Communications Act also permits us, unless you object, to disclose limited personally identifiable information to others, such as advertisers and direct mail companies, for non-cable-related purposes, such as direct marketing. These disclosures are limited to the following "mailing list information": your name, address and the Cable Services to which you subscribe (e.g., HBO or other premium channels, or tiers of service). In addition, we may add to this mailing list commercially-available information about you that is obtained from third parties, such as your age, income, and other demographic or marketing information, or from advertisers to whom you have provided this information. Personally-identifiable mailing list information does not include the extent of your viewing or use of a particular service, the nature of any transaction you make over the cable system, or any information that constitutes CPNI. We may disclose or sell such mailing list information from time to time. If you wish to be removed from our mailing list, please notify us in writing at our main office, which will be noted on your cable bill, or by sending an e-mail to askus@buckeyebroadband.com. Please include your name and address on any such request.

If you are a Phone Services customer, we must disclose certain of your personally identifiable information and CPNI to 911 services and to you or your designee upon your express authorization. We will also disclose limited personal information to telephone companies so that your calls can be properly routed. When you dial a toll-free number, the party you are calling may identify your telephone number using a telephone network technology called Automatic Number Identification (ANI). FCC rules prohibit parties that receive calls on toll-free numbers from distributing these telephone numbers.

Your name, address and/or phone number are provided to those you call in connection with Caller ID functions. You may dial *67 to prevent display of your Caller ID. Dialing *82 resumes its display.

We will provide your name, phone number and address to directories and 411 services, but we cannot guarantee that errors will not occur. If you subscribe to our Private Listing service, we will take reasonable precautions to ensure that your information is not provided, but we cannot guarantee that errors will not occur. If you would like more information on the Private Listing service, please contact 419-724-9800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County).