Customer name, address and/or phone number may be provided in connection with Caller ID functions; dialing #67 prevents display of Caller ID information, and dialing #82 reserves its display.

Buckeye provides customer name, phone number, and address information to directories and 411 services, but does not guarantee that errors will not occur. For customers that subscribe to our Private Listing service, Buckeye will take reasonable precautions to ensure that such information is not provided, but we cannot guarantee that errors will not occur. Customers seeking more information on Private Listing service can contact 419-724-9800 (NW Ohio/SE Michigan) or 419-827-0800 (Erie County).

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. If an order is sought by a governmental entity, the customer may have an opportunity to contest the disclosure; however, under the Electronic Communications Privacy Act and other federal laws, we must disclose personally identifiable information in some circumstances to governmental entities without notifying affected customers. Buckeye will honor these laws and orders, and generally 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 customer relations representatives, for the purpose of evaluating employee performance and improving customer service. Personally identifiable information resulting from this activity will be used only for the above-stated purposes and will be destroyed within two (2) 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 reserve the right to maintain any information about subscribers for as long as necessary for business purposes. This retention period may run for the full length of the customer relationship as well as for such additional time as believed may be necessary to comply with tax, accounting, compliance, and other legal requirements.

6. Access to Records

Personally identifiable information will be provided to the subject customer for examination within five (5) working days of the receipt of a request from the customer or authorized representative, and between 10 am–5 pm, Monday–Friday at the Franklin Park retail store, 4111 Talmadge Rd., Toledo, Ohio 43623 (NW Ohio/SE Michigan); or Erie County Cablevision, Inc., 409 E. Market St., Sandusky, Ohio 44870 (Erie County). Customer is responsible for copying and other reasonable costs of providing the information.

Upon a reasonable showing, Buckeye Broadband is required to correct inaccurate information.

7. Your Rights Under the Communications Act

Violation of these provisions by Buckeye Broadband may lead to criminal and civil liabilities, and a person aggrieved by a violation may bring a civil action for damages. If you have any questions about this Privacy Notice, please contact us at 419-724-9800 (NW Ohio/SE Michigan) or 419-827-0800 (Erie County) or email us at asks@buckeyebroadband.com.

For Terms & Conditions and Service Disclosure documents related to Express High-Speed Internet service, visit www.buckeyebroadband.com/legal. Printed copies are also 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) or 419-827-0800 (Erie County) and a technical support representative will schedule a service call for you. We answer our phones twenty-four hours, seven days a week. Buckeye Broadband technicians make scheduled service calls from 8 am–8 pm Sunday–Saturday (NW Ohio/SE Michigan); and 8 am–8 pm Monday–Friday, and 8 am–4 pm on Saturday and Sunday (Erie County).

If you still have questions about signal quality, you may direct them to Geoff Shook, Executive Vice President and General Manager at 419-724-9802 (NW Ohio/SE Michigan) or at 419-827-1371 (Erie County), or contact the Cable Affairs Office in the franchise area in which you reside.

For the cable offices where you may lodge complaints for your franchise area, see below.

| NW Ohio/SE Michigan | Springfield Township | 7917 Angela Rd., Holland, OH 43528 | 419-885-0239
| City of Findlay* | Summerfield Township | 26 Saline St., Petersburg, MI 49270 | 734-654-1460
| City of Maumee | 4927 Holland-Sylvania Rd., Sylvania, OH 43560 | 419-882-0001
| City of Northwood | Village of Berkey* | 327 Lakeview Drive | Harbor View, OH 43434 | 419-698-0891
| City of Oregon | Village of Harbor View | 1245 Clarion Ave., Holland, OH 43528 | 419-698-0891
| City of Perrysburg* | Village of Holland | 734-856-5383
| City of Rossford | City of Toledo* | Erie County (including Lost Peninsula) | 419-686-2201
| City of Sylvania | City of Waterville* | 734-856-0210
| City of Sylvania | Oregon Township | 734-848-5915
| City of Sylvania | City of Toledo* | 800 Yankee Rd., Suite 100 | 734-865-7004
| City of Toledo* | Village of Ottawa Hills* | 734-856-5383
| City of Waterville* | Erie County; Village of Berlin Township* | 1417 Main St., Huron, OH 44429 | 419-433-5000
| Erie Township (including Lost Peninsula) | City of Sandusky* | 419-433-2755
| Erie Township (including Lost Peninsula) | Grove Township* | 419-865-2000
| Erie Township (including Lost Peninsula) | Huron Township | 1820 Bogart Rd., Huron, OH 44429 | 419-433-2755
| Erie Township (including Lost Peninsula) | Margaretta Township* | 734-847-6791
| Erie Township (including Lost Peninsula) | Milan Township* | 419-433-2755
| Erie Township (including Lost Peninsula) | Oxford Township* | 419-865-2000
| Erie Township (including Lost Peninsula) | Perkins Township | 7917 Riga Hwy., Riga, MI 49276 | 517-486-4260
| Erie Township (including Lost Peninsula) | Spencer Township | 419-865-2000
| Erie Township (including Lost Peninsula) | Village of Bay View* | 419-865-2000
| Erie Township (including Lost Peninsula) | Village of Castalia* | 419-865-2000
| Erie Township (including Lost Peninsula) | "Contact the Ohio Department of Commerce at www.com.ohio.gov/VideoService.aspx or via PUCO’s call center at 800-886-7826"

Buckeye Cabling, Inc.
2700 Oregon Rd., Northwood, OH 43619
419-724-9800 • 800-866-3260
www.buckeyebroadband.com

Erie County Cabling, Inc.
409 E. Market St., Sandusky, OH 44870
419-827-0800

Customer Service Standards and Policies

Our Buckeye Broadband retail stores offer customers an open, friendly environment in which to make payments, explore services, and get advice from in-store technology experts. Each store also offers a night deposit box for after-hours payments. Hours of operation for each site, as well as other locations for bill payment, are available at www.buckeyebroadband.com or call 419-724-9800.

For your convenience, automatic payments can be scheduled via a bank account or debit/credit card. American Express, Discover, MasterCard and Visa are also acceptable methods of payment.

We offer 2-hour appointment windows (e.g., 8AM–10AM, 10AM–Noon, etc.) for installation and service calls, which can be scheduled from 8AM until 7PM Monday–Saturday. In NW Ohio/SE Michigan, non-emergency service calls are handled from 8AM–7PM, 7 days a week. Non-emergency calls in Erie County are handled from 8AM–8PM Monday–Friday and from 8AM–4PM on Saturday and Sunday.

Billing Disputes

To dispute your bill, you must submit a written statement no later than 60 days after the date on which the disputed amount was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires additional research, Buckeye will notify the customer and send a separate notification at resolution, which is usually within two weeks. Customer payments made to compromise any disputed amount (i.e., payments which purport fully to discharge the amount for less than the amount claimed by Buckeye) must be mailed to the following person at the following address: ATTN: Executive Vice President, Buckeye Broadband, 2700 Oregon Rd., Northwood, OH 43619. Payments made at any other location, directed to any other individual, or in any other way, 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 services 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 phone line) will be unavailable. Battery backup is not automatically provided to all customers, and back-up battery power, maintenance, and replacement are your responsibility. To purchase a back-up/replacement battery, visit www.shop.usborne.com/shop/batteries/arris-touchstone-modem-gateway-replacement-batteries. Pricing, amounts 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 www.buckeyebroadband.com/support for more information on replacement batteries.

Converter Boxes

Buckeye Broadband encrypts all channels and interactive video services. Even if your receiver tunes our cable channels you will need a digital converter that supports a CableCARD™ in order to view these channels.
1. Collection and Use of Personally Identifiable Information and CPNI

Personally Identifiable Information

To provide Services, Buckeye will need to collect data about you including your name; home, email 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 Buckeye equipment (e.g., converters and cable modems) installed to provide your service; the telecommunications, telephone, internet, computer, and other equipment you have authorized Buckeye to purchase for your service; the equipment or other device you use to receive service or otherwise use; the location and configuration of the equipment; the programs, services and features to which you subscribe for Buckeye’s equipment (e.g., a serial number or MAC address of each converter box installed); Buckeye’s equipment performance history; subscriber correspondence; records of violations and alleged violations of our terms of service; customer research and satisfaction data; and information from third parties such as age, income, credit scores, and demographics.

Remote Control

Buckeye converters operate by a hand-held remote control device. A remote will be provided by Buckeye as part of your service. Alternatively, you may purchase your own “universal” remote; or the remote control device that came with your TV, DVD, “Cable” player, or other device, which may be capable of controlling our converter box. Please note: Buckeye does not recommend or guarantee that any third-party remote control will be fully functional with our converters or other equipment.

Buckeye Employee Identification

Buckeye Broadband hires independent contractors operating on our behalf carry identification cards with the person’s picture and date of expiration. For your own safety, ask to check the identification card before letting anyone into your home.

Subcriber Policy

What This Privacy Notice Covers

This notice describes our practices concerning customer “personally identifiable information” and combines with other personally identifiable information, is information that identifies a customer and that has been furnished to us or that we have collected in connection with our services. This notice applies to our video services ("Cable services") and voice services ("Phone services") (collectively, "services").

This notice also discusses Buckeye Proprietary Network Information ("CPNI"). CPNI is customer information about that we obtain solely in connection with receipt of our phone services, and consists of the information contained in our phone services (for example, information about the quantity, technical configuration, type, destination, location, and amount of use of phone services. If a customer is a phone service customer, we have a duty under federal law to protect the confidentiality of this CPNI and customers have the right to have the confidentiality of their CPNI so protected.

This notice does not apply to our Express High-Speed Internet service. See www.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 also does not cover third-party online content, applications or services for which you may purchase a subscription through the Buckeye service (e.g., the services of Netflix, Google, Amazon, and other online providers for "OLPs"), which may have their own privacy policies.

We provide a copy of this notice at initiation of service, and then annually thereafter; however, we will provide notice, at any time. See www.buckeyebroadband.com/legal for the most current version of this notice, or you may also obtain a copy of the current notice by contacting us at 419-724-8800 (NW Ohio/SE Michigan); 419-627-0800 (Erie County).

If you continue to accept our services after a change, then you are deemed to accept the changes. Please review the Buckeye website regularly for any changes.

With respect to CPNI, Buckeye uses information from furnishing phone services to provide additional services, such as those related to telephone, internet, and advertising more relevant and useful to our customers. Because it is kept within the CPNI database, the CPNI is not made available to third parties.

In addition, we may from time to time use such CPNI to provide information about communications-related products or services outside of the category of service to which you already subscribe (e.g., data services), subject to the customer’s right to restrict use of CPNI for these purposes.

To exercise your right to restrict use, please notify us in writing at our main office or call 419-724-9800 (NW Ohio/SE Michigan) or 419-827-0800 (Erie County).

Unless you telephone us, we will not disclose your CPNI to any other party except as described below. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, it is assumed that you approve using CPNI for this purpose.

Buckeye will not use CPNI without customer permission to provide information to third parties related to the services that the FCC classifies as non-communications-related (including video services), or that are offered by third parties or joint ventures with which we participate. However, service representatives may request certain customer CPNI in order to provide an offer of a specific video or other services. If such permission is granted, Buckeye will use or disclose the CPNI only for the duration of that telephone call, conversation, or other communication and only to offer additional services.

Permission or denial of permission to use CPNI remains valid until such time as phone services are discontinued or we receive notice changing the customer election on this issue.

2. Disclosure of Personally Identifiable Information and CPNI

Under the Communications Act, Buckeye may disclose personally identifiable information in your privacy notice:

1. disclosure is necessary to provide the customer services or conduct a legitimate business relationship to those services; (2) disclosure is required by law; or (3) for mailing lists, subject to the conditions described below. We may also disclose personally identifiable information to third parties as necessary to provide customer services, including: our employees; related legal entities; agents; strategic partners offering products or services jointly or on our behalf; vendors acting under our direction, including those providing data transmission services; consumer protection agencies; law enforcement agencies; and authorized representatives of governmental bodies.

We also disclose the information to advertisers and vendors in order to carry out transactions at customer request.

To improve audience analysis, Buckeye may provide data that does not include personally identifiable subscriber information to third parties who combine it with other non-personally identifiable data to create aggregated data. From time to time, our operators decide which programs, channels, and advertising to carry. Buckeye may also use such anonymous information to distribute targeted advertising without limiting the capacity of the advertising to reach the advertisers.

These advertisements may invite customer interaction or transactional follow-up.

Unless you object, Buckeye may disclose limited personally identifiable information (as described below) for non-cable-related purposes, such as direct marketing. Such disclosures are limited to the following “mailing list information”: customer name, address, phone number, date of birth (if known), and zip code. In addition, under the Communications Act, Buckeye generally may disclose personal information to third parties when the customer consents.

To the extent personal information is available from third parties, such as your age, income, and other demographic or marketing information, Buckeye generally may disclose this personal information to third parties when the customer consents.

We may disclose or sell such mailing list information from time to time. If you wish to request that we remove or change any personally identifiable information that we have on file for you, please notify us in writing at our main office, which will be noted on your cable bill; or by sending an email to askus@buckeyebroadband.com. Please include your name and address on any such request.

We must disclose certain personally identifiable information and CPNI for phone service customers to STS; and to the customer, or upon express customer authorization to a designee. We also disclose limited personal information to telephone companies to ensure appropriate call routing. A party called via a toll-free number may identify the origin telephone number using a telephone network technology called Automatic Number Identification (ANI), but FCC rules prohibit parties that receive calls on toll-free numbers from distributing these telephone numbers.