

BUCKEYE BROADBAND SUBSCRIBER PRIVACY

In connection with your Buckeye Broadband subscription (including without limitation for high speed data, MVNO mobile services, and access to BCSN+, MyBuckeye, and other mobile Buckeye apps), certain personally-identifiable information may be collected and maintained, including without limitation: your name, service address, email address, passwords, user IDs, billing address, home telephone, other telephone, social security number and driver's license number, premium service subscription information, demographic information, and customer complaints. Depending on how you access the services, we may also collect access log information about your visit, including information such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer equipment while online), browser used, and dates and times of access. We do not store emails sent and received other than as specifically directed by you or your individual email settings. As explained below, we can be required by law or court order to disclose information we collect/maintain on our system.

Personally identifiable information and access log information may be used by Buckeye for financial, tax, and accounting purposes; in rendering certain services to you such as accounting, billing, and marketing; and in monitoring unauthorized reception or use of Buckeye services.

Under legal compulsion or in order to provide broadband Internet access service to you, Buckeye may disclose this information to third-parties, such as (without limitation) other Internet service providers, collection agencies, construction and installation contractors, marketing companies, government agencies and regulators, law enforcement, and other service providers. We will not otherwise use this information without notifying you and receiving required written or electronic consent.

We use "Secure Socket Layer" encryption technology when collecting certain personal information through our websites. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access in all situations.

In connection with providing internet service and access, Buckeye reserves the right to monitor bandwidth, usage, and content from time to time as required to operate and monitor the service; to identify and address violations of its service agreements and policies; and to protect the Service and its subscribers, users, and providers from fraudulent, abusive, or unlawful use of or subscription to the Service. If necessary, Buckeye will investigate suspected violations of the its service agreements and policies. Such investigation may include gathering information from the user or users involved and from complaining parties, and examining material on Buckeye's servers and network.

Buckeye will cooperate fully with (i) law enforcement authorities in the investigation of suspected criminal violations, and (ii) Internet Service Providers or other network or computing facilities in order to enforce the Subscription Agreement and Acceptable Use Policy. Such cooperation may include Buckeye providing the username, IP address, or information collected/maintained about a subscriber, as well as any other disclosures in accordance with the Subscription Agreement, the Acceptable Use Policy, and other

Buckeye agreements or policies; or as reasonably necessary to protect the rights of Buckeye.

Buckeye maintains this information as long as you are a customer. After you are no longer a customer, the system will maintain this information for three (3) years or for as long as commercially reasonable, unless there is, an outstanding balance due, in which case Buckeye will maintain this information for up to seven (7) years; provided, however, such records will be associated with any personally-identifiable information for no more than three (3) years [or seven (7) years if there is an outstanding balance due].

Due to the process of redacting information, there may be a lag of up to six (6) months before information due for deletion is purged from the system.

From time to time, Buckeye may monitor or record telephone conversations with Buckeye customer relations representatives or other employees, for the purpose of evaluating employee performance or providing/improving customer service. Such telephone recordings 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.

Specific restrictions and prohibitions regarding our acquisition and use of personally identifiable subscriber information for our broadband Internet access service subscribers are as follows:

1. Except as provided herein or upon notice to you and consistent with applicable law, we will not use any electronic device to record, transmit, or observe any events or listen to, record or monitor any conversations which take place inside your residence, work place, or place of business.
2. Except as provided herein or upon express written or electronic consent, we will not collect or disclose personally-identifiable information regarding any of our customers.
3. Personally-identifiable information shall be made available for your examination within three (3) working days of the receipt of a request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye is required to correct any inaccurate information. All personally-identifiable information will be made available between 8:30 AM - 5:00 PM, Monday - Friday at Buckeye, 4111 Talmadge Road, Toledo, Ohio.
4. We may disclose personally-identifiable information as required by law to law enforcement or government agencies.

If you register with us while visiting a website or by participating in a contest, survey or online transaction, we may ask for certain personally identifiable information. When we do, we will tell you how it will be used and you may elect not to participate.

We may use "cookies," small computer codes added to a file on your computer, as a record of its visit to our websites or to other websites through our network. Among other functions, "cookies" manage information concerning your preferences. A "cookie" does not collect or provide your name or any other personal information about you. It can, however, be used by the website that placed it to note information about

your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address, to better tailor the site for you. It also can recognize you when you log in as a registered user or as a repeat visitor returning to a website, including any Buckeye website, allowing the site to remember you and any options you select, and to provide more tailored information for you. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. However, doing so may limit the personalization available to you.