SUBSCRIBER PRIVACY NOTICE

For Subscribers of Cable Television, Internet, and Phone Services

We consider the privacy of our subscribers to be very important, and we are committed to keeping nonpublic personal information about our subscribers secure and confidential. Your privacy rights under federal law relating to our cable television, internet, phone, and other services (the “Services”) provided over our cable system (the “System”) are summarized below.

1. **Collection of Information.** In the course of providing our Services, we collect and maintain certain personally identifiable information regarding our subscribers only for legitimate business activities related to the marketing and providing of Services over our System and for financial, accounting, tax and franchise purposes. Such information includes information you provide us and information we collect when you use our Services. This information includes:

   a. Contact information such as name, service and mailing addresses, and telephone numbers;

   b. Information related to payments and credit applications such as social security number, driver’s license number or other government issued identifiers, billing and payment records (including credit card and bank account numbers used to pay for our services), and subscriber credit information;

   c. Information and records regarding your Services such as the Services you have chosen to receive, information about the set-top boxes and other equipment and devices connected to our System, the number and location of cable outlets, maintenance and complaint information, including customer correspondence and communications records, and other similar personal information;

   d. Information you provide to authenticate your access to the Services such as passwords, images, voice recordings or other personal identifiers;

   e. Information you provide when you establish custom settings or preferences;

   f. Other information about the types of Services to which you subscribe and Service options such as device identifiers and network addresses of equipment used with your account, internet network traffic data, as well as internet or online information such as web addresses necessary to render internet Service;

   g. Aggregate viewing information that does not identify you personally for any reason, including determining which programs are most popular, how many people watch the show, and which cable features are used most often; and

   h. Information to detect unauthorized reception of Services.

   i. We may combine the personally identifiable information that we collect about you as part of our regular business records with information about you obtained from third parties for the purpose of creating an enhanced customer database to help us identify other services we or our affiliates provide that might interest you.

2. **Use of Information.** Except for your name and address, personally identifiable information is confidential and therefore will not be disclosed to third parties unless it is necessary to
render or conduct a legitimate business activity related to the Services provided to you. Those business activities include, for example:

a. Billing and invoicing;

b. Measuring payment and credit risk;

c. Authenticating access to your account;

d. Delivering our Services;

e. Administering your account;

f. Technical support for our Services;

g. Marketing and advertising;

h. Improving the Services;

i. Protecting our rights, personnel, and property;

j. Measuring and analyzing how the Services are being used;

k. Complying with applicable law; and

l. Communicating with you.

3. **Sharing of Information.** We limit the information we share and disclose to others as described below.

a. We may be legally required to release your personal information to the government or a third party due to a law, court order, subpoena, or other government order or legal process. When allowed by law, we will notify you before releasing your personal information to give you a chance, if you decide it is in your interest, to seek advice from an attorney. We also may release your personal information to a government entity as authorized by law if we believe an emergency involving danger of death or serious physical injury or a credible threat to children or public safety requires disclosure. In some situations, we may be legally prohibited from providing you with any notification regarding the release of your personal information.

b. The types of persons to whom your personal information may be disclosed in the course of our business include employees, agents, affiliates, sales representatives, accountants, attorneys, billing and collection agencies, program suppliers, and auditors. The frequency of such disclosure will vary depending on our business needs. For example, billing information on past due accounts will be disclosed when collection action is commenced and other information on an as-needed basis.

c. We also may disclose your name and address to third parties for mailing lists and other purposes to the extent permitted by law. If you wish to remove your name and address from such lists or limit such disclosure, you may do so by contacting our business office.

d. Authorized representatives of the franchising authority and FCC personnel may review service complaint logs maintained by the System which reflect complaints made by the subscribers regarding the quality of cable television reception.

e. We will not disclose the extent of your viewing or other use of the Services we provide or the nature of any transaction you make over the System. We follow industry-standard practices to prevent unauthorized access to personally identifiable
information; however, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose personally identifiable information.

4. **Phone Service.** If you subscribe to our Phone Service, we may disclose information about you to others in connection with features and services such as Caller ID, 911/E911, and directory services. Your name and telephone number could be displayed on a Caller ID device unless you have elected to block such information. We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases. We may provide your name, address, and telephone number available to directory assistance operators and directory publishers. If you call our offices, we may ask you for your oral consent to the use of your Customer Proprietary Network Information (“CPNI”) for the purpose of reviewing your account. CPNI includes information about the quantity, technical configuration, type, destination, location, and amount of your use of our Phone Services. If you consent, we may use your CPNI only for the duration of that telephone call or discussion. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect on your services. You have the right to protect the confidentiality of your CPNI, and the FCC’s rules provide additional privacy protections regarding use and sharing that are specific to Phone Services.

5. **Retention of Information.** The information set forth above may be maintained by us for such time as its retention is necessary for the purpose for which it was collected or to satisfy other business, legal or tax requirements, and there are no pending requests for access to such information from you or pursuant to a legal proceeding. For example, former subscribers’ names, addresses, telephone numbers, billing and payment records and subscription information are maintained for a minimum of three (3) years. Any subscriber may inspect their own personally identifiable information during the regular business hours at our local office upon at least 3 days prior written request. Subscribers will be provided a reasonable opportunity to correct any error in such information.

6. **Remedies.** Federal law permits you to bring a civil action in federal court, in addition to any other lawful remedy available to you, for violations of your subscriber privacy rights.

7. **Changes to the Privacy Notice.** We will provide you with advanced notice if we make any material changes to this Subscriber Privacy Notice.

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**EQUIPMENT COMPATIBILITY NOTICE**

As part of our Consumer Education Program, we want to (i) provide you with important information regarding the equipment you may be using to receive our cable television services and (ii) help you resolve any problems that may arise due to incompatibility between the equipment we provide and your own video equipment.
Television and DVR/VCR Compatibility

Under current federal regulations, only equipment that meets certain technical standards, such as the ability to tune cable channels properly, can be labeled “cable ready” or “cable compatible.” Some equipment may meet some, but not all these standards, and connecting cable service directly to such devices may cause signal degradation or interference. If you are not sure whether your television, Digital Video Recorder (“DVR”) or Video Cassette Recorder (“VCR”) is “cable ready,” you should review the equipment manual and instructions or contact the manufacturer. However, even equipment labelled “cable ready” or “cable compatible” can typically receive only unscrambled (i.e., unencrypted) programming signals when connected directly to a cable system.

Since we transitioned our cable systems to an all-digital format, all the video services we offer, including the Local Advantage® tier, pay per-view programs (“PPV”), video on demand (“VOD”), and premium cable channels such as HBO or Showtime, are encrypted and cannot be viewed without the use of additional equipment. Therefore, even if you have a television labeled “cable ready,” you still will need a set-top box, Digital Transport Adaptor (“DTA”), or CableCard because “cable ready” devices cannot receive encrypted channels. For a low monthly fee, we rent equipment to our subscribers such as set-top converters that are compatible with the services you purchase from us. You also may be able to purchase televisions, set-top converters, and DVRs at electronic stores or other retail outlets in your area that can access the encrypted (scrambled) services you purchase from us with the use of a CableCard, which we will provide for a low monthly fee. (Note: CableCards currently do not support two-way, interactive services such as VOD and PPV).

Compatibility of Set-Top Devices and CableCards

Many subscribers currently rent or own set-top converters to receive our cable services. Because a converter functions as a channel tuner on your television, DVR, or VCR, it may prevent you from using some of the special features and functions of your equipment. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as “Picture in Picture,” channel review, or use other features that require channel selection by the equipment’s built-in tuner. Some of these problems may be resolved by the use of A-B switches, signal splitters, and/or other supplemental equipment that can be purchased from retail outlets. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems, whether a particular remote control unit would be compatible with your video equipment or if you have any questions regarding other compatibility issues. To enable you to use the special features of equipment you may have, we will make available at your request equipment that will allow for simultaneous reception of two or more encrypted signals and for tuning to alternative channels on a pre-programmed schedule.

If you purchase any set-top converter, navigation device, television, or other display device from a retail outlet, you should make sure it is compatible with our system and is capable of working with separate security devices (i.e., CableCards) that we provide for your equipment to access encrypted services. Devices sold in retail outlets that are labeled as “digital cable ready” are certified to comply with FCC technical standards and will have completed a testing and
verification process. Devices purchased on the secondary market, however, such as used, imported, or stolen devices purchased from individuals or resellers, may never have been certified for retail sale and may be incompatible or otherwise unsafe and unsuitable for connection to the system. Such devices may: (i) cause electronic or physical harm to the system; (ii) cause interference with the service provided to other customers; or (iii) jeopardize system security or otherwise be used to assist or be intended or designed to assist in the unauthorized receipt of communications services, which are criminal and civil offenses. We reserve the right to test and if necessary deny the attachment of any device other than a certified CableCard-compatible device for any of the reasons discussed above. Upon request, we will provide you with the technical parameters that are needed for any such device to operate with our system.

**Remote Control Units**

We also rent remote control units to subscribers to access set-top converter features remotely. We currently provide subscribers with Motorola, Arris and Pace set-top converters and compatible remote control units. Though we rent remote control units for a nominal monthly fee, subscribers may purchase compatible universal remotes at local electronics store or other retail outlets.

Although these remotes are compatible with the set-top devices we currently offer, subscribers should verify compatibility with the supplier and also understand that these remotes may not be functional if we change the type of converter we currently use. For more information about the compatibility of your remote control unit with our equipment, go online at [www.secv.com](http://www.secv.com) or call your local office during normal business hours to speak with a Customer Service Representative.