

## Jefferson Telecom Customer Policies

### PRIVACY POLICY:

As a user of Jefferson Telecom Internet service or other services provided over our systems, we are providing you with this notice regarding our privacy practices. This notice covers personally identifiable information that you have furnished to us or that we have collected while providing service to you. Personally identifiable information is information that identifies a particular person. It does not include aggregate customer information that does not identify a particular person.

**Information Collected:** We collect personally identifiable information as needed to provide our services to subscribers or to detect unauthorized use of service. We do not collect personally identifiable information about you for any other purpose without your prior written or electronic consent. The personally identifiable information we collect typically includes: name, address, telephone number, social security number and credit card or bank account number. We may also collect other information related to your ordering and use of service such as: service and credit records, past correspondence with you, the services you subscribe to and your navigation through those services, the purchases you make over the system, and the types and number of devices you use to connect to the system. If you rent your residence, we may have a record of whether landlord permission was required to install our service facilities as well as your landlord's name and contact information. To provide you with the highest quality service and a more personalized experience, we also may collect information such as your locality and the service preferences you indicated through your voluntary interaction with the system. We may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

**Use of your Information:** We use personally identifiable information in order to provide services to you, and to help us detect theft of service. This means maintaining good business records for a number of business activities, including but not limited to records needed:

- To render service and ensure that you are receiving the services you ordered.
- To allow us to properly maintain those services and to make improvements or upgrades when necessary.
- To confirm that you are being properly billed.
- To inform you of new products or services that may be of interest to you.
- To allow us to understand the use of, and identify improvements to, our services.
- To prevent fraud, including the unauthorized use of our service.
- To operate and safeguard our network and systems.
- For legal, accounting and other purposes related to our business
- To ensure our compliance with the law

**Disclosure of your Information:** We follow industry-standard practices to prevent unauthorized use, disclosure or access to personally identifiable information. We consider all personally identifiable information contained in our business records to be confidential. We may disclose personally identifiable information if the disclosure is necessary to provide or conduct a legitimate business activity

related to services provided over our systems or as required by law or legal process. We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, and to enforce our rights under our terms of service and policies in court or elsewhere. Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors, and agents) will depend on whether it is necessary to conduct a legitimate business activity related to services rendered to you. For example, we may engage such parties to assist us in billing and collection, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention. We may also disclose personally identifiable information about you to outside auditors and regulators. We may also collect, use, and disclose information in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or any transaction you have made over our system. In the event of a merger, acquisition, or sale of all or a portion of our assets, our subscribers' personally identifiable information will in most instances, be transferred as part of the transaction. Also, we do not sell personal identifiable information to a third party.

**Limitations on Disclosure:** Even where allowed by law, it is our policy not to disclose any personally identifiable information about you to any other parties (other than affiliates, vendors and business partners) as necessary to conduct a legitimate business activity related to services rendered to you, unless you provide your prior consent or we are required by law to make the disclosure. Before the company ever makes subscriber name and address information available to any other parties, it will provide you with notice and an opportunity to prohibit or limit such disclosure.

**Maintaining Your Information:** We will maintain personally identifiable information about you no longer than necessary for the purpose for which it was collected. This means we may also maintain this information for a period of time after you are no longer a subscriber if it is necessary for business, legal, or tax purposes. We will destroy the information if we have no pending request orders or court orders for access to this information, after we determine that it is no longer necessary for the purpose for which it was collected and in compliance with any applicable federal, state or local laws or requirements.

**Violations:** If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. If you believe that you have been aggrieved as a result of our violation of applicable provisions of the law, you may enforce the limitations imposed on us through a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal, state or local laws.

#### **EBill SECURITY POLICY:**

Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

## REFUND POLICY:

If you are not fully satisfied with the item you purchased from Jefferson Telecom, return the item within 14 days from the date on the receipt and receive a full refund. If it is returned 15-30 days after the date on the receipt there is a 25% restocking fee of the original sale price, and over 30 days there is no return. All items returned must be in new condition and contain all original packaging materials, manuals, accessories and receipt in order to be eligible for a refund. Services such as shipping, home delivery, and setup are not refundable. Products that have been neglected, misused, or abused are not returnable.

\*This policy does not apply to U.S. Cellular phones.

## WARRANTY:

All products are sold as is and are eligible for the manufacturer's limited warranty. Refer to the documentation packaged with your product for complete warranty details.

*Changes to this Notice. We may modify this notice at any time. If you continue to use your service following posting of the change on our web site, we will consider such continued use as acceptance of the change.*

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