

Kuhn Communications Cable Television Privacy Statement

Kuhn Communications cable service provides its subscribers' ("You" or "Customer(s)") with an exciting array of video programming options, including services in which Customers choose to interact with Kuhn cable system. Kuhn Comm values your privacy and considers personally identifiable information contained in our business records to be confidential. The following statement applies to You as a subscriber to Kuhn video programming and informs Customers of the information that Kuhn collects, how Kuhn uses, maintains and protects that information, the limited cases where Kuhn may disclose some of that information, and Your rights under the Cable Communications Policy Act of 1984 ("Cable Act"). This cable television privacy policy does not apply to Kuhn Internet service or voice service customers. Those policies and updates to this privacy policy can be found at www.kuhncom.net. Please review this privacy statement in conjunction with our Customer Agreement. Kuhn will provide You copies of this privacy statement annually, whether or not we have revised the statement. We may modify this privacy statement at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. If you find the changes unacceptable, you have the right to cancel service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes.

What type of information does Kuhn Communications collect?

Kuhn collects both personally identifiable information and non-personal information about You when you subscribe to its video services. Kuhn uses its cable system to collect personally identifiable information about You only when: (a) it is necessary to provide our services to You; and (b) to prevent unauthorized reception of services. Kuhn will not use the cable system to collect Your personally identifiable information for other purposes without Your prior written or electronic consent. Kuhn also collects personally identifiable and non-personal information about You when You voluntarily provide information to Kuhn, as may be required under applicable law and from third parties, as described in this Policy.

Personally identifiable information is any information that identifies or can potentially be used to identify, contact, or locate You. This includes information that is used in a way that is personally identifiable, including linking it with identifiable information from other sources, or from which other personally identifiable information can easily be derived, including, but not limited to, name, address, phone number, fax number, email address, birth date, spouses or other relatives' names, drivers license or state ID number, financial profiles, social security number, bank account information, and credit card information. Personally Identifiable Information does not include information that is collected anonymously (i.e., without identification of the individual or household) or demographic information not connected to an identified individual or household.

Non-personal information, which may or may not be aggregated information about our Customers and may include information from third parties, does not identify individual Customers. Kuhn may combine third party data with our business records as necessary to better serve our Customers. Examples of non-personal information include MAC addresses or other equipment identifiers, among other data. The cable system may automatically collect certain non-personal information when a Customer uses an interactive or transactional service. This information is generally required to provide the service and is used to carry out requests a Customer makes through a remote control or set-top box.

In certain of our cable systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many people watch a program to its conclusion and whether people are watching commercials, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as

channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format so that we cannot tell what any particular household or individual was watching. Kuhn, or our contractors or agents, may from time to time share the anonymous information with our advertisers, content providers, or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or these other third parties with personally identifiable information about you unless we have received Your consent first, except as required by law.

Why does Kuhn collect personally identifiable information?

Kuhn collects and uses personally identifiable information to provide You with accurate and high quality customer service, keep You informed of new or available products and services, properly deliver services to You for billing, invoicing and collections, to better understand how the service is being used, to improve the service, to protect the security of the system, detect unauthorized reception, use, and abuse of Kuhn's services or violations of its policies or terms of service, to prevent fraud, to manage its cable system network, and to comply with applicable federal and state laws and regulations, as well as for general administration. If a Customer uses an interactive or transactional service, for example, responding to a survey or ordering a pay-per-view event, the cable system will collect certain additional personally identifiable information, such as account and billing information or Customer-provided locale and service preferences, to properly bill Customer for the services purchased and to provide Customer with a more personalized experience. Some of the information collected from Customers may include data on viewing habits. We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Kuhn 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. By using any of Kuhn's interactive services, Customer consents to our collection of this additional information. We will not provide our advertisers, content providers, or any other third party who is not acting on Kuhn's behalf with personally identifiable information about You unless we have received Your consent first, except as required by law. In addition, certain information such as Customers' connections to our system is automatically collected to, for example, make it possible for Customers' digital boxes to receive and process the signals for the services a Customer orders. We also collect this information so we may provide updates, upgrades, repairs or replacements for any of our cable service-related devices or software used in providing or receiving cable services. Additional information also allows Kuhn to tailor our cable and other services, as well as develop and market new services, to better fit Customer's needs. Kuhn also uses personally identifiable information to maintain our accounting and tax records. Kuhn may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Kuhn also collects personally identifiable information from third parties to verify information You have provided us and collects personally identifiable information from credit reporting agencies to, for example, determine your creditworthiness, credit score, and credit usage. Kuhn also may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

Who sees the information collected by Kuhn?

Kuhn will only disclose personally identifiable information to others if: (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Kuhn to disclose personally identifiable information to third parties: (a) when it is necessary to provide Kuhn's services or to carry out Kuhn's business activities; (b) as required by law or legal process. To provide services and carry out our business activities, certain people have authorized access to your information, including our employees, entities affiliated through

common ownership or control with Kuhn and third parties that provide and/or include: billing and collection services; installation, repair and customer service subcontractors or agents; program guide distributors; software vendors; program and other service suppliers for audit purposes; marketers of Kuhn's products and services; third party auditors; our attorneys and accountants; and/or strategic partners offering or providing products or services jointly or on behalf of Kuhn. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Kuhn restricts third parties' use of your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of your personally identifiable information obtained from us, whether for that third party's own marketing purposes or otherwise. Only anonymous information is disclosed to Audience Measurement services.

For Customers who subscribe to Kuhn video services only, where a governmental entity is seeking personally identifiable information of a Customer, the Cable Act requires a court order and that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. If you subscribe to other Kuhn services, such as Internet or telephone services, the same requirements do not apply. Instead, in some situations Kuhn may disclose personally identifiable information about you to representatives of government or to comply with a court order without your consent and without advance or any notice to You, except that in such situations, disclosure shall not include records revealing Customer's selection of video programming from a cable operator. Also, in certain situations (such as with respect to those who owe, or are owed, welfare or child support) state welfare agencies may obtain the names, addresses, and certain other Customer information as it appears in Kuhn's subscriber records under the authority of an administrative subpoena. This information may be provided without a court order and Customer does not have to be given notice and the opportunity to contest such disclosure. Kuhn 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. In some instances where there are valid legal requests for or orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

As part of its business activities, if Kuhn enters into a merger, acquisition, or sale of all or a portion of our assets, Kuhn may transfer Customers' personally identifiable information as part of the transaction.

Unless Customer objects in advance, federal law also allows Kuhn to disclose through "mailing lists," personally identifiable information, such as Customer's name, address and the level of Customer's service subscription (i.e., basic, expanded, premium, etc.), to non-affiliated entities, including advertisers and marketing entities, for non-cable related purposes, including product advertisement, direct marketing and research. Under no circumstances will Kuhn disclose to these advertising entities the extent of Customer's viewing habits or the transactions Customer makes over the system.

Can I prohibit or limit Kuhn's use and disclosure of my personally identifiable information?

If you do not want Your name, address or other personally identifiable information disclosed to third parties in a "mailing list" as explained above, contact us by telephone at 1-800-771-7072. Customer cannot opt-out of the collection of audience measurement data.

Also, if you do not want to receive telemarketing calls from Kuhn, You may call 1-800-771-7072 and request to be placed on Kuhn's Do Not Call list. Please note that a Do Not Call request

will not eliminate all telephone calls to you from Kuhn as Kuhn may still continue to make non-telemarketing account-related calls to you.

How long does Kuhn maintain personally identifiable information?

Kuhn will maintain personally identifiable information about Customer as long as Customer is a subscriber to Kuhn's services, as long as necessary for the purpose for which it was collected, and as long as necessary to comply with laws governing our business. These laws include, but are not limited to, tax and accounting requirements that require record retention. Kuhn will also maintain personally identifiable information to satisfy pending requests or orders for access by a subscriber to his/her information or pursuant to a court order. Kuhn will destroy Customers' personally identifiable information when the information is no longer necessary for the purpose for which it was collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

How does Kuhn protect customer information?

Kuhn takes the security of our Customers' personally identifiable information seriously. Kuhn takes such actions as are reasonably necessary to prevent unauthorized access by entities other than Kuhn to personally identifiable information. Kuhn uses security and/or encryption technology to secure certain sensitive personally identifiable information when it collects such information over the cable system. Kuhn restricts access to its customer database and secures the content by use of firewalls and other security methods. Kuhn limits access to databases containing Customers' personally identifiable information to those specifically authorized employees and agents of Kuhn and other parties identified in the "Who sees the information collected by Kuhn?" section. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

Can I see the information that Kuhn collects about me?

You have a right under the Cable Act to see Your personally identifiable information that Kuhn collects and maintains. The information Kuhn has about its Customers is maintained at the local office where service is provided. If You would like to see Your information, please send a written request to our office. Kuhn will be glad to make an appointment for You to come in to Your local office during regular business hours. If your review reveals an error in our records, Kuhn will correct it. You may also be able to access certain information about You or Your account over the system, depending upon the information You have provided (i.e., information Customer has provided to process an order made via the system, etc.).

Can any other parties collect information from me over the cable system?

Unless you provide written or electronic consent, third parties not affiliated with Kuhn that provide goods, services, programming or other content over our cable system or through our interactive video programming service are prohibited from collecting and using your personally identifiable information for their own purposes without your consent. If you consent to the collection, these providers can only use your personally identifiable information to fulfill Your order or request. They cannot disclose your personally identifiable information for any other purpose and they may not use your information to directly contact You or to solicit sales of other goods or services to our Customers.

What can I do if I believe Kuhn has violated my rights?

The Cable Act provides You with a civil cause of action for damages, attorneys' fees and costs in Federal District Court should You believe that Kuhn has violated any of the Cable Act's limitations on the collection, disclosure, and retention of personally identifiable information.

What if I have any questions?

If You have any questions about our privacy protections and policies, please contact our local customer service office.

Effective Date of Policy: June 30, 2008