

## **Kuhn Communications Internet Privacy Information**

In connection with your Kuhn Communications, Inc. ("Kuhn") Internet service subscription, 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 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 could be required by court order to disclose such information if left on our system.

Personally identifiable information and access log information may be used by Kuhn for its financial, tax, and accounting purposes and in rendering certain services to you such as accounting, billing, and marketing, and in monitoring unauthorized reception or use of Kuhn services. Kuhn may disclose this information to third-parties if necessary to provide broadband Internet access service to you, such as (without limitation) other Internet service providers, collection agencies, sub-contractors or agents of Kuhn, construction and installation contractors, and other service providers, or under legal compulsion. We will not otherwise use this information without notifying you and receiving any required written or electronic consent.

In connection with providing internet service and access, Kuhn reserves the right to monitor bandwidth, usage, and content from time to time as required to operate and monitor the service; to identify violations of the or Acceptable Use Policy; 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, Kuhn will investigate suspected violations of the terms and conditions contained on the Installation Checklist and the KCI Equipment Agreement (collectively "Terms and Conditions") or the Acceptable Use Policy. Such investigation may include gathering information from the user or users involved and from complaining parties, and examining material on Kuhn's servers and network. Kuhn 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 Kuhn providing the username, IP address, or other identifying information about a subscriber, or other disclosures in accordance with the Terms and Conditions and the Acceptable Use Policy to protect the rights of Kuhn.

Kuhn maintains certain 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.

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 Kuhn 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.