

This notice is required by law and no action is required on your part.



ANNUAL PRIVACY RIGHTS NOTICE

The Cable Television Act of 1992 reaffirms certain provisions of the Cable Policy Act of 1984 regarding the collection and maintenance of personally identifiable information by cable television operators. In accordance with those provisions, this cable system collects and maintains personally identifiable information concerning subscribers. That information includes billing records; service maintenance and repair records; premium service subscription information; marketing information and subscriber complaints.

Unless otherwise noted, all personally identifiable information is used solely for the normal business purpose of offering and rendering cable TV, internet or home phone service to you. Some persons have access to such information when necessary in connection with our business. Access is as often as necessary and may be on a day-to-day basis. Those people include cable system employees; cable system sales agents; businesses which provide services to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable; program services which will periodically audit subscription information and representatives of the franchising authorities. The cable system will not maintain such information after it is no longer necessary for carrying on our business.

As a subscriber, you may review any personal information held by us that pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare the information for review. (Preparation is sometimes necessary to avoid disclosure of information relating to other subscribers.) If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our local system business office. You may request correction of any errors in personal information which we collect or maintain pertaining to you.

Federal law prohibits the cable system from the collection of personally identifiable information other than information necessary to carry on our business or to detect theft of services, unless you consent. To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only to the extent necessary to conduct our business. In addition, the law allows us to disclose your name and address for non-cable service related mailing lists or other purposes unless you tell us you do not wish us to disclose it. However, such disclosures of names and addresses may not be in a form that discloses the extent or type of any use you make of services we provide, nor may it disclose the nature of any transaction you make over the cable system.

Except as indicated in the preceding paragraph, Crestview Cable Communications may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order to obtain personally identifiable information from the cable system concerning a cable subscriber, the subscriber must be given an opportunity to contest issuance of such an order. In addition, in accordance with the United States of America Patriot Act of 2001, Crestview Cable Communications may be required to disclose personally identifiable information to law enforcement officials in accordance with both court orders and subpoenas, however, we may not disclose records revealing your selection of video programming. You may not be entitled by law to prior notice or the opportunity to contest these disclosures.

If you subscribe to Crestview Cable's Internet or Phone services, the same requirements do not apply. Instead, in some instances we may disclose personally identifiable information and CPNI 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 these cases our disclosure is not to include records revealing your selection of video programming. In other situations (for example, if you owe or are owed welfare or child support), state welfare agencies may by administrative subpoena obtain your name, address, and other information as it appears in our records. Crestview Cable Communications is required to notify the National Center for Missing and Exploited Children of information about child pornography that we become aware of in the course of providing our services. This information may be provided without a court order, and we do not have to give you notice and the opportunity to contest such disclosure. If we notify you of specific legal requests or orders for personally identifiable information, and there is an opportunity for you to object to such disclosures, it is then up to you to object or take specific action to prevent these disclosures.

As required by federal law, Crestview Cable Communications will notify you of our privacy policy annually. We reserve the right to modify this Privacy Notice at any time and post it on our website. We will notify you of any material changes via written, electronic or other means. If you continue to use the service following notice, we will consider that as acceptance of the change.

Any person aggrieved by any act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.