

## WEBSITES AND SUBSCRIBER PRIVACY

In connection with your Cable TV, Buckeye Express® High-Speed Internet Service subscription, or Buckeye Access™ dial-up Internet access, or visitation of one of Buckeye CableSystem's websites, personally-identifiable information will be collected and maintained such as 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. When you access one of our websites, we may 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 your individual email settings. As explained below, we could be required by court order to disclose such information if left on our system.

This information is collected for use by Buckeye CableSystem for financial, tax, and accounting purposes and in rendering certain cable service and other services to you such as accounting, billing, and marketing, and in monitoring unauthorized reception or use of Buckeye services.

Buckeye CableSystem may disclose this information if necessary to render or conduct legitimate business activity related to a cable or internet access service or other service provided to you such as to program guide distributors, internet service providers, collection agencies, construction and installation contractors, marketing companies and service providers, or under legal compulsion. We will not otherwise use this information without your prior written or electronic consent.

We use "Secure Socket Layer" encryption technology when collecting certain personal information through our websites. Such protection is identifiable by looking for "https" in the Internet URL or page address or, if you are using Internet Explorer, by a closed lock symbol. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

In connection with providing Buckeye Express High-Speed Internet Service and Buckeye Access dial-up Internet access, Buckeye 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 Subscription Agreement or Acceptable Use Policy; and to protect the Service and Buckeye subscribers. If necessary, Buckeye will investigate suspected violations of the Subscription Agreement 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 Buckeye's servers and network. Buckeye 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 Buckeye providing the username, IP address, or other identifying information about a subscriber, or other disclosures in accordance with the Subscription Agreement and the Acceptable Use Policy.

Buckeye CableSystem maintains this 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, unless there is an outstanding balance due, in which case Buckeye CableSystem will maintain this information for seven (7) years. Although work-performed records are retained for a longer period of time, there is no way these records can be accessed after three (3) years [or seven (7) years if there is an outstanding balance due] through the use of any personally-identifiable information. The computer records are purged at least every six (6) months.

From time to time, Buckeye CableSystem may monitor or record telephone conversations between customers and Buckeye CableSystem customer relations representatives for the purpose of evaluating employee performance and improving customer service. Any personally-identifiable information resulting from this activity will be used only for the above stated purposes and will be destroyed within thirty (30) days of the monitoring or recording date, unless such personally-identifiable information is placed in an individual employee's record which will then be destroyed within six (6) years.

The specific restrictions and prohibitions regarding the acquisition and use of personally identifiable subscriber information are as follows:

1. Except as noted above, we will not use any electronic device to record, transmit, or observe any events or listen to, record or monitor any conversations which take place inside your residence, work place, or place of business, without obtaining your express written or electronic consent.
2. Except as provided herein, we may not collect or disclose personally-identifiable information regarding any of our customers without the customer's express written or electronic consent.
3. Personally-identifiable information shall be made available for your examination within three (3) working days of the receipt of a request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye CableSystem is required to correct any inaccurate information. All personally-identifiable information will be made available between 8:30 AM - 5:00 PM, Monday - Friday at Buckeye Cablevision, Inc., 5566 Southwyck Boulevard, Toledo, Ohio 43614.
4. We will not make personally-identifiable information available to government agencies in the absence of legal compulsion, and shall promptly notify you of any such request prior to responding. At any court proceeding, the government agency requesting the information must 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 case. The customer in question must be afforded the opportunity to appear and contest the agency's claim.
5. Violation of these provisions by Buckeye CableSystem may lead to certain criminal and civil liabilities. A person aggrieved by a violation of these provisions may bring a civil action for damages in United States District Court.

If you register with us while visiting a website or by participating in a contest, survey or online transaction, we may ask for certain personally identifiable information. When we do, we will tell you how it will be used and you may elect not to participate.

We may use "cookies," small computer codes added to a file on your computer, as a record of its visit to our websites. This is also used to 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 our website, allowing us to tailor our site by remembering you and any options you select. 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.