

ElbertonNET Privacy Policy

ElbertonNET is dedicated to protecting consumer privacy. This Policy explains how ElbertonNET collects, uses, and discloses information about you when you subscribe to our services. Your use or receipt of ElbertonNET products or services (including our Web sites) constitutes acceptance of this Policy. This Policy explains our practices in the following areas:

1. The nature of the Personally Identifiable Information we collect about you and the way such information is used.
2. The nature, frequency, and purpose of any disclosure of Personally Identifiable Information that we may make, including the types of persons or entities to whom the disclosure may be made.
3. The period of time for which we maintain Personally Identifiable Information.
4. How you may obtain access to and correct any Personally Identifiable Information about yourself.
5. Your rights under the Communications Act, 47 U.S.C.

If you have questions about this Policy or other matters, you may contact us between the hours of 8 am and 5 pm, Monday through Friday except holidays, by phone (706-213-3278) or by mail (ElbertonNET Privacy Policy, P.O. Box 70, Elberton, GA 30635-0070).

I. Types of Information we collect and how we collect it

We use the term "Customer Information" as a broad, general term that refers to any information relating to you or your ElbertonNET service, including Account Information, and Service and Diagnostic Information. The following are specific types of Customer Information that we collect from customers:

"Account Information" means information about your ElbertonNET service account, including, but not limited to, your name, address, social security number, e-mail address, telephone number, what programming packages you subscribe to, the model and serial number of your ElbertonNET set-top box, and privacy preferences. We collect Account Information directly from you when you activate or change your service.

"Service and Diagnostic Information" means information necessary for us to provide ElbertonNET service to you, including set-top box information, download history, set-top box purchases, and the status of equipment. We collect Diagnostic logs for quality control and troubleshooting. These logs identify your ElbertonNET set-top box and are thus associated with your Account.

Electronic newsletters: If you subscribe to electronic newsletters from ElbertonNET, we keep your e-mail address on file.

Links to other Web sites: When you visit our Web sites, you will find many opportunities to link to Web sites of third parties. When you click through to these sites, ElbertonNET's Privacy Policy no longer applies. We recommend that you read the privacy policy for any third party Web sites.

II. Use of Customer Information

We use Customer Information to deliver our service to our customers and to understand what our customers want so we can continue to provide a compelling entertainment service at a good value. Specifically, we use Customer Information for marketing and promotion purposes, for statistical analysis, for product development and content improvement, to verify customer qualifications to receive our service, to bill for our service and for other related business purposes. Also, we may use this information for surveys, audience measurement, and other legitimate business purposes.

III. When we share Customer Information with third parties

We do not sell Customer Information. We share Customer Information with third parties only where it is necessary to conduct

a legitimate business activity related to serving our customers, including as follows:

Support services: We share Customer Information with providers of bill processing, technical assistance, debt collection, and other support services. We take reasonable steps to require these third parties to maintain the confidentiality of the Customer Information and require them to adhere to this Privacy Policy.

Legal requirements: We may share Customer Information with third parties to meet legal requirements, in response to legal process, or where permitted by law to protect our rights and property, including to combat identity theft or to investigate billing fraud.

Sale or transfer of the business: We may share Customer Information with third parties in connection with the sale, transfer, or other assignment of our business. If we are acquired by another company, that company will possess the Customer Information collected by us and will assume the rights and obligations regarding your Customer Information as described in this Privacy Policy.

IV. How long we keep Customer Information

We maintain information about you for as long as we provide service to you, and longer for related business activities. After information is no longer necessary for our business purposes, we destroy the information unless there is an outstanding request or order to preserve the information.

V. How we protect the security of Customer Information

We take reasonable steps to protect Customer Information by using security technologies and procedures that limit access to our databases. However, no system is completely secure or error-free. We do not, and cannot, guarantee the complete security of Customer Information.

VI. Online credit card transactions

We protect the security of credit card transactions on the Internet by using a secure, encrypted Web server. We maintain credit card information collected during transactions in a secure database at ElbertonNET for fraud prevention and accounting and billing purposes. Your credit card information is not available to unauthorized parties while in these databases. Stored information from credit card transactions is not released to third parties except in response to a subpoena or court order.

VII. Your access to information and rights under the Communications Act

You may obtain access to information we collect about you and correct any errors in such information by contacting us anytime by phone (706-213-3278) or mail (ElbertonNET Privacy Policy, P.O. Box 70, Elberton, GA 30635-0070). The Communications Act, 47 U.S.C., governs our practices concerning the collection and disclosure of personally identifiable information about you.

VIII. Changes to this Privacy Policy

We reserve the right to change this Privacy Policy at any time. If we make a significant change with regard to our collection or use of information about our customers, we will note on the main page of our Web sites that this Policy has been updated and may take additional reasonable steps to notify you about the new or revised Policy. In most cases, we will attempt to notify you in some form 30 days before the effective date of the change.

To comment on or ask about this Policy, call (706-213-3278), or mail us (ElbertonNET Privacy Policy, P.O. Box 70, Elberton, GA 30635-0070).