

## SUBSCRIBER PRIVACY NOTICE

Service Electric is providing this notice to you in order to inform you of your privacy rights under the Cable Communications Policy Act of 1984.

1. In the course of providing cable television service, we collect and maintain certain personally identifiable information regarding our subscribers such as names, addresses, telephone numbers, social security numbers, billing and payment records, services subscription information, maintenance and repair records, the number and location of cable outlets, and other personal information regarding our subscribers only for legitimate business activities related to the marketing and providing services over our cable system and for financial, accounting, tax and franchise purposes.
2. Except for your name and address, personally identifiable information is confidential and therefore cannot be disclosed to third parties unless (a) it is required pursuant to a court order and you're notified of such order; (b) you consent in advance in writing or electronically; or (c) it is necessary to render cable service and other services provided to you or related to business activities, or to detect unauthorized reception of cable communications. The types of persons to whom personal information may be disclosed in the course of our cable business include employees, agents, affiliates, sales representatives, accountants, attorneys, billing and collection agencies, program suppliers, and auditors. The frequency of such disclosure will vary depending on business needs. For example, billing information on past due accounts will be disclosed when collection action is commenced and other information on an as-needed basis.
3. We may disclose your name and address to third parties for mailing lists and other purposes permitted by law. Additionally, authorized representatives of the franchising authority and FCC personnel may review service complaint logs maintained by the system which reflect complaints made by the subscribers regarding the quality of cable television reception. We will not disclose the extent of your viewing or use of a particular service, nor the nature of any transaction you may make over the cable system. However, if you wish to remove your name and address from such lists or limit such disclosure, you may do so by contacting our business office and completing a nondisclosure form.
4. The information set forth above may be maintained by us for such time as its retention is necessary for the purpose for which it was collected and there are no pending requests for access to such information from you or pursuant to a court order. For example, former subscribers' names, addresses, telephone numbers, billing and payment records and subscription information are maintained for a minimum of three (3) years. Any subscriber may inspect their own personally identifiable information during the regular business hours at our local office upon at least 3 days prior written request. Subscribers will be provided a reasonable opportunity to correct any error in such information.

5. The Federal Law provides you with a right of civil action in the United States District Court in addition to any other lawful remedy available to you for violation of your subscriber privacy rights. Furthermore, the law provides you with procedural and substantive protections against a governmental entity obtaining your personally identifiable information. Specifically, you must be afforded the opportunity to appear and contest the disclosure of personal information to a governmental entity pursuant to a court order. A governmental entity may obtain a court order for your personal information only if it offers clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.