

## SUBSCRIBER PRIVACY NOTICE

As a subscriber to cable services, you are entitled under federal law to know the following:

1. In order that we may continue to provide reliable, high quality service and maintain adequate records, we keep regular business records that contain your name, address, telephone number, and other personally identifiable information. Such records include billing, payment, deposit, complaint and service records, records of information you have furnished to us, such as the location and number of television sets connected to cable and the service options you have chosen. We use this information to sell, maintain, disconnect and reconnect services; to make sure that you are being billed properly for the services you receive; and to maintain financial, accounting, tax, service and property records including records required by the terms of our franchise.

2. We consider information we keep to be confidential. We take reasonable precautions to prevent unauthorized access to this information. We may collect personally identifiable information from you and may disclose it to a third party (a) if you consent in advance in writing or electronically; (b) if disclosure is necessary to render cable service and other services we provide to you and related business activities; (c) if disclosure is required pursuant to a court order and you are notified of such order; We may make your records available routinely to employees, agents and contractors to install, market, provide and audit cable service; to an independent billing house to send bills; to a mailing service for sending program guides; to programmers and outside auditors to check our records; to attorneys and accountants as necessary to render service to the company; to potential purchasers in connection with a system sale; to franchising authorities to demonstrate compliance; and to collection services if required to collect past due bills. The frequency of disclosure varies according to business needs. We may also electronically test the system from time to time to determine whether you are being billed properly for the cable services you are receiving.

3. We will maintain information about you for as long as we provide service to you, and for a longer time if necessary for our business purposes. When information is no longer necessary for our purposes, we will periodically destroy the information unless there is a legitimate request or order to inspect the information still outstanding.

4. You have the right to inspect our records that contain information about you and to correct any error in our information. If you wish to inspect the records at our system office pertaining to you, please contact us to set up an appointment during regular business hours. Federal law limits the collection and disclosure of these records. If your rights under federal law are violated, you may bring a private action in federal district court to remedy that violation. In addition, the government may obtain disclosure of personally identifiable information by court order, if it offers evidence that such records are material to a criminal case, and if you are given the opportunity to appear and contest the evidence.

5. Additional information for our telephone customers: Section 222 of the federal Communications Act provides additional privacy protections for “customer proprietary network information,” also known as “CPNI.” CPNI is information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service, that we receive solely as a result of our provision of telephone service to you. In particular, this includes information contained in our invoices pertaining to telephone service (other than your name, address and phone number), and the details of who you call and who calls you.

For your protection, we will not disclose your call detail records over the phone to an inbound caller, and we require the use of a password to log into accounts where you can view your call detail information online.

We use and disclose CPNI only in very limited circumstances as described below, and our policy is more protective of your privacy than is required by law. Although federal law permits us to use CPNI for certain marketing, we have elected not to use such information for marketing. We also do not provide or sell your CPNI to any third party for marketing activities. We only will use, disclose, or permit access to CPNI to provide you with the services to which you subscribe, including for use in directories; to bill and collect for communications services; to protect our rights or property, or to protect users or other carriers or service providers from fraudulent, abusive or unlawful use of, or subscription to, such services; to provide inside wiring installation, maintenance, or repair services; as required by law; or as expressly authorized by the customer.

#### **ADDRESS AND PHONE NUMBER OF SYSTEM BUSINESS OFFICE**

Sweetwater Cable Television  
602 Broadway  
Rock Springs, WY  
82901  
307-362-3773

Green River Cable Television  
151 E. Flaming Gorge Way  
Green River, WY  
82935  
307-875-2506

#### **COMPLAINT RESOLUTION PROCEDURE NOTICE**

Sweetwater Cable TV and Green River Cable TV shall maintain business offices, or toll free telephone listings in the cities for the purpose of receiving inquiries and complaints from its customers and the general public. Sweetwater Cable TV and Green River Cable TV shall investigate all complaints within five (5) days of their receipt and shall in good faith attempt to resolve them swiftly and equitably. The following city officials shall be responsible for receiving and acting upon any unresolved complaints:

Rock Springs  
Assistant City Engineer  
212 D Street  
Rock Springs, WY 82901  
307-352-1540

Green River  
City Engineer  
50 E 2<sup>nd</sup> North  
Green River, WY 82934  
307-875-0530