

NetWave Broadband Inc.'s Privacy Policy

Effective November 2018.

NetWave Broadband knows Customers care about how their personally identifiable information ("Personal Information") is used and shared, and NetWave Broadband takes Customers' privacy seriously. Please read the following to learn more about NetWave Broadband's Privacy Policy. **By using the Service (as defined in the Customer's Service Agreement) or accessing NetWave Broadband's website in any manner, Customer acknowledges that Customer accepts the practices and policies outlined in this Privacy Policy, and Customer hereby consents that NetWave Broadband will collect, use, store and share Customer's Personal Information in the following ways.**

Remember that Customer's use of the Service is at all times subject to Customer's Service Agreement, which incorporates this Privacy Policy by reference. Customer's use of NetWave Broadband's website is at all times subject to NetWave Broadband's terms of use. Any capitalized terms not defined in this Privacy Policy will have the same meaning as defined in Customer's Service Agreement and Terms of Use.

NetWave Broadband Services are designed and targeted to U.S. audiences and are governed by and operated in accordance with the laws of the U.S. If Customer is not a U.S. citizen or does not reside in the U.S., Customer voluntarily consents to the collection, transfer, use, disclosure and retention of Customer Personal Information in the U.S. Customer also agrees to waive any claims that may arise under Customer's own national laws.

When Customer uses the Service, the Personal Information (as defined below) Customer sends and receives is transmitted over a wireless network and may be subject to interception by unauthorized third parties who seek to do you harm. While it is NetWave Broadband 's objective to take reasonable measures to reduce the risk that unauthorized third parties will be able to intercept the information Customer sends and receives through the Service, NetWave Broadband cannot and does not make any guarantee that transmissions over the Internet are 100% secure or error-free.

NetWave Broadband recommends that you use caution when sending any Personal Information over the Internet and use encryption technology whenever possible, such as websites that have the "https" designation in the website's address bar and show a padlock icon in the browser's window.

NetWave Broadband does not knowingly collect, solicit or use Personal Information from anyone under the age of 13. If Customer is under age 13, please do not attempt to register for the Services or send any Personal Information about yourself to NetWave Broadband. If NetWave Broadband learns that NetWave Broadband has collected Personal Information from a child under age 13, NetWave Broadband will delete that information as quickly as possible to the extent technically feasible. If Customer believes that its child under age 13 may have provided NetWave Broadband Personal Information, please contact NetWave Broadband.

What types of information does this Privacy Policy cover?

NetWave Broadband collects and stores various types of information about Customers and Customers' use of the Service via the NetWave Broadband website, Help Desk and call centers, postal mail, remote kiosks, the NetWave Broadband Facebook Page or other social network platforms or by other means, generally classified as Personal Information and Non- Personal Information .

Generally, NetWave Broadband gathers and uses Personal Information internally in connection with providing the Service to Customer, including to personalize, evaluate and improve the Service and NetWave Broadband's ability to provide the Service to Customer, to contact Customer, to respond to and fulfill Customer requests regarding the Service, and to analyze how Customer uses the Service.

NetWave Broadband may share Your Personal Information with its Affiliates and with other third parties as described below:

What Information does NetWave Broadband collect and how does NetWave Broadband use this Information?

Personal Information

Personal Information is the information Customer provides to NetWave Broadband voluntarily or passively through Customer use of the Service and/or website, and which is directly associated with or reasonably linked to a specific person, computer or device. For example , through the registration process, when the equipment to provide the Service is installed, maintained or upgraded at Customer's premises , when Customer contacts NetWave Broadband regarding the Service, and through Customer account settings, NetWave Broadband collects and stores Personal Information such as Customer name, email address, phone number, billing address and billing information (such as credit card account number or other financial account information), service address, and the nature of any of Customer devices or other property making use of the Service. Customer may be required to provide certain Personal Information to NetWave Broadband in order to register with NetWave Broadband, to assist NetWave Broadband in improving Customer's Service or troubleshooting problems Customer is experiencing with the Service, Customer computer or device, or otherwise to improve the quality of the Service.

NetWave Broadband will communicate with Customer if Customer has provided NetWave Broadband the means to do so. For example, if Customer has given NetWave Broadband Customer's email address or phone number, NetWave Broadband will email or call Customer about Customer use of the Service or product improvements or upgrades, and other transactional information about Customer Service.

NetWave Broadband may also combine Customer Personal Information with additional Personal Information obtained from NetWave Broadband Facebook Pages or other social network platforms, its Affiliates, its Operational Service Providers (third party owned companies that provide or perform services on NetWave Broadband's behalf, to help serve Customer better and to perform functions in order to support NetWave Broadband businesses and operations), or other companies, such as credit bureaus, background check firms, and marketing research companies.

Some forms of Non-Personal Information as described below will be classified as Personal Information if required by applicable law or when such information is directly associated with or reasonably linked to a specific person, computer or device, or is combined with other forms of Personal Information.

Non-Personal Information

Website Information, Use of Cookies and other Similar Tracking Technology

When you visit NetWave Broadband's website, NetWave Broadband will collect various types of Non-Personal Information, such as information on NetWave Broadband server logs from Customer's browser or device, which may include Customer IP address, unique device identifier, "cookie" information, the type of browser and/or device you're using to access the Service, and the page or feature Customer requested. (IP Address and device identifiers are traditionally classified as Non-Personal Information, unless NetWave Broadband is required to do so otherwise under applicable law.) Cookies" and "web beacons " are text file identifiers NetWave Broadband transfers to Customer's browser or device that allow NetWave Broadband to recognize Customer's browser or device and tell NetWave Broadband how and when pages and features on the NetWave Broadband website are visited, by how many people, and other activity on the website.

Customer can change the preferences on Customer's browser or device to prevent or limit Customer's device's acceptance of cookies, web beacons or other similar technology, but this may prevent Customer from taking advantage of some of the features on the NetWave Broadband website or accessing certain functions and conveniences. If Customer clicks on a link to a third-party website or service, such third party may also transmit cookies to Customer. Again, this Privacy Policy does not cover the use of cookies or other such tracking technology by any third parties, and NetWave Broadband is not responsible for their privacy policies and practices.

NetWave Broadband also uses Personal Information and Non-Personal Information to enhance the NetWave Broadband website and NetWave Broadband Service offerings. For example, such information can tell NetWave Broadband how often visitors use a particular feature of the NetWave Broadband website and which products and services are most interesting to current and potential customers, and NetWave Broadband can use that knowledge to make the website useful and interesting to as many users as possible and to enhance and refine NetWave Broadband's Service offerings. NetWave Broadband will continue to conduct analytics on NetWave Broadband website performance; Customer may not opt-out of this use of cookies or other Personal Information or Non-Personal Information.

Technology is improving every day and to improve NetWave Broadband's Services' operation and function NetWave Broadband may introduce new technologies and monitoring techniques without advance notice or consent from Customer. NetWave Broadband may also use third party providers to conduct such internal analyses.

Network Information

NetWave Broadband also collects and stores Network Information, information about Customer access to, and use of, the NetWave Broadband network, which may or may not be directly associated with or reasonably linked to a specific person, computer or device. For example, NetWave Broadband may collect and store information about the performance of the Provider Equipment installed on Customer property or at Customer premises, when Customer is using the Service, the various devices Customer is using to access the Service, the amount of data Customer is transmitting and receiving, the content of the data Customer are transmitting and receiving, the websites Customer is visiting, and any other information that is transmitted over the NetWave Broadband network. NetWave Broadband may also aggregate Network Information from multiple subscribers and NetWave Broadband will share such aggregated Non-Personal information about the overall performance of the NetWave Broadband Service and network with our Affiliates and other third parties. Aggregated information does not identify a specific individual, computer or device.

How we use Network Information:

We use Network Information to monitor and enhance the performance of the NetWave Broadband network. NetWave Broadband will not monitor the content of the websites viewed or email communications as part of NetWave Broadband' s standard network management. Generally, NetWave Broadband will only monitor and preserve the following Network Information:

- When Customer is using the Service;
- How Customer is using the Service, such as monitoring traffic patterns regarding websites visited,

- amount of data being sent or received, or other activity;
- The amount of data Customer is transmitting and receiving through the Service; and
- General information regarding the performance of the Provider Equipment installed on Customer 's property or at Customer' s premises, and its interaction with the rest of NetWave Broadband's network.

However, NetWave Broadband reserves the right to, and may, monitor, access, review and preserve any Network Information and/or content in the following situations:

- In response to an inquiry from Customer or another Authorized User on Customer's account regarding Customer or their use of the Service or problems Customer or they are experiencing using the Service;
- If NetWave Broadband has reason to believe Customer is using the Service in violation of Customer's Service Agreement or any applicable statutes, rules, ordinances or regulations;
- If NetWave Broadband has reason to believe Customer use of the Service is negatively affecting other Customers; or
- When NetWave Broadband is required by law or legal process to do so, or when NetWave Broadband a good faith belief that NetWave Broadband is required by law or legal process to do so.

How is Personal Information used for marketing and advertising purposes?

NetWave Broadband will use Personal Information to send Customer marketing and advertising messages related to NetWave Broadband's Service and website using Customer's email address, postal address, or telephone number (for voice, texts, and pre-recorded calls). NetWave Broadband may deliver a marketing or advertising message based on Customer visits to NetWave Broadband website, which will be general advertising or "Contextual Advertising," which is advertising based on the subject matter or the content of the specific website page or subject matter. NetWave Broadband may also send Customer "First Party Advertising," which is advertising that is customized or personalized based on a history of Customer's use of our Services (possibly combined with information from our Facebook fan page or other social network platforms). First Party Advertising is based solely on a combination of information NetWave Broadband collects from Customer - not from Customer's visits to other websites across the Internet.

Customer may opt-out of First Party Advertising but not Contextual Advertising. No Personal Information is used to deliver Contextual Advertising; it automatically will appear based on the content or webpage Customer is viewing. And Customer may continue to receive general advertising if Customer opts-out of First Party Advertising, it will not be customized or personalized for Customer.

NetWave Broadband does not provide third party " Network Advertising," which is advertising based on Customer's overall Internet usage across different third-party websites or online services. Multiple third-party websites and online services are involved in this tailored or personalized advertising process, in essence a "network" of advertising providers.

Because NetWave Broadband does not provide network ads, NetWave Broadband does not recognize the "Do Not Track" settings on various Internet browsers. NetWave Broadband does not engage or allow third parties to track you across the Internet and across time for advertising purposes.

Links to other websites or online services

The NetWave Broadband website and/or Facebook Pages (or other social networking platforms) may contain a variety of content and functionality and may provide links to other third-party websites or online services. Despite such links, this Privacy Policy applies only to NetWave Broadband and our Affiliates. The presence of a link does not constitute or imply NetWave Broadband's endorsement, recommendation, or sponsorship of the content, goods, services, business or privacy practices on such websites or online services. NetWave Broadband encourages Customers to be aware and informed when Customers leave NetWave Broadband's website and NetWave Broadband's Facebook Pages, or any other social networking platforms.

Will NetWave Broadband share Customer Personal Information?

Customer's Personal Information will only be disclosed to third parties (including NetWave Broadband's Affiliates) as listed in this Privacy Policy, if NetWave Broadband has received your prior consent. NetWave Broadband reserves the right to fully use, disclose and process any Non-Personal Information collected from Customer in any manner as well as any information Customer makes public via NetWave Broadband Services or website.

NetWave Broadband will not rent, sell or disclose Personal Information to anyone not related to NetWave Broadband for marketing or promotional purposes, unless in connection with a potential or actual sale, merger or a corporate restructuring by or of NetWave Broadband. (See "For Business Transfers" below for more information.) NetWave Broadband will share Customer Personal Information with its Affiliates and with other third parties as described in this section for the following reasons:

- **To Our Affiliates.** NetWave Broadband relies on various Affiliates in order to provide the Service to Customers. These are companies that are related to NetWave Broadband by common ownership or control. NetWave Broadband may share Personal Information and Non-Personal Information with any of its Affiliates for business, operational, promotional and/or marketing and advertising purposes.
- **To Operational Service Providers:** NetWave Broadband and its Affiliates contract with other companies and people to perform tasks or services on NetWave Broadband's behalf and need to share Customer Personal Information to provide products or services to Customers. For example, NetWave Broadband may use a payment processing company to receive and process Customer's ACH or credit card transactions for NetWave Broadband, or NetWave Broadband may contract with third parties to assist NetWave Broadband in optimizing NetWave Broadband's network. Unless NetWave Broadband tells Customer differently, NetWave Broadband does not grant its Operational Service Providers any right to use the Personal Information NetWave Broadband shares with them beyond what is necessary to assist NetWave Broadband.
- **For Business Transfers/Restructuring:** NetWave Broadband may choose to buy or sell assets, or NetWave Broadband may sell assets or be sold. In these types of transactions, customer Personal Information is typically one of the business assets that would be disclosed and transferred. Also, if NetWave Broadband (or NetWave Broadband's assets) are acquired, or NetWave Broadband goes out of business, enter bankruptcy, or go through some other change of control, including restructuring, re-organization or financing arrangements, Personal Information could be one of the assets disclosed, transferred to or acquired by a third party.
- **For Protection of NetWave Broadband, and Our Affiliates, Employees, Operational Service Providers, Users and Subscribers and Public Safety:** NetWave Broadband reserves the right to access, read, preserve, and disclose any Personal Information NetWave Broadband has access to if NetWave Broadband believes doing so will implement and/or enforce the Service Agreement, Terms of Use Agreement, Privacy Policy or any legal document; protect our Network(s), website(s), and company assets; protect the interests, rights, property, and/or safety of NetWave Broadband or Our Affiliates, employees and officers/directors, Operational Service Providers, Users and Subscribers, agents, third party licensors or suppliers, or the general public.

- **When Required by Law or in Response to Legal Process:** NetWave Broadband reserves the right to access, read, preserve, and disclose any Personal Information to which NetWave Broadband has access if NetWave Broadband is required by law or legal process to do so, or if NetWave Broadband has a good faith belief that NetWave Broadband is required by law or legal process to do so.

Is Customer Personal Information secure?

NetWave Broadband endeavors to protect the privacy of Customer's account and other Personal Information NetWave Broadband holds in its records using reasonable administrative, technical and physical security measures. However, NetWave Broadband cannot and does not guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of Personal Information at any time.

Customer's account is protected by a password for Customer privacy and security. It is Customer's responsibility to prevent unauthorized access to Customer's account and Personal Information by selecting and protecting Customer password and/or other sign-on mechanism appropriately and limiting access to Customer computer, tablet or device and browser by signing off after Customer has finished accessing Customer's account. Customer is required to notify us immediately if Customer's password or account has been disclosed to a person whose name does not appear on Customer's account, even if you have allowed such disclosure. Customer understands, acknowledges and agrees that Customer is solely responsible for any use of NetWave Broadband Services via Customer's username and password.

Additionally, if Customer contacts NetWave Broadband, NetWave Broadband will ask Customer for verification of Customer's identification and account. **NetWave Broadband will not send an email or text, nor should Customer respond to any email or text communications asking for any sensitive or confidential Personal Information, such as social security number, bank account or credit card account number, or a driver's license number.** If Customer receives an email or text requesting any such information from NetWave Broadband or someone that claims they are with NetWave Broadband or Our Affiliates, please contact NetWave Broadband immediately.

What Personal Information Can Customers access, modify and/or delete?

Generally, Customer may access the following Personal Information in Customer's account:

- Full name
- Username and password
- Email address
- Telephone number
- Billing and Service address
- Account and billing information

By contacting NetWave Broadband or through any online access portal NetWave Broadband may create to enable Customers to view and modify Customer account settings, Customer may access, and, in some cases, edit or delete the Personal Information listed above. For example, NetWave Broadband may retain historic email, billing and/or Service addresses for security and verification purposes. Customer may not delete such information.

When Customer updates Personal Information, however, NetWave Broadband may maintain a copy of the unrevised information in NetWave Broadband's records for internal security reasons and recordkeeping. Some information may remain in NetWave Broadband's records after it is modified, amended or deleted by Customer or NetWave Broadband. NetWave Broadband may use any aggregated data derived from or incorporating Customer's Personal Information after Customer updates or deletes it, but not in a manner that would identify Customer personally. NetWave Broadband may also maintain Personal Information regarding Customer and Customer's use of the Service after Customer is no longer a NetWave Broadband customer as required by NetWave Broadband 's business practices, by law, and/or tax reporting purposes.

The information Customer can view, update, and delete may also change. If Customer has any questions about viewing or updating information NetWave Broadband has on file about Customer, please contact NetWave Broadband.

What third party disclosure choices do Customers have?

Customer can always choose not to disclose Personal Information to NetWave Broadband; however, certain Personal Information is necessary for NetWave Broadband to provide the Service to Customer. Customer may opt out of sharing Personal Information with Our Affiliates only for marketing or advertising purposes, but not for business or operational purposes.

Customer may opt out of email marketing and advertising from NetWave Broadband or its Affiliates using the "Unsubscribe" mechanism in each email. Before NetWave Broadband sends Customer a text for any reason or sends Customer a pre-recorded call that contains advertising or marketing information, NetWave Broadband will secure Customer's prior written express consent, which can be given via a voice recording, email, text message, postal mail, or telephone key press. Non-telemarketing pre-recorded calls do not require Customer's prior express consent in writing, unless they are sent to a wireless device. Customer understands, acknowledges and agrees that such texts and pre-recorded telemarketing calls may be sent using an auto-dialer and are not conditioned on your purchase of the Service. Customer may opt out of receiving text messages any time by replying "STOP" or "UNSUBSCRIBE" to the text message. Customer may opt out of receiving pre-recorded calls by the opt-out instructions in the call. However, Customer will continue to receive calls related to debt-collection and Customer's current Service. Customer may also opt-out of First Party Advertising, but not Contextual Advertising, as detailed in the "Use of Personal Information for Marketing or Advertising Purposes" section above.

Customer may not opt out of NetWave Broadband's use of cookies or other similar technology or use of Customer's Personal Information and Non-Personal Information for NetWave Broadband's internal analytics used to monitor activity on NetWave Broadband's website, measure NetWave Broadband Service performance, or to operate and protect the NetWave Broadband network.

Will this Privacy Policy ever change?

Yes, NetWave Broadband is constantly working to improve the Service, so NetWave Broadband will need to update this Privacy Policy from time to time as NetWave Broadband's business practices change and service offerings increase, and/or there are changes in local, state or federal laws. Additionally, NetWave Broadband will also make stylistic, organizational and/or grammatical changes to present NetWave Broadband privacy practices in a user-friendly easy-to-read manner. It is the customers responsibility to check NetWave Broadband's website from time to time for any updates to any of our policies.

Use of Customer's Personal Information is primarily governed by the Privacy Policy in effect at the time Customer subscribed to the Service or visited the NetWave Broadband website. If NetWave Broadband elects to use or to disclose Personal Information that identifies NetWave Broadband as an individual in a manner that is materially different than that stated in the Privacy Policy in effect at the time you subscribed to the Service or visited the NetWave Broadband website, NetWave Broadband will provide Customer with an opportunity to consent to such use or disclosure. Depending on the circumstances, that consent may include an opt-out.

What if you have questions or comments about this Privacy Policy?

If you have any questions or concerns regarding NetWave Broadband's privacy practices and policies, please contact NetWave Broadband.

