

MTC Customer Privacy Policy

As an MTC subscriber, you have a right to know what we do with your personal information. This Customer Privacy Policy (the “Notice”) describes our practices with respect to your “personally identifiable information” and certain other information and applies to MTC subscribers’ use of MTC’s cable, phone and Internet services.

MTC takes the privacy of our customers very seriously. Section 631 of the Cable Communications Policy Act of 1984, as amended, (the “Cable Act”) provides certain protections to you, as a subscriber to MTC Broadband’s cable service or other services, and requires that MTC disclose to you the following:

- The limitations imposed on MTC Broadband in its collection and disclosure of personally identifiable information about you;
- The type of personally identifiable information we collect;
- How we use your personally identifiable information;
- Under what circumstances we may disclose your personally identifiable information and to whom;
- The period during which we maintain your personally identifiable information; and
- How you may access your personally identifiable information.

In addition, Section 222 of the Communications Act, as amended, provides additional privacy protections for certain information related to MTC’s telephone services:

- Information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone; and
- Information contained on your bill concerning the type of phone services and features you receive.

This information is known as customer proprietary network information (“CPNI”). This Notice, which includes MTC’s CPNI Policy, describes what CPNI information MTC obtains, how it’s protected, and how it may be used.

PERSONALLY IDENTIFIABLE INFORMATION

To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, date of birth, driver’s license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints.

Except as indicated below under **Disclosure prohibited; exceptions**, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure prohibited; exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other service.

Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.

Names and addresses to third parties. We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request.

Court order. We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Customer rights. As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your privacy rights through a civil action in federal district court.

CUSTOMER PROPRIETARY NETWORK INFORMATION

Customer Proprietary Network Information (“CPNI”) is personally identifiable information that we collect when provide you with telephone or broadband Internet access services. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer. The FCC requires MTC to notify all subscribers of their rights to restrict the use of their CPNI. You have the right, and MTC has a duty, under federal law, to protect the confidentiality of your CPNI.

Permitted use of CPNI. CPNI can be used by MTC for certain purposes without your permission. MTC may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. MTC may also use CPNI to respond to your inquiry regarding services you currently use or related services MTC offers. In addition, MTC may use CPNI in connection with repair and maintenance services, billing and collection, and to protect company property and to prevent fraud.

Prohibited use of CPNI. Unless you specifically authorize its use, MTC may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, MTC may not use CPNI to offer you any type of long distance service unless you currently subscribe

to MTC's long distance offerings. MTC may not share CPNI with any other company, including our affiliate companies, unless you are a customer of our affiliate.

Additional information regarding your CPNI rights. You have the right to deny or withdraw access to CPNI at any time or to instruct MTC to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to and from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

COMMUNICATION PREFERENCES/OPT OUT

Subscribers who do not wish to receive marketing materials, phone calls, emails or direct mail may notify MTC at any time. To opt out of receiving marketing communications by email, you may use the "*unsubscribe*" link at the bottom of any such email, or you may send your request in writing. You may also prohibit our permitted disclosure of your information to third parties under the Cable Act (except as otherwise required by legal process or applicable law) by notifying us in writing. Such requests should be sent to the address listed under the heading "How do I contact MTC?" You may opt out of receiving marketing communications by telephone by notifying the calling party that you wish to opt out or by following the automatic opt-out instructions on such a call. You may also opt out of such calls by sending a request in writing to the address below.

WHAT COMMUNICATIONS WILL MTC SEND?

Please be advised that your privacy policy election does not restrict MTC from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.

INTERNET PRIVACY POLICY

MTC does not collect Personal Information on our website or other online services without your knowledge and active participation, as discussed herein. You may visit our website without divulging any Personal Information. However, there are areas of our website that might require you to provide Personal Information in order to contact MTC directly, including but not limited to, registering e-mails, obtaining remote access, and contacting online technical support.

Information is collected on this site in the following ways:

- Referring Information:

When you browse MTC's website, MTC may collect IP addresses for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site. MTC may collect information from visitors to our site regarding the referring URL, your IP address, which browser you used to come to our site, and the pages of our site that you viewed during your visit and any search terms entered while visiting our website.
- Cookies:

"Cookies" are small pieces of information that are stored by your browser on your computer hard drive. Our Cookies do not contain any personally identifying information. Your web browser may allow you to be notified when you are receiving a Cookie, giving you the choice to accept it or not. While you can still navigate through our site if you do not accept Cookies, you may not be able to register for e-mails or obtain remote access from MTC. In order to use certain MTC online services, your web browser must accept Cookies. If you choose to disable Cookies, some aspects of our Online Services may not work properly.

- E-mail, Text, and other Correspondence:

If you send e-mail, text messages, and other forms of electronic correspondence through MTC's website, MTC will retain your name, e-mail address, address, telephone number, etc., contained in such correspondence. MTC may periodically send you e-mails or other company information. MTC will not send you marketing or promotional e-mails if you have previously requested from us not to do so as explained herein. MTC reserves the right to send you account-related email notifications. MTC will not send you text messages unless you have consented to receive them.

- Network Traffic:

MTC may access broadband traffic through deep packet inspection or similar means for the purposes of general maintenance and management of the network, as well as access broadband traffic upon request as required by law enforcement officials or court order.

Collection by Others: MTC is not responsible for third party websites you access through links on MTC's website or through use of our Online Services. MTC does not control, nor is it responsible for, the privacy policies of third parties or their websites and such websites may be collecting your information.

CHANGES TO PRIVACY NOTICE

MTC regularly updates this Notice and posts the most up-to-date policy on its website. You can find additional and updated information at any time by visiting our website at <https://www.mtctelcom.com/>. We encourage you to review our policies by visiting our website periodically for the latest information and updates. We will also provide you with a copy of the current Notice at the time you subscribe to our service and each year that you continue to be a subscriber.

HOW DO I CONTACT MTC?

If you have any questions regarding this privacy notice, or wish to contact us about your personal information, please contact us directly at:

Phone: 877-727-2288
Email: mtc@catskill.net
Mail: 579 Main Street
Margaretville, NY 12455