



CUSTOMER INFORMATION

Your privacy rights as an EATEL Video, L.L.C. Customer and other information

As a customer of **EATEL VIDEO, L.L.C., ADVANCED TEL, INC., TLX COMMUNICATIONS, INC. AND EAST ASCENSION TELEPHONE COMPANY, L.L.C.** you are entitled to know how we handle and use the personal information about you that we receive. We consider your treatment of such information to be a part of the trust you place in us by using our **Television, Internet, Long Distance and Telephone Services**. While we cannot cover every situation where your personal information may be affected, we have included here those in which you are most likely to be interested.

By law, we tell you annually about our privacy policy, but you can find additional and updated information at any time by visiting our websites at **www.eatel.com** or **www.eatel.net**. If you receive your bills electronically, you will receive this notice in the same manner. If you are unable to print an electronic version or would like to receive a written copy in lieu of an electronic one, please contact us at **www.eatel.com/privacyrequest** to request a paper copy.

INFORMATION WE COLLECT

Personally Identifiable Information – In providing services to you, we obtain certain “personally identifiable information”; that is, information that identifies you individually. Personally identifiable information may include: *your name, service address, telephone numbers, social security number, driver’s license number, premium services you have selected, user IDs, passwords, email addresses, correspondence and communications records*. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment used and services provided and other service-related functions. In providing our services, we may also collect information about your video equipment, computer hardware and software, modems, routers, telephone equipment settings and other preferences to aid in customer support.

It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to retain that information only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you and your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your account information from unauthorized access.

Television Services

We collect certain personal information in providing you with our television and other services. The law prohibits us from using the video system to collect personal information about you for unrelated purposes without your consent

Unless you are notified and agree, we do not collect personally identifiable information concerning most video program viewing. Aggregate information that is not individually identifiable may be collected and used for programming, advertising and similar purposes. In providing some specific television services, such as pay-per-view, entertainment-on-demand and interactive cable services we do maintain limited usage information for billing, programming and related purposes. If and when we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below.

Internet Services

In providing Internet services, we automatically collect personal and usage information, such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store emails sent and received unless left in your EATEL High Speed Internet account file. As explained below, we could be required by court order or subpoena to disclose such information if left on our system. Since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our Online Privacy Policy on our websites at www.eatel.com and www.eatel.net.

Telephone Service

EATEL complies with pertinent federal and state privacy laws. We do not listen to or record any telephone conversation. We do, however, monitor certain calls to our Customer Care personnel for quality purposes. If you object to such call monitoring, you should tell us when you call Customer Care. In the course of providing telephone services we do receive usage information, including calls that are placed and received and their duration. We treat all such information as private. However, we could be required by court order or subpoena to disclose such information if left on our system.

USING AND SHARING

Use Policy – We consider the personally identifiable information we receive about you to be confidential, and it is our policy to use it only in providing our television, Internet, long distance and telephone services – from sales and installation, to operations, administration, advertising, marketing, support, network provision, maintenance, communications with you, billing, collection and in other ways related to our services. We may also use such information in dealing with fraud and unauthorized use of our services. EATEL may associate personal account information with data from third parties about you or similar persons to better predict your product and service preferences for use in programming, advertising transactions and to market our services to you.

We use aggregate information about our customers and their usage for a

variety of purposes. Such aggregate information does not identify individual customers. We may share such aggregate and related demographic information with third parties.

Retention Policy

EATEL may retain personal customer information in its regular business records as long as you are a customer or until no longer needed for business or legal purposes. Our security measures for this information are discussed below.

Sharing Policy

It is our overall policy not to disclose to others outside of EATEL, and our affiliates, vendors and business partners any personally identifiable information about our customers without their prior written or electronic consent. We do not sell or provide your personal information to parties unconnected with the services we provide without your permission. Nevertheless, because the law permits us to do so, you have the right to notify us if you would like to opt out of any such lists. You may tell us by writing to the return address on this notice or on your billing statement, or you may contact us online at www.eatel.com/privacyrequest. You can use the same methods if you prefer not to receive certain types of marketing contacts from us.

Special Exceptions

We reserve the right to disclose personally identifiable information in our possession if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us: (2) protect and defend our rights or property or those of others: (3) respond to fraud, abuse or unauthorized reception: (4) enforce our website Visitor's Agreement and Terms of Use, our Acceptable Use Policy or related standards: or (5) act in an emergency to protect your safety or that of another. We may also share information if we sell or transfer all or a portion of our business operations, merge or combine with another organization.

Third Parties

EATEL sometimes uses affiliates, vendors or third party partners in providing our services and may provide personally identifiable information about our customers for such purposes. In providing such information, we require that the outside party maintain at least the same level of confidentiality that we maintain for such information. In addition, any use by the vendor or third party may not exceed that needed to provide its service. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

Telephone Services

Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone services. This information is known as "*Customer Proprietary Network Information*" or "*CPNI*", and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. We do not disclose this information to parties outside of EATEL, except as required by law. In offering our spectrum of local and long distance telephone, we do use your telephone service information to offer you new services and pricing plans. If you do not want us to use your CPNI for this purpose, you may contact us at the number or address listed on the cover of this notice or on your regular bill or by visiting www.eatel.com/cpni.

On the other hand, if you would like us to offer you information on video and data services or would like to learn about our bundled offers, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us offer you the best and most up-to-date services. Your consent will remain in effect until you notify us you want to revoke or change your permission. Your choice will not affect the services you now receive.

Directory Listings

We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. This, as well as certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

Television Services

We provide aggregate information concerning pay-per-view, entertainment-on-demand and interactive services to programmers, advertisers and certain other third parties. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party when available. Digital video recorder service information is not shared with programmers or third parties, except on an aggregate basis.

Internet Services

We do not read your email messages, instant messages, online chats, or the content of other online communications that reside on or pass through our Service. We may, however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are generally scanned electronically to identify and filter out likely spam and for viruses and related problems that could harm your equipment, the network, or other users.

INTERNET SECURITY

Taking Proper Precautions

Maintaining the security of your personal computer is an important part of protecting your own privacy and of helping us protect our network and our customers' service. You should use and upgrade regularly your antivirus software, firewall and your operating system to prevent unauthorized access by others and harm from various forms of viruses. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before responding with personal information. To avoid all these and other forms of attacks, we encourage you to visit the Federal Trade Commission ("FTC") website at www.ftc.gov for updates and tips on protecting yourself. EATEL may take protective action related to your service or contact you directly with information from time to time to help with this effort.

While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. By using better passwords, you can help prevent unauthorized users from guessing your password and accessing your information.

Once your communications leave our network and enter the public Internet, it is possible for them to be accessed or intercepted by third parties or other Internet service providers over which we do not have control. Moreover, since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services.

Spam

EATEL works hard to prevent and to block spam and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up-to-date on ways to avoid and combat spam. Please review www.eatel.com or www.eatel.net for EATEL's spamming policy.

Cookies

We, or a vendor that places advertising on our websites, may use "cookies" to collect information about your visit to our website and to manage information concerning your preferences. A "cookie" is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address, to better tailor our site for you. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

Advertisers and Other Websites

We do not control the privacy policies of advertisers or of websites you may link to from our websites or by using our services. You should review their websites for questions about their Internet security.

LAW ENFORCEMENT AND LEGAL REQUESTS

As a provider of communications services, we regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, our policy is to cooperate as required by law, but to provide only such information as the law requires. This information is generally sought by subpoena served on EATEL. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we cannot assume any duty to notify you of receipt of any legal requests.

Television Programming Selections

Under current law, records concerning your selection of video programming are generally protected from disclosure and may be obtained only under court order and after notice is given to you and you have the opportunity to appear in court and object. Other types of records may be sought by subpoena, as described above.

Internet Information

Current law provides that personal account and other information concerning use of our Internet services may be subpoenaed by

governmental entities. In such cases, you may not be entitled to notice of such a request. The law does permit us to disclose to law enforcement voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

Telephone Information

Current law requires law enforcement to obtain a court order or warrant for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information.

SECURITY OF INFORMATION

We protect personally identifiable information found in our most sensitive databases in encrypted formats within controlled and secure environments with restricted access. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

CHILD'S PRIVACY

The websites provided by EATEL are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the return address on this notice or found on your monthly bill and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or viewing its website at www.ftc.gov.

CHILD PORNOGRAPHY

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

CUSTOMER ACCESS TO INFORMATION

You may check the accuracy of some of your account information by contacting a Customer Care representative. Consistent with the law, we will make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct. We will make the information available to you, upon prior request and at your own cost, during business hours at the EATEL office location at 913 S. Burnside Avenue, Gonzales, Louisiana.

YOUR ENFORCEMENT RIGHTS

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek relief in a civil action filed under federal law.

OTHER TERMS AND CHANGES IN POLICY

Other terms and conditions affect our service offerings, including, but not limited to, certain Television and Internet service contracts, our *Authorized Use Policy* for High Speed Internet service, the *Terms of Use* for our websites and applicable tariffs. Changes in our service offerings, the law, and our policies may cause us to make changes to this and other policies from time to time. Any change will be posed with the Online Privacy Policy at www.eatel.com or www.eatel.net.

FEDERAL RESIDENTIAL CUSTOMER DO-NOT-CALL NOTIFICATION

To address consumer concerns about unwelcome telemarketing calls the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national *Do-Not-Call Registry*. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national *Do-Not-Call Registry* for five years. You may re-enter your number on the list when the five years have passed, and you may remove your name from the list at any time.

The *Do-Not-Call Registry* will not prevent all unwanted calls. It does not cover the following:

- » *Calls from organizations with which you have established a business relationship*
- » *Calls for which you have given prior written consent*
- » *Calls which are not commercial or do not include unsolicited advertisements*
- » *Calls by or on behalf of tax-exempt non-profit organizations*

Consumers may register their residential telephone number, including wireless numbers, on the national *Do-Not-Call Registry* at no cost by telephone or on the Internet. To register by telephone, consumers may call 1-888-382-1222. For TTY call 1-866-290-4236. You must call from the phone you wish to register. You may also register by Internet at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective thirty-one days following your registration.

DO-NOT-CALL SOLICITOR NOTIFICATION

As you are likely aware, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national *Do-Not-Call Registry*. As part of the do-not-call initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national *Do-Not-Call* rules and regulations. We recognize that few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers. If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of national *Do-Not-Call Registry* and the rules requiring checking of the national *Do-Not-Call Registry* as part of making

telemarketing calls. Unless you fall under one of the exceptions established in the TCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national *Do-Not-Call Registry*. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone solicitation at 47 C.F.R. 64.1200 and 16 C.F.R. Part 310, respectively.

CONSUMER NOTICE ON EQUIPMENT COMPATIBILITY

Please be aware that if you subscribe to EATEL Video's Basic Plus service, you can receive all the channels simply by connecting the coax cable directly to the connector on your television set. No set-top box is required. (There may be some older TV models that do not have a coax connector, so please contact our customer service office if you subscribe to the Basic Plus package and are unable to receive our video service by connecting directly to your TV.) If you subscribe to our Digital Edge package, a set-top box is required. Instructions for installation and operation of the box are provided in the User Guide. Please contact our customer service representatives if you need another copy of the Users Guide or require assistance with the set-top box.

If you use a set-top box with your service, all of the features on your television should continue to operate. For example, if your TV has the "picture-in-picture" feature, it should continue to operate the same as it would without the use of a set-top box (see your User Manual for instructions on how to activate this feature in conjunction with the other features provided in your Digital Edge service). Please contact our customer service department if you encounter any problems with this or any other features on your TV.

Please also be aware that the remote provided with the set-top boxes used in conjunction with providing EATEL Video's Digital Edge service can act as a "universal remote" in that you can control not only your FiberEdge set-top, but also your TV, VCR, and audio component. More information regarding how to program your remote is provided in the manual that you received with your remote or you can contact customer service. The FiberEdge set-top boxes do allow for the use of other kinds of universal remotes, which can be purchased at most department or discount stores.

CLOSED CAPTIONING

To report an immediate technical issue regarding closed captioning, please call 225-621-4288, fax 225-743-9001 or email techsupp@eatel.net. Written closed captioning complaints may be sent to Ashley Phillips, Director of Network Engineering & Operations, 913 S. Burnside Avenue, Gonzales, Louisiana 70737.

