The Federal Communications Commission (FCC") requires Sparklight to provide certain information to its customers on an annual basis. The information in this notice may change in the future. Customers receiving service as part of a commercial account, bulk rate or similar arrangement may be subject to separate policies or procedures. In this document

"Sparklight" means Cable One, Inc. ("Cable One") DBA Sparklight (collectively, "Sparklight" or "we") and any Cable One affiliate or subsidiary authorized to provide you with services, including Cable One VoIP LLC.

Please note that the information set forth below regarding our service, installation and repair policies, billing procedures and complaint procedures is provided as a partial summary only and does not constitute all terms for our service. The complete terms of service and related policies are posted at https://www.sparklight.com/legal/.

Information regarding our rates and channel lineups is located at https://www.sparklight.com/ratecard and https://www.sparklight.com/channel-lineup. If you wish to request a paper copy of our rates or channel lineups, or if you have any questions, please call 1-855-425-6161.

INSTALLATION & SERVICE MAINTENANCE POLICIES

Installation: For scheduling installations or maintenance, please contact the local office. To avoid confusion later we require that the account holder signs for any necessary equipment as well as sign any service agreements or work orders. The account holder may also authorize in writing anyone else over age 18 to sign for the account holder. The account holder is responsible whether they signed or not. The account holder or authorized person must be present at installation. If a credit card is required for a promotional service or otherwise you may not use another person's card. Sparklight reserves the right to condition service on a satisfactory credit review and provision of a deposit or other security in appropriate circumstances.

Moving: If you are disconnecting your Sparklight services please call Customer Service at the applicable phone number on page one. This is the best way for us to schedule a disconnect for your service and to make arrangements for the return of Sparklight's equipment. If you want services in your new home we will schedule a transfer of service to your new address. Equipment provided by Sparklight should be returned within 7 days to Sparklight, should you decide to disconnect your service.

As discussed below under "Sparklight Equipment," to avoid imposition of additional charges, you are responsible for these items until the equipment is returned in proper working condition. If you are currently under contract, additional penalties and fees may apply.

Service Calls: If you are experiencing trouble with your service, please contact Customer Service at the applicable phone number on page one. If a customer service representative cannot resolve the problem with you over the phone, we will schedule a service technician visit. Technicians will be dispatched to address service problems on a prioritized basis.

Emergencies such as fallen lines, violent storms, ice, or other weather-related problems may interfere with service. We seek to ensure consistently reliable services, but from time to time, service outages can occur. Additional truck roll fees may apply when the problem is caused by the customer or use of non-Sparklight equipment.

Access to Customer Premises: By ordering service you agree to allow Sparklight employees and agents access to your premises at reasonable times to inspect and maintain the Sparklight's equipment and upon termination of service to remove the equipment. Under no circumstances shall Sparklight be deemed to have abandoned equipment that it does not remove.

Buried Drops: The "drop" represents the line connecting your building with main line cable located on a pole or pedestal (buried "drop"). On occasion, it is necessary to temporarily place these lines on top of the ground. Sparklight will make every effort to bury these facilities within six to eight weeks of installation, weather permitting. If a drop has been

inadvertently missed, please call Customer Service at the applicable phone number on page one.

Digging: Call your local office 48 hours (excluding weekends and holidays) before you dig. If you are planning to dig or drive posts, call Sparklight to locate Sparklight lines. If Sparklight does not receive a call, you may be responsible for repair costs.

Call Before Your Dig – Dial 811

Alabama – Dial 811 or 1-800-292-8525
Arizona – Dial 811 or 1-800-782-5348
Arkansas – Dial 811 or 1-800-482-8998
Georgia – Dial 811 or 1-800-282-7411
Idaho – Dial 811 or 1-800-342-1585
Illinois – Dial 811 or 1-800- 892-0123
Indiana – Dial 811 or 1-800-382-5544
Iowa – Dial 811 or 1-800-292- 8989
Kansas – Dial 811 or 1-800-344-7233
Louisiana – Dial 811 or 1-800-272-3020
Minnesota – Dial 811 or 1-800-252-1166
Mississippi – Dial 811 or 1-800- 227-6477
Missouri – Dial 811 or 1-800-344-7483
Nebraska – Dial 811 or 1-800-331-5666
New Mexico – Dial 811 or 1-800-321-2537
North Dakota – Dial 811 or 1-800-795-0555
Oklahoma – Dial 811 or 1-800-522-6543
Oregon – Dial 811 or 1-800-332-2344
South Carolina – Dial 811 or 1-888-721-7877
South Dakota – Dial 811 or 800-781-7474
Tennessee – Dial 811 or 1-800-351-1111
Texas – Dial 811 or 1-800-344-8377
Washington – Dial 811 or 800-424-5555

Sparklight Equipment: The equipment that we provide to our subscribers shall remain the property of Sparklight and must be returned to us if service is discontinued for any reason or at any time that the company wishes to exchange such equipment. Failure to return Sparklight equipment may result in charges being applied to your account as specified in our equipment agreement or as permitted by law. We will replace or repair Sparklight equipment at no charge in the event of a failure due to normal use. Remote control devices can be repaired or replaced in our office. The customer is responsible for the replacement of remote-control batteries.

See your copy of our equipment agreement for additional details.

Batteries contained within a Sparklight EMTA may be replaced by purchasing a battery from an online or retail store that supplies batteries compatible with an EMTA. Customers may also choose an extended external battery backup option, Alternative Battery Backup.

ALTERNATIVE BATTERY BACKUP

Telephony multimedia terminal adaptors (MTA) and FTTH rely on electrical power to operate. Without a battery backup or alternate backup source such as a generator, you will not be able to make any calls, including emergency calls to 911, in a power outage. During a power outage, many subscribers must rely on a battery backup, or an uninterruptible power supply ("UPS"), to ensure that their service will continue to operate.

Customers who wish to use an alternative battery backup solution for an extended battery backup period can purchase UPS from many brick-and-mortar and online retailers.

APC Model SMX750C, Smart UPS X, 750VA, Rack/Tower convertible 2U, 120V UPS www.apc.com/us/en/product/SMX750C.

APC Model SMX48RMBP2U, Smart-UPS X-Series 48V External Battery Pack Rack/Tower www.apc.com/us/en/product/SMX48RMBP2U. (Both units are required for 24 hours of coverage)

BILLING PROCEDURES

Billing Cycle: Invoices for customers are generated each month and are due in advance. The day that an invoice is generated establishes the first day of the billing cycle for that account. Invoices are normally generated and then posted for online immediately or mailed to the customer within two days. Because different systems may use several different billing cycles, the first day of your billing cycle could be the 1st of the month or the 28th of the month or something in between. Usage charges such as phone service charges for international calls and directory assistance are billed after use.

Your Monthly Statement: Your monthly statement is generated by our billing service. When you receive your statement, we recommend that you examine it carefully. The last date for which payments were posted is shown on the bill. Any payment received after that date will be reflected in your next billing statement. The balance (less any payments you made which are not yet posted) must be paid by the date indicated to avoid late fees or collection activity. Sparklight is not responsible for payments mailed but not received on or before the due date. If you mail your payment, please allow seven business days for it to be posted to your account.

Bill Payments: Sparklight offers many different methods of bill payment. We accept payments at sparklight.com, through the mail using the invoice from your monthly billing statement, through our automated phone system and at the various retail payment locations around town. Sparklight also offers the ability to set up Sparklight Auto Pay, a convenient monthly payment solution that will automatically debit your Credit Card, Debit Card, Checking or Savings account for monthly payment. Sparklight is no longer accepting payments at the local office. Payments made with a customer service representative over the phone will incur a $10 fee. To avoid that fee when making a phone payment use our convenient and simple automated payment alternatives. Please visit us at sparklight.com or contact Sparklight for more information about Sparklight Auto Pay and your many payment options. If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Sparklight with your concerns. To make corrections or challenge a charge you must contact us no later than 60 days from the bill's Due By date at 1-855-425-6161. For any other billing questions please go to support.sparklight.com.

Late Fees: Upon a customer's failure to pay an invoice before the next monthly invoice is generated (on approximately day 30 of the billing cycle) Sparklight may impose a late fee of $8.00 on the account in accordance with applicable laws and show the assessment of this late fee on the invoice. If the account is still delinquent on day 40 of the billing cycle Sparklight may assess a second late fee of $2.00 to the account. Late fees for regulatory services, which are noted with an * on the customer invoice, cannot exceed 1.5% of the past due amount. Oklahoma residents will be assessed a late fee of $6. Sparklight will not assess this second late fee if services have already been terminated for non-payment. Sparklight may terminate services on any account and require the return of its equipment on any account that has not paid its invoice by the beginning of the subsequent billing cycle. If Sparklight makes a collection or disconnect attempt at the subscriber's residence, then we may also be entitled to assess an additional charge for that home collection or disconnect effort. The late fees collection and disconnect fees serve to benefit customers who pay in a timely fashion. Our rate schedule has been established with the anticipation that bills will be paid on time. Due to the difficulty in predicting what costs we will incur as a result of any specific late payments, our late fees are intended to be a reasonable estimate of our costs due to late payment. This is not an extension of credit, and the fees are not interest, a credit service charge or a finance charge. The above late fee practices, including without limitation the fee amounts, are modified in certain states to comply with applicable state or local laws, rules or regulations.

Disconnect/Downgrade Policy: A customer may request to have their cable service disconnected (or downgraded if a lower-tier plan is available in your service area) at any time. In such case, any payments you have already made to Sparklight will be non-refundable ; Sparklight does not issue refunds or credits for any unused portion(s) of a monthly billing period. Additionally, you will remain liable for any non-recurring charges, and the equipment Sparklight has provided to you must be returned upon disconnection, or downgrade if applicable, of service or certain charges will apply.

Reconnect/Reactivation Fee: If you do not pay your bill in full by its due date or you at any time fail, neglect or refuse to make timely payment for your services we may electronically or physically disconnect or disable your services and in such event, we will be wholly relieved from any and all of our duties and obligations under this agreement

("Disconnected Services"). Such disconnection or disablement will only take place after late fees have already been applied per the paragraph above. In the event you desire to reactivate your Disconnected Services we will require you to pay, and you agree to pay before we are required to reconnect or reactivate your services, all past due charges and all

outstanding balances accrued through the date of such disconnection plus a Reconnect Fee.

Disruption of Service: You should notify Sparklight as soon as possible of any service outage you are experiencing. Sparklight endeavors to respond and resolve outages in a customer's service area within 24 hours of the outage being reported. Unless otherwise required under applicable law Sparklight shall provide you with the proportionate credit for those qualifying outages that last for 6 or more consecutive hours after such interruption is reported to us and for which you have requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed your monthly recurring charges for service at the time of the service outage and shall exclude all one-time nonrecurring and per view/use charges as well as governmental, franchise, regulatory or other similar required or permissible fees, surcharges or taxes. In no event shall Sparklight be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Sparklight's reasonable control. Except where specifically prohibited by law the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service.

Billing Disputes: If you ever have any questions about your bill call our Customer Service Department as soon as possible and no later than 60 days from the Due By date. When our representative answers your call be as specific as you can in describing your question or problem. A customer service representative will check our computer records for your account and will usually be able to answer your questions while you are on the phone.

Occasionally it may be necessary for us to check records that are not immediately available. In these cases, we will ask for a telephone number where we can reach you as soon as that research has been completed.

Where you have concerns regarding particular charges on your monthly statement be sure to mention to the customer service representative the amount that you dispute. We encourage you to voluntarily pay any amounts not in dispute on time to avoid the assessment of applicable late fees.

Subscriber Notices: In the event of a required notice to our subscribers we will attempt to provide notice by the most effective means under the circumstances which might include notice in the billing envelope, on the billing statement, a text crawl on a television channel, via e-mail, on our website, a newspaper announcement or a combination where appropriate.

E911 NOTICE

As a component of your phone service, you will normally have access to the emergency 911 service at your registered address. Since E911 response can only determine your location by the address we have on record you must contact Sparklight before moving your modem to another address. Additionally, your E911 service will not operate if there is a power outage in your home and the battery backup is not charged or does not last as long as the outage or if your service is interrupted due to network or other technical problems.

NO CALL LIST – DO NOT CALL REGISTRY

The Federal Communications Commission requires that telephone companies remind you of the opportunity to sign up for the national Do-Not- Call list. There is a national registry that all consumers may "give or revoke an objection to receiving telephone solicitations." If you would prefer not to receive calls from commercial solicitors, you may call 1-888-382-1222 (or 1-866-290-4236 for TTY access) to register your phone number. The Internet web address for registration is www.donotcall.gov.

The registry will NOT prevent calls from non-profit organizations for fundraising purposes, political calls or from companies with whom consumers have established a business relationship.

To opt out of Sparklight's sales and marketing calls and/or materials, a customer may call a Sparklight associate at 1-855-425-6161 to have their information added to the internal no call list.

900 BILLING DISPUTES

You have 60 days from the date of your bill to dispute a 900 toll call billing error. You have the right to withhold payment of the disputed 900 toll call charges during the billing error review. No collection activity for disputed 900 toll call charges will occur while the billing error is under investigation. Failure to pay legitimate 900 toll call charges may result in involuntary blocking of your access to 900 toll services. Voluntary blocking of access to 900 toll services is available upon request from your local business office.

INTERNATIONAL PHONE

Rates are available on our website: https://www.sparklight.com/phone

CUSTOMER PROPRIETARY NETWORK INFORMATION

If you are a subscriber to Sparklight's phone service, we have access to data known as customer proprietary network information ("CPNI") which is derived from the provision of this service. CPNI includes information such as the telephone numbers called by a customer; the frequency, duration and timing of such calls; and any optional phone features purchased by the customer such as call waiting. We will not use, disclose or permit access to your CPNI, except in connection with our provision of your phone service and related services such as the publishing of directories unless required by law or with your approval.

Please note that we are permitted to use your CPNI to initiate, render, bill and collect for our service; to protect against fraudulent abusive or unlawful use of our service; and to provide inbound telemarketing, referral or administrative services. Additionally, there are several laws such as the Patriot Act and the Communications Assistance for Law Enforcement Act which authorize law enforcement to override our privacy policies and through legal process demand that we provide personal subscriber information and CPNI.

SOUTH CAROLINA EQUIPMENT DISTRIBUTION PROGRAM

For South Carolina residents who are deaf, hard of hearing, deaf-blind, blind/low vision with hearing loss or speech impaired. If you have a problem using a standard telephone, please contact the South Carolina Equipment Distribution Program (SCEDP):

803-737-0808 (Voice/Local) or 1-877-225-8337 (Voice/Toll Free)

803-737-0846 (TTY/Local) or 1-877-889-8337 (TTY/Toll Free)

Email: AmplifyLife@ors.sc.gov Website: www.scedp.sc.gov

Address: 1401 Main St. Suite 825, Columbia SC 29201

SCEDP is administered by the Office of Regulatory Staff

GEORGIA RELAY

Georgia Relay is a FREE public service administered by the Georgia Public Service Commission that makes it possible for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone. A specially trained Communication Assistant (CA) facilitates the call. All relay calls are confidential and there are no records kept of relay conversations. Relay services are available 24 hours a day, seven days a week, 365 days a year. There's no limit on the length or number of calls you may place or receive.

Anyone may initiate a Georgia Relay call, simply by dialing 7-1-1. www.GeorgiaRelay.org / 1-866-694-5824 (Voice/TTY) / In an emergency, dial 9-1-1.

RELAY MISSOURI

Relay Missouri and Captioned Telephone are services intended to provide full telephone accessibility to people who are deaf, hard of hearing, deaf, blind or speech-disabled. T-Mobile is currently the provider of these services who was selected by the PSC through a competitive bid process. Funding for Relay Missouri is from the Relay Missouri Fund. The Relay Missouri Advisory Committee advises the PSC regarding the provisioning of Relay Missouri services in Missouri.

Anyone may initiate a Relay Missouri call, simply by dialing 7-1-1. 1-866-735-2460. For an emergency, dial 9-1-1.

For more information visit relaymissouri.com.

MISSOURI EQUIPMENT DISTRIBUTION PROGRAM

The Equipment Distribution program is designed to provide specialized telephone equipment to people who are deaf, hard of hearing, deaf-blind or speech-disabled. The program is independently administered by Missouri Assistive Technology and is funded by the Relay Missouri fund.

For more information, visit www.at.mo.gov.

TELEPHONE DISPUTES

ALABAMA

For telephone disputes in Alabama, you can file an informal complaint with the Alabama Public Service Commission. The Alabama Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

Alabama Public Service Commission, Consumer Service Section, P.O. Box 304260, Montgomery, AL 36130

1-800-392-8050

GEORGIA

For telephone disputes in Georgia, you can file an informal complaint with the Georgia Public Service Commission. The Georgia Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

Georgia Public Service Commission, 244 Washington Street, SW, Atlanta, GA 30334

1-800-282-5813

SOUTH CAROLINA

For telephone disputes in South Carolina, you can file an informal complaint with the South Carolina Public Service Commission. The South Carolina Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

Office of the Regulatory Staff, Consumer Services Division, 1401 Main Street, Suite 899, Columbia, SC 29201

1-800-922-1531 or 803-737-5230

MISSOURI

For telephone disputes in Missouri, you can file an informal complaint with the Missouri Public Service Commission. The Missouri Public Service Commission is the state agency that regulates Sparklight and other public utilities in the state.

Consumer Hotline: 1-800-392-4211

Missouri Public Service Commission, Governor Office Building, 200 Madison St., P.O. Box 360, Jefferson City, MO 65102: 1-800-392-4211

Missouri Office of Public Counsel, Governor Office Building, 200 Madison St., P.O. Box 7800, Jefferson City, MO 65102, 573-751-4857

OKLAHOMA

For telephone disputes in Oklahoma, you can file an informal complaint with the Oklahoma Corporation Commission (OCC).

OCC Mailing Address: P.O. Box 52000, Oklahoma City, OK 73152-2000, 405-521-2211

Telephone complaints may also be referred to the Federal Communications Commission, 45 L Street NE, Washington, DC 20554, 1-888-225-5322

PRIVACY NOTICE

To provide you with the best Sparklight services including cable television, digital cable Internet services and phone services we collect and keep on file certain information about our subscribers. This notice will tell you what information we collect, how we use it and how you can help us make sure it is correct. In this Privacy Notice the terms "subscriber" or "you" refer to customers of our Sparklight cable or other services. The terms "Sparklight," "we," "our" or "us" refer to Cable One, Inc. DBA Sparklight and the cable television system in your local area.

COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION

We collect certain personally identifiable information from our subscribers in connection with the provision of our services. The types of information that may constitute personally identifiable information include name; home, e-mail and alternate billing addresses; telephone, social security or driver's license numbers;; service, connection and device information; service preferences or transactions you initiate through your voluntary interaction with the service; subscriber correspondence, accounting, maintenance and repair records; service complaints; home ownership or rental information; and other information that you provide to us or that we may request to provide our services to you and/or to maintain regular business records. We specifically ask that you provide contact information and by doing so you agree that we or our agent may contact you using an auto dialer or through pre-recorded messages. We may also have a record of the devices that you use to connect to our services in your home including the location and configuration of these devices and a list of the equipment we installed in your home.

We may also collect additional subscriber information during voluntary interviews or surveys. When cable modem subscribers access the Sparklight Internet portal page or other Sparklight websites, Sparklight, its affiliates, partners and advertisers may use various software devices to collect information to allow participation in certain online activities or to facilitate online access. We may collect personally identifiable information that you provide to us through our presence on third party websites such as social networking websites. These third parties may retain the information you provide to us in this manner under their own terms and privacy policies. Sparklight may also collect cable modem technical data and information about aggregate cable modem usage for service offering analysis. This process generally does not involve the collection of additional subscriber personally identifiable information. To protect the security of our services we may also operate certain network protection features that automatically scan proper subscriber use of the Sparklight services and that scan certain electronic addresses, identifiers or communications to protect against spam and/or viruses. Other than monitoring bandwidth usage we do not collect additional personally identifiable information while utilizing these protection features. During the course of provision of phone services Sparklight may accumulate customer information that relates to the quantity, technical configuration type, destination and location of Sparklight Phone Services used by you as a Sparklight Phone Services customer.

USE OF COLLECTED INFORMATION

Under federal law we may not use our system to collect personally identifiable information about you without your consent except to obtain information necessary to provide you with services and/or to help us detect unauthorized reception of communications over the our system. For example, when you interact with certain Sparklight services the system may automatically collect certain information on your use of that service. Most of this information is not personally identifiable and such information is generally used to carry out your particular request. This may include your choice of designated channel menu selections or service offerings such as On Demand or pay per view programming. These selections may be linked to your personally identifiable information already stored on our system so we can confirm your entry or transaction and/or confirm proper billing for the selection. We use the information we collect to make sure you receive the services you subscribe to; to send your bills and credit you for payments; to send you program or service listings, new product or service offerings, special announcements and other information we think you may want; to provide and enhance our services; to respond promptly to your questions, complaints and requests for changes in service; for our own tax and accounting purposes; to help anticipate, identify and resolve any service or maintenance problems; to protect the security of our equipment and services; to ensure compliance with applicable laws and compliance with applicable subscriber agreements, policies and terms of service; and to prevent the unauthorized reception of service. We may also collect and use aggregate non-personal information about our subscribers. This information does not identify individual subscribers. We may combine this aggregate data with our subscriber records. Among other things aggregate nonpersonal information is used to help refine our programming offerings and tailor marketing messages to particular interests.

DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

We may disclose personally identifiable information maintained in our business records if (a) you provide written or electronic consent to the disclosure in advance; (b) it is necessary to provide our services to you or to carry out our business activities; or (c) it is otherwise authorized by federal law. These disclosures generally occur for, but are not limited to, account management, billing and collection services; surveys; marketing; service delivery; administration and customization; service maintenance and operations and fraud detection and prevention. Persons that have authorized access to your personally identifiable information include but are not limited to system employees; sales and service agents; other businesses that work with us in bringing you our services including program and program guide providers; accountants, outside auditors, billing, collection and legal services; repair and subscriber assistance providers; marketers of our products and services; merchants or other third parties from whom you make purchases or other requests; purchasing entities if we sell or transfer ownership; authorized representatives of government; and entities affiliated with us through common ownership or control. Any information that you provide to us through our presence on third-party websites such as social networking websites may be accessible to those sites and the public. Sparklight may use a third-party vendor to receive and manage the information that you submit through these websites.

The frequency of disclosures to these parties varies according to business or legal purposes or service needs. Disclosures occur as often as necessary and may be on a daily basis. Unless you object, we may disclose your name and addresses, including e-mail address, to nonaffiliated entities such as advertising and marketing entities, charities or other businesses for other purposes. In such cases we may only furnish your name, home address and/or email address – not the extent of your use of Sparklight's services or transactions you make over the Sparklight system. You may prohibit or limit the name and address disclosures by sending us a letter with such request at the address in this notice. Consistent with federal law we may disclose personally identifiable information to representatives of government or other lawfully authorized persons which may include lawyers or other parties in connection with litigation. We will disclose such information pursuant to a warrant, court order, administrative subpoena, other legal process or voluntarily if we reasonably believe that an emergency involving danger of death or serious injury justifies disclosure of the information to a governmental entity. Under some situations federal law may allow you the opportunity to appear and contest a governmental entity's request for a court order to disclose personally identifiable information. Federal law also authorizes us to disclose subscriber content or other communications if we become aware of evidence of child pornography, we inadvertently obtain content or communications, and it appears to pertain to the commission of a crime or disclosure is to a local, state or federal government entity if we believe there is an emergency involving death or serious injury. Disclosure of content and communications (e.g., e-mail account content) is also permitted to an addressee or intended recipient when it is necessary to providing our service or to protect our rights or property or to others with your

consent or the consent of the addressee or intended recipient of such communications. We may also use or disclose personally identifiable information about you to protect our employees, services, property and customers and/or to enforce our rights under our service agreements terms and policies in court or elsewhere as may be necessary. Except as indicated in this notice we may not disclose personally identifiable information to other third parties unless we are authorized to do so by court order or federal law otherwise permits. If federal law requires, we will notify you of a disclosure.

ONLINE MARKETING

Sparklight's marketing goal is to make its advertisements for its goods and services more relevant to each individual subscriber. To accomplish that Sparklight uses an array of tools designed to give us more information which will permit us to send you advertisements tailored to your interests. We collect information such as your visits to websites and the personal information you voluntarily provided to us, and we work with third party companies that help us gather non-personal information as well as facilitate the use of such information in the form of targeted advertisements. They use cookies, web beacons and other ever-changing technological tools to help us better understand all our customers and provide a positive marketing experience. Even when using third party agencies in this way we do not provide them with any of your personally identifiable information.

LENGTH OF INFORMATION RETENTION

We will maintain personally identifiable information about you only so long as it is necessary for the purpose for which it was collected or to comply with laws governing our business. This period of time extends for up to ten years after termination of service so we may maintain legally required tax and accounting documentation and/or information consistent with our record retention practices. When no longer needed such information will be destroyed unless there are legitimate pending requests for access to such information.

RIGHT TO REVIEW PERSONALLY IDENTIFIABLE INFORMATION

You may inspect personally identifiable information we have about you by sending a written request to us at the address listed in this notice (please include your name, address and telephone number). Following your request, we may need a reasonable period of time to arrange, locate, and if necessary, prepare the information for review. In reply we may arrange an appointment or ask that you come to our business office during regular business hours to review your personally identifiable information we have on file. When you come you must bring your driver's license or some other positive identification. Be sure to tell us if you think personally identifiable information about you in our file is wrong – we will be glad to make appropriate corrections. Depending on the nature of the information, however, we may ask you for documents or other proof that the personally identifiable information we have on file is incorrect.

YOUR RIGHTS UNDER FEDERAL LAW

If you believe that we have collected, used or disclosed personally identifiable information about you in any way that violates these federal limitations on the collection and disclosure of personally identifiable information you have the right to bring suit in a federal court.

CHANGES TO OUR PRIVACY NOTICE

We may modify or update our services from time to time and if necessary, the provisions of this Privacy Notice. We will provide notice to subscribers of changes to our privacy provisions. If you do not agree with the changes, you have a right to cancel the services you subscribe to. If you continue to use our services following notice of privacy changes such usage will constitute your acceptance of and consent to the changes.

CHILDREN'S PRIVACY

Sparklight does not knowingly collect personally identifiable information from children under thirteen years of age to connect and provide Sparklight cable or other services. If as a part of future service offerings, we decide to request personally identifiable information from children under thirteen we will require verifiable parental or guardian consent before we collect this information except in circumstances authorized by law. Sparklight encourages parents and guardians to actively participate in children's online activities and to take measures to protect the online privacy and security of their children. Sparklight supports the use of technologies that help control the collection and use of personal information from children participating in online activities.

OPEN INTERNET POLICIES AND FCC MANDATED DISCLOSURE STATEMENT

The FCC requires Sparklight to provide information regarding its mass market retail broadband Internet access services, including information regarding any network management practices that it employs, the performance characteristics of its services and the commercial terms of its service offerings. A copy of Sparklight's Open Internet Disclosure Statement containing such information can be found on our website at:

https://www.sparklight.com/legal/open-internet. This disclosure incorporates and includes by reference Sparklight's "Acceptable Use Policy" ("AUP") available at: https://www.sparklight.com/legal/acceptable-use-policy and its "Terms of Service" available at https://www.sparklight.com/legal. Sparklight reserves the right to alter its policies and network management practices and the information contained in this Internet Disclosure Statement may change from time to time. Sparklight will post on its website any material changes to its policies.

COMPLAINT RESOLUTION AND ARBITRATION

Read the following paragraphs carefully because they require the parties to arbitrate their private disputes and limit the manner in which you can seek relief from Sparklight. Sparklight is committed to providing quality customer service and our policies are intended to follow the Federal Communications Commission's guidelines on customer service. Any time you have a problem with cable, internet or phone service, please call Customer Service at the applicable phone number on page one. Our representatives are available 24/7 (billing support is available during normal weekday business hours only) and will help you or arrange for a technician to address the problem. All efforts will be made by our service technicians and other associates to resolve any complaints concerning the technical quality of service promptly and efficiently. If your problem is not resolved to your satisfaction, please contact your local system manager to obtain corrective action. If your problem is not handled to your satisfaction, you may feel free to contact your regulatory authority. You may contact the FCC or local regulatory authorities. A full list of Sparklight regulatory authorities is available on www.sparklight.com.

By accepting service from Sparklight you and Sparklight agree to binding arbitration of any disputes arising from such services or any aspect of your relationship with Sparklight, except that you and Sparklight are NOT required to arbitrate any dispute in which either party seeks equitable relief for the alleged unlawful use of copyrights, trademarks, trade names, logos, trade secrets or patents. ARBITRATION PREVENTS YOU FROM SUING Sparklight IN COURT OR FROM HAVING A JURY TRIAL. You and Sparklight agree that you will notify Sparklight of any dispute within 30 days of when it arises, that you and Sparklight will attempt informal resolution prior to any demand for arbitration, that any arbitration will occur in the city of your nearest Sparklight office and that arbitration will be conducted in accordance with the Rules of the American Arbitration Association ("AAA") by a single arbitrator selected by the parties or, if we cannot agree on an arbitrator, by the AAA. If it is necessary to file with the AAA to obtain its assistance in appointment of an arbitrator, Sparklight will pay the entire filing fee and will pay all arbitrator's fees. Whether the dispute is heard in arbitration or in court you and Sparklight will not commence against one another or seek a class action class arbitration or other consolidated representative or aggregate action or treatment, but the arbitrator has the authority to grant any other remedy that would be available in court.

Visit www.Sparklight.com/ratecard to view your rates.