

LA HARPE PRIVACY POLICY

INTRODUCTION

As a customer of La Harpe Video & Data Services Co., Inc. (“La Harpe”), you have a right to know what La Harpe does 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 La Harpe subscribers and their use of La Harpe’s telephone and Internet services.

POLICY

Personally Identifiable Information. To provide services to you, La Harpe obtains certain “personally identifiable information” (“your information”). Your information may include: name, address, telephone number, social security number, date of birth, driver’s license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, demographic information, user IDs, passwords, email addresses, customer complaints, correspondence, and communications records. In providing our services, La Harpe may also collect information about your electronic equipment, computer hardware and software, modems, routers, settings, and other preferences to aid in customer support.

Except as indicated below under **Sharing Policy**, all personally identifiable information is used for the normal business purpose of offering and providing telephone and Internet 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.

Sharing Policy. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent. The following exceptions apply:

1. **Business activities.** La Harpe may disclose customer information in order to conduct a legitimate business activity related to providing services.
2. **Unauthorized reception of services.** La Harpe may disclose customer information in order to detect unauthorized use of service.
3. **Names and addresses to third parties.** La Harpe may disclose names and addresses to third parties for purposes as 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 with a nondisclosure request at any time to the return address on your billing statement, or by contacting us at desk@laharpetelephone.com.
4. **Court order.** La Harpe must disclose personally identifiable information without your consent if we are required to do so by court order. If La Harpe is 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.
5. **Law enforcement request.** La Harpe may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Customer Proprietary Network Information. Customer Proprietary Network Information (“CPNI”) is personally identifiable information that La Harpe collects when providing 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 La Harpe to notify all subscribers of their rights to restrict the use of their CPNI. You have the right, and La Harpe has a duty, under federal law, to protect the confidentiality of your CPNI.

- **Permitted use of CPNI.** CPNI can be used by La Harpe for certain purposes without your permission. La Harpe may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. La Harpe may also use CPNI to respond to your inquiry regarding services you currently use or related services La Harpe offers. In addition, La Harpe 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, La Harpe may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, La Harpe may not use CPNI to offer you any type of long-distance service unless you currently subscribe to their long-distance offerings. La Harpe 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 La Harpe 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 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.

ADDITIONAL PRIVACY PROVISIONS

Children's Privacy. Any websites provided by La Harpe are not directed at, nor intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information. 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 <http://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 Rights. As a customer, you may review your personal information by contacting a customer support representative. La Harpe needs 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 concerning our collection, use, and sharing of your personally identifiable information through a civil action in federal district court.

Do Not Call Policy. As part of its general business practice and in compliance with laws and regulations governing telemarketing and consumers' rights to privacy, it is La Harpe policy that outbound sales calls will not be made to any person who has communicated a desire to not to receive telephone solicitations or to any person on a state or federal Do Not Call list, except as permitted by law. La Harpe reserves the right to make telephone solicitations in the absence of notification.

You may contact us to be added to our Do Not Call list. Please provide your name, address and all telephone number(s) you wish to be included. If you obtain a new telephone number, you must give us that new number if

you want your “do not call” status to remain in effect. Please note that the law permits La Harpe to contact its customers for non-solicitation purposes, such as surveys, billing issues, or service-related matters.

Communications Preferences/Opt-Out. Subscribers who do not wish to receive marketing materials, telephone calls, emails or direct mail may notify La Harpe at any time. You may also prohibit La Harpe’s 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. 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 La Harpe send? Please be advised that your privacy policy election does not restrict La Harpe from initiating telephone calls, emails, or other customer contact relative to non-marketing account-related matters.

Changes to Privacy Notice. La Harpe regularly updates this notice as needed to reflect changes to its privacy policies. You can request additional and updated information at any time by contacting us at (217) 659-7721 or by email at desk@laharpetelephone.com. 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 La Harpe? If you have any questions regarding this privacy notice, or wish to contact us about your personal information, please contact us directly at:

Phone: (217) 659-7721

Email: desk@laharpetelephone.com

Mail: 104 N. Center Street, La Harpe, IL 61450

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