

This information may include your name, service address, billing address, e-mail address, telephone number, driver's license number, social security number, bank account number, credit card number and other similar account information.

In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. We also collect and maintain certain other information about your account. For example, this information may include billing, payment and deposit history, service information, customer correspondence and communications records, maintenance and complaint information, records indicating the number of television sets and devices connected to our cable system and the service options you have chosen. Additionally, we may have record if you rent or own your home in the event that landlord permission is required prior to installing our cable facilities. We also maintain subscriber correspondence (via email or otherwise) and, if you are an ISP service subscriber, we may keep records of violations or alleged violations of your ISP service agreement and other rules governing your use of the ISP Service. Additionally, we may sometimes obtain from third parties publicly available information about our subscribers.

When you use interactive or other transactional television services, the cable system automatically collects certain information on your use of these services. Most of this information is not personally identifiable information and it is simply used, for example, to carry out a particular request you make using your remote control or set-top box. This information may include information required to change your television channel and review listings in an electronic program guide, among other information. It may also include other information such as the time you actually use our services and the use of other features of our services, and which menus and menu screens are used most often and the time spent using them. In order to carry out a particular request you make to watch a pay-per-view program or purchase a product or service, for example, the cable system may collect certain personally identifiable information. This information typically consists of account and billing-related infor-

mation such as the pay-per-view programs or other products or services ordered so that you may be properly billed for them.

The information described in the preceding paragraphs is used for purposes such as the following to make sure you are being billed properly for the services you receive: to send you pertinent information about our services; to maintain or improve the quality of our services; to answer questions from subscribers; to ensure compliance with relevant law and contractual provisions; to market cable or other services or products that you may be interested in and for tax and accounting purposes.

When and to whom does Vision disclose personally identifiable information?

Vision considers the personally identifiable information contained in our business records to be confidential. The Cable Act authorizes Vision as a cable operator to disclose personally identifiable information concerning any subscriber for the following purposes if the disclosure is:

- necessary to render or conduct a legitimate business activity related to the cable service or other services provided to the subscriber;
- required by law or legal process (as described below in this notice); or
- of the names and addresses of subscribers for "mailing list" or other purposes (subject to each subscriber's right to prohibit or limit this disclosure as described below in this notice).

The Cable Act prohibits us from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

We may disclose personally identifiable information as provided for in the Cable Act when it is necessary to render or conduct a legitimate business activity related to the cable service or other services we provide to you. These kinds of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention, for example. We may also collect, use and disclose information

about you in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits or the nature of any transaction you have made over the cable system. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities.

The types of persons to whom information about you may be disclosed by Vision in the course of providing cable service to you include the employees of Vision and its related affiliates, legal entities, agents, repair and installation subcontractors, sales representative, accountants, billing and collection services and credit reporting agencies, consumer and market research firms and authorized representatives of governmental bodies. Also upon reasonable request, personally identifiable information is disclosed to persons or entities with an equity interest in legal entities related to Vision when they have a legal right to inspect our books and records.

We make every reasonable effort to protect subscriber privacy as described in this notice. Nevertheless, we may be required by law to disclose personally identifiable information about a subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order or search warrant.

The Cable Act requires us to disclose personally identifiable information to a third party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required to notify the subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject

of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees or property in emergency situations, and to enforce our rights under our terms of service and policies, in court or elsewhere.

If you are a subscriber to our ISP Service, we are required by the Electronic Communications Policy Act of 1986 (ECPA) to reveal information to the government in certain additional circumstances. ECPA addresses both the content of communications on the ISP Service, as well as subscriber record information. ECPA requires us to disclose to governmental authorities the content of communications in response to a criminal warrant or court order without any notice to you and without your consent.

If you subscribe to our ISP Service, a private party may use a subpoena under the Online Copyright Infringement Liability Limitation Act of 1998 ("Copyright Act") to obtain information about you to maintain a copyright infringement suit against the poster of online material, without any notice to you. Additionally, our Affiliated ISPs may release information about you to comply with valid legal process such as a subpoena or court order, or as required by law.

In your Subscriber Agreement, you have agreed that Vision and our Affiliated ISP may also disclose any information in its possession to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

How long do we retain personally identifiable information?

Vision maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the

purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If there are no pending requests, orders, or court orders for access to this personally identifiable information, we will destroy the information after it is no longer necessary for the purposes for which it was collected.

Can I obtain access to my records?

Under the Cable Act, you have the right to inspect the records of a Cable Operator that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect these records, please notify Vision in writing and an appointment at our local business office will be arranged during our regular business hours.

Your Rights Under the Cable Act

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act, you may enforce the limitations imposed on us by the Cable Act with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. The Cable Act provides you with a cause of action for damages, attorneys' fees and costs in Federal District Court should you believe that any of the Cable Act's limitations on the collection, disclosure and retention of personally identifiable information have been violated by Vision Communications. Your Subscriber Agreement contains your agreement that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorneys' fees and punitive damages will not be available.



Subscriber Privacy Notice

As a subscriber to cable television service, you are entitled under Section 631 of the Cable Communications Policy Act of 1984 (the "Cable Act") to know the following:

- the limitations imposed upon cable operators in the collection and disclosure of personally identifiable information about subscribers;
- the nature of personally identifiable information Vision Communications ("we") collect;
- the nature of the use of personally identifiable information;
- under what conditions and circumstances we may disclose personally identifiable information and to whom;
- the period during which we maintain personally identifiable information;
- the times and place at which you may have access to your personally identifiable information; and
- your rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

What kind of information does the Cable Act and this notice apply to?

This notice relates only to personally identifiable information about you that you have furnished to Vision Communications ("Vision," "we" or "us"), or that Vision has collected, in connection with the provision of cable-based services (including ISP services) to you. Personally identifiable information does not include aggregate data that does not identify you.

What kind of information does Vision collect and for what purpose?

Vision is authorized to collect personally identifiable information concerning any subscriber in order to obtain information necessary to render our cable service or other services to our subscribers and to detect unauthorized reception of cable communications.