

Fond du Lac Communications Privacy Statement

Fond du Lac Communications is committed to maintaining your privacy. We believe that you are entitled to know how Fond du Lac Communications will collect, use and protect the information you give us. This policy describes how we collect and disclose personal information. If you have any questions or concerns regarding these policies, please contact Fond du Lac Communications at 1 (218) 878-7337.

Scope

This privacy policy describes the following:

- What personal information we collect from you
- What personal information our vendors collect
- What organizations collect the information
- How the information is used
- With whom the information may be shared
- How long information is retained
- What choices are available to you regarding how we collect, use, and distribute the information
- What security procedures are in place to protect information under Fond du Lac Communications control
- How you can correct any inaccuracies in the information

Information collected when we provide your services

Fond du Lac Communications collects certain information from you to provide services. Fond du Lac Communications will not use personal information for any other purpose without your consent.

Information collected

- Name
- Postal address
- Telephone number
- Billing address
- Payment method

Fond du Lac Communications may also collect your personal information when you communicate with us

Types of communications

- Support inquires
- Billing inquires
- Email inquires
- Support chat sessions
- Information inquires
- Participation in contests or promotions

How We Use and Disclose Your Information

Fond du Lac Communications considers the personal information contained in our business records to be confidential. However, Fond du Lac Communications may need to disclose your personal information for the reasons stated below.

- Customization of services
- Configuring related devices
- Account security
- Billing for services
- Providing customer support
- Managing the network
- Adding services to your account
- Abuse of your services
- Compliance with policies or terms of service
- Requests from law enforcement
- Court related litigation
- 911, E911, caller ID and directory services

Information Collected on Use of Your Services

Fond du Lac Communications will not listen to your outgoing or incoming calls or to your voicemail unless directed to for troubleshooting. Fond du Lac Communications may store information about the date and time of your calls for billing purposes. Fond du Lac Communications could be required to disclose this information and messages along with other personal information about the customer to comply with law enforcement or legal process. Fond du Lac Communications may also monitor or record the performance of our services in order to manage, maintain, repair, and improve your services. For the purposes of training and/or quality assurance we may monitor and record your communications with Fond du Lac Communications employees.

Third-Party Service Providers

Fond du Lac Communications may contract with other vendors to provide specific services and features for your services. If these third parties provide services to you, they will collect, disclose, and protect your personal information in accordance with Fond du Lac Communications privacy and CPNI policies.

Business Transitions

In the event Fond du Lac communications enters into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information as part of the transaction. If, as a result of the business transition, the Privacy Policy and the accompanying CPNI Policy are changed, you can find those changes in the places indicated in the “Notification of Changes to this Policy” section below.

Software and Configuration

Fond du Lac Communications may use information that you provide to assist you with technical inquiries. This information is stored in software tools used for customer inquiries. The information collected in the software is available only to authorized personnel for maintaining and supporting the use of your services. Fond du Lac Communications maintains customer contact and support pages that you can use to communicate with technical support. Fond du Lac uses the information provided by you on these pages to support your use of your services.

Fond du Lac Communications recommends, that if using third party software in conjunction with Fond du Lac Communications services, these programs may be subject to their own terms of service and other policies. Fond du Lac Communications recommends that you carefully read the vendors terms and policies to understand how they may use your personal information.

In certain cases, Fond du Lac Communications may configure your service or service related equipment to resolve technical support issues. Fond du Lac Communications will perform these configurations at your request; we may do so locally or remotely.

Preferences

We may store information that you provide to personalize your settings so that you do not have to change these settings each time you use your services. We do not share your preferences with third parties except for service providers or other third parties who may provide certain components of your services.

Legal Disclaimer

We make every reasonable effort to protect subscriber privacy as described in this Privacy Policy. Nevertheless, we may be required by law to disclose personal 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. We may also use or disclose personal

customer information without your consent to protect our customers, employees, or property, in emergency situations. Fond du Lac Communications may also use personal data to enforce our rights in court or elsewhere, directly with you and for violations of the service's terms of service and policies.

Communications and Special Offers and Updates

We may send new subscribers a welcome message and sometimes other information by e-mail or another means such as the postal mail. Subscribers who would like to opt out of mailings, please contact Fond du Lac communications at (218) 878-7337

Service Announcements

We send subscribers service-related announcements from time to time. For example, we may send you an e-mail announcement about a pricing change, a change in operating policies or new features of your service. You may not opt out of these service-related communications.

Customer Service

We communicate with you to provide requested services and support for questions and issues relating to your account. We will reply to your requests for customer service by e-mail, phone, discussion forum, or through any other reasonable means.

SECURITY

Fond du Lac Communications takes the security of our subscribers' personal information seriously. We follow industry-standard practices to protect your personal information from unauthorized access to it. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose personal information.

CORRECTING AND ACCESSING INFORMATION

If your personal information changes, you may update our records by contacting us at (218)-7337.

To ensure that our records are accurate, you may examine and copy personal information we collect and maintain relating to you upon reasonable notice during regular business hours. If you wish to inspect those records, please contact us by telephone at (218) 878-7337 We will need a reasonable period of time to locate and, if necessary, prepare the information for your review. You will only be permitted to examine records that contain information about you and no one else. Please note that we may be unable to provide you with records without a subpoena, court order, or search warrant. Fond du Lac Communications reserves the right to charge a fee for the production of any documents that you request.

We will correct our records on a going-forward basis when the personal information we have collected about you is inaccurate. Please note: it is not possible for us to correct information appearing in our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers not affiliated with Fond du Lac Communications.

RETENTION OF INFORMATION

Fond du Lac Communications maintains your personal information in our records while you are a subscriber of our services. We may 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 personal information, we may destroy the information after it is no longer necessary for the purposes for which it was collected.

NOTIFICATION OF CHANGES TO THIS POLICY

Changes this Privacy Policy or the CPNI Policy will be posted on www.aaniin.net or in other places we deem appropriate.