



### **Commitment to Privacy**

Michigan Central Broadband Company, L.L.C. (MCBC or the Company) is committed to protecting your privacy. This Privacy Policy discloses how MCBC gathers, protects and uses information collected from this website. The Company will keep your information secure and confidential through safeguards such as secure encryption technology and by requiring the entry of user names and passwords.

### **Collection of Personal Information**

MCBC may request that you provide Personal Information when you access your account online or make an online payment. The types of Personal Information you provide to the Company may include name, address, phone number, e-mail address, user IDs and passwords, billing and transaction information, credit card information, and contact preferences.

### **Customer Proprietary Network Information (CPNI)**

CPNI is defined as information relating to the quality, technical configuration, destination and amount of use of telecommunications services, including information that may appear on a customer's bill. Information published in the telephone directory is not CPNI. You have a right, and the Company has a duty, under federal law to protect the confidentiality of CPNI. You also have a right under federal law to restrict how the Company uses CPNI to offer you additional services. MCBC will be happy to answer any questions you have about CPNI and provide you with a detailed explanation of your options under federal law to restrict the use of CPNI.

### **How MCBC Uses the Data it Collects**

MCBC may use your CPNI and other Personal Information to help deliver the services you have requested and to design or offer specific products or services that MCBC believes will be useful to you. MCBC may also use or disclose your CPNI or other Personal Information to its affiliated companies when permitted by state and federal law.

MCBC will not share your CPNI or other Personal Information with unaffiliated third parties without your approval, except under the following circumstances:

- If required to do so by law;
- To prevent unlawful use of communications services;
- If the company believes in good faith that disclosure is necessary to protect public safety or to protect the employees and property of MCBC;
- To provide inside wiring installation, maintenance, and repair services;
- To initiate, render, bill and collect for telecommunications services.

When the Company discloses your CPNI or other Personal Information to unaffiliated third parties under the preceding conditions, it is the Company's policy to provide third parties only with the information they need. MCBC complies with all state and federal laws regarding use and protection of CPNI or other Personal Information.

Note that MCBC publishes and distributes directories, which include customer names, addresses and telephone numbers. The Company also makes customer information available through directory assistance operators. Customers desiring an unlisted or unpublished number must notify MCBC.



Additionally, MCBC will provide, under certain circumstances, customer billing name and address (BNA) information to your interexchange toll service provider, as well as whenever you accept a third party or collect call, and when you use a joint use calling card assigned by MCBC and a toll carrier, in order to facilitate billing. Customers with unlisted or unpublished numbers have a right to request that their BNA not be disclosed, and may prevent BNA disclosure for third party and collect calls, as well as calling card calls. For information on how to restrict the disclosure of your billing name and address, please contact the Company.

**Non-Personal Information:** MCBC collects and analyzes non-personal information (i.e., information about usage and service operation that is not associated with a specific personal identity) to evaluate how visitors use its website. Non-personal data that MCBC collects may include the pages visited on the site, unique URLs visited within MCBC's website, browser type and IP address. Most non-personal data is collected via cookies or other analysis technologies. MCBC's website uses cookies, statistics tracking and other technologies for data analysis and personalization services.

**How to Update or Remove Your CPNI or other Personal Information from the Company's Records**

Please contact MCBC directly and it will update or remove your information accordingly.

**Cookies**

MCBC may collect information about your computer hardware and software, such as your IP address, domain name, and access times, using cookies. Cookies are small files that are stored on your computer's hard drive and are used for future access when you return to this site. MCBC may use cookies to deliver Web content specific to you and to keep track of your online order activity. Cookies contain session identification numbers that allow the Company's systems to recall previous sessions for authentication efforts and assemble information from gathered data. Cookies do not identify you personally, but merely recognize your browser, unless you choose to voluntarily identify yourself.

You can configure your computer's browser to alert you when a site is attempting to send you a cookie and allow you to accept or refuse the cookie. Users who disable their Web browsers' ability to accept cookies will still be able to browse MCBC's website; however, they may lose some of the functionality provided by the use of cookies.

**Children**

MCBC does not knowingly collect CPNI or other Personal Information from minors under the age of 18, and will not accept orders from minors without the permission of their parents or guardians.

**Security**

MCBC is committed to protecting the security of your CPNI or other Personal Information and takes commercially reasonable steps to protect your CPNI or other Personal Information from unauthorized access, use or disclosure. However, no security feature is fail-safe, and the Company cannot guarantee that the measures taken to protect your CPNI or other Personal Information are invulnerable.



### **Links to Other Sites**

This website may provide links to websites maintained by third parties. MCBC provides these links for your convenience, and makes no endorsements or representations regarding the content, products, features or privacy of any linked website, nor is MCBC responsible therefore.

### **Revisions**

MCBC may revise this Privacy Policy from time to time. The Company encourages you to review this Privacy Policy each time you visit this website.

### **Contacting the Website**

MCBC welcomes comments, suggestions and questions about this Privacy Policy, and encourages you to contact the Company at any time, for any reason, by sending an e-mail to [customersupport@micbc.com](mailto:customersupport@micbc.com)

### **Limitation of Liability**

MCBC operates and maintains this site for the convenience of its customers and visitors and is committed to abiding by the terms of this Privacy Policy. However, the Company does not warrant against breaches of the Privacy Policy and make no promises to you, express or implied, by posting this Privacy Policy. All services provided by MCBC are governed by its applicable tariff(s) and service agreements, including limitations of liability contained therein.

### **Comments**

If you have any questions or comments regarding any part of this content, please contact Michigan Central Broadband Company either by electronic mail at [customerservice@micbc.com](mailto:customerservice@micbc.com) or by telephone number toll free at 877-216-0505.