

Cordova Telephone Cooperative's Privacy Notice

This privacy notice discloses the privacy practices for ctcak.net. This privacy notice applies solely to information collected by this web site. It will notify you of the following:

1. What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data?
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

1. We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.
2. We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.
3. Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your Access to and Control over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser, or looking for "https" at the beginning of the address of the web page. While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Cordova Telephone Cooperative & Cordova Wireless Communications Internet Acceptable Use Policy

General Policy Statement:

The following policies apply to mass market broadband Internet services offered by Cordova Telephone Cooperative, Inc. (CTC) and CTC's subsidiary company, Cordova Wireless Communications, Inc. (CWC). CTC/CWC also offers enterprise level services that can be individually tailored to customer needs. Information on CTC/CWC enterprise services can be obtained by calling #907-424-2345 (CTC) or #907-424-2300 (CWC) or stopping by the CTC business office at 611 Second St. or CWC business office at 621 Second St., Cordova, Alaska. You can also visit CTC's website, www.ctcak.net, or CWC's website at www.cwcak.net and look for the internet links. It is CTC/CWC's policy to provide robust and reliable access to the Internet for all of its residential and commercial mass market end user customers.

Because network resources are shared by all users, CTC/CWC has implemented the following policies to govern mass market Internet service. These policies are designed to: (i) ensure that shared network resources are allocated fairly among all users; (ii) allow users and prospective users to understand service policies and any significant limitations on the service; and (iii) provide a foundation that assures customers that they can rely on consistently receiving the level and quality of service to which they subscribe.

CTC/CWC does not block access to, nor discriminate against, any lawful website or Internet application and, with respect to fixed Internet access services, CTC/CWC supports the ability of users to select and attach the equipment of their choice to the network so long as that equipment: (a) is used for a lawful purpose consistent with CTC/CWC's Acceptable Use Policy; and (b) does not harm the network or degrade network performance for other users.

Customers are encouraged to familiarize themselves with the following policies which are deemed part of their Internet Service Agreement. CTC/CWC gives a copy of the Internet Services Agreement and Acceptance Use Policy to the customer upon purchasing their Internet Services from CTC &/or CWC. By using CTC/CWC's Internet Service, the customer accepts, agrees to be bound by and to strictly adhere to, these policies. The customer also agrees to be responsible for compliance with these policies by third parties, such as friends, family members or guests that make use of the customer's service accounts or equipment to access the network for any purpose, with or without the permission of the customer.

The Internet Service Agreement is posted on CTC/CWC websites and emailed to all users annually.

Acceptable Use Policy:

1. General Policy. CTC/CWC reserve the sole discretion to deny or restrict your service, or immediately to suspend or terminate your service, if the use of your service by you or anyone using our service, in our sole discretion, violates the CTC/CWC's Internet Service Agreement or is objectionable or unlawful, interferes with the functioning or use of the Internet or the CTC/CWC network by or for other users, or violates the terms of this Acceptable Use Policy ("AUP").

2. Specific Examples of AUP Violations. The following are examples of conduct which may result in the termination of your Service. Without limiting the general policy in Section 1, it is a violation of the Internet Service Agreement and this AUP to:

(a) access without permission or right the accounts or computer systems of others, to spoof the URL, DNS or IP addresses of CTC/CWC or any other entity, or to penetrate the security measures of CTC/CWC or any other person's computer system, or to attempt any of the foregoing; (b) transmit unsolicited communications, data or information, or engage in other similar activities, including without limitation, "spamming", "flaming" or denial of service attacks; (c) intercept, interfere with or redirect email or other transmissions sent by or to others; (d) introduce viruses, worms, harmful code or Trojan horses on the Internet; (e) post off-topic information on message boards, chat rooms or social networking sites; (f) engage in conduct that is defamatory, fraudulent, obscene or deceptive; (g) violate **CTC/CWC's or any third party's copyright, trademark, proprietary or other intellectual property rights**; (h) engage in any conduct harmful to the CTC/CWC network, the Internet or other Internet users; (i) generate excessive amounts of email or other Internet traffic; (j) use the service to violate any rule, policy or guideline of CTC/CWC; (k) use the service in any fashion for the transmission or dissemination of images containing child pornography or in a manner that is obscene, sexually explicit, cruel or racist in nature or which espouses, promotes or incites bigotry, hatred or racism; or (l) download or use the Service in Cuba, Iran, North Korea, Sudan and Syria or in other countries or destinations that are otherwise controlled or embargoed under U.S. law, as modified from time to time by the Departments of Treasury and Commerce.

3. Copyright Infringement/Repeat Infringer Policy. CTC/CWC respects the intellectual property rights of third parties. Accordingly, you may not store any material or use CTC/CWC systems or servers in any manner that constitutes an infringement of third party intellectual property rights, including under US copyright law. In accordance with the Digital Millennium Copyright Act (DMCA) and other applicable laws, it is the policy of CTC/CWC to suspend or terminate, in appropriate circumstances, the service provided to any subscriber or account holder who is deemed to infringe third party intellectual property rights, including repeat infringers of copyrights.

In addition, CTC/CWC expressly reserves the right to suspend, terminate or take other interim action regarding the service of any user or account holder if CTC/CWC, in its sole judgment, believes that circumstances relating to an infringement of third party intellectual property rights warrant such action. These policies are in addition to and do not affect or modify any other rights CTC/CWC may have under law or contract. If you believe that copyrighted material has been used in violation of this policy or otherwise

been made available on the service in a manner that is not authorized by the copyright owner, its agent or the law, you may contact our Designated Agent as follows:

Kenneth C. Johnson
HERMAN & WHITEAKER, LLC
6720-B Rockledge Drive
Suite 150
Bethesda, MD 20817
(202) 271-2266 (mobile)
(202) 827-0664 (direct)
Fax: (202) 706-6056
ken@hermanwhiteaker.com

4. **CTC/CWC** may, but is not required to, monitor your compliance, or the compliance of other subscribers, with the terms, conditions or policies of the Internet Service Agreement and AUP. You acknowledge that **CTC/CWC** shall have the right, but not the obligation, to pre-screen, refuse, modify or remove any content available on the service, including but not limited to content that violates the terms or this Agreement.

**For Open Internet Transparency
Disclosures, click here.**

Privacy Policy Related to Network Management Practices:

If you subscribe to **CTC/CWC** Internet access services, we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

CTC/CWC will not gather information from your use of our Internet access services to direct customized advertising specifically to you based on your visits over time and across different non-**CTC/CWC** websites, unless we first provide you with notice of our plan and obtain your affirmative consent.

Please note that **CTC/CWC** is not responsible for information, content, applications or services provided by others. Before you access, use, link to or download a service or application on your computer or

wireless device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or application provider and others associated with these forums in a manner different from that described here.

For more information on CTC/CWC privacy practices click on our websites at www.ctcak.net and www.cwcak.net and click on the Privacy Statement link at the bottom of the home page.

Information Provided to Us by Third Parties

If you subscribe to CTC/CWC Internet access services, we may automatically measure and monitor network performance and the performance of your Internet connection to improve your, or our, overall service levels. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

CTC/CWC obtains information from outside companies that collect consumer information such as demographic and interest data. We use this data and combine it with other information we have about you to help us predict customer preferences and to direct marketing offers that might be more relevant to you.

We may also obtain contact information and other marketing lead information from third parties, and may combine it with information we have to contact you or direct CTC/CWC's marketing offers to you.

Cookies:

A cookie is a small data string that is written on your computer hard drive by a web server. (A web server is the computer that hosts a website and responds to requests received from your computer). Cookies can play an important role in providing a good customer experience using the web, such as enabling a website to maintain information when a user's web browser requests a series of web pages.

Cookies generally hold information, including data strings that contain a unique user ID which allow websites, including CTC/CWC websites, to customize your experiences on the sites and gather information about your navigation of the sites. Information gathered from cookies also helps us understand how our sites are performing and provides website usage information to support customizing and improving our sites and their messaging and advertisements. We also use cookies to help verify the identity of a website user or to recognize you as a registered user and remember your settings and preferences.

You can manage cookies by using features and functions available on most Internet browsers. For example, most browsers will allow you to choose what cookies can be placed on your computer and to delete or disable cookies. You can find instructions for managing cookie controls on websites for particular browsers. Please note that disabling cookies may prevent you

from using specific features on our sites and other websites, such as ordering products or services and maintaining an online account.

Cookies associated with your Flash Player may be removed by managing your settings with Adobe by visiting this web site: <http://www.adobe.com/products/flashplayer/security/>.

Web Beacons

CTC/CWC and third-party advertisers may use web beacons. Some CTC/CWC websites contain web beacons in the form of clear .gif files, which are electronic images that allow for the collection of information about your interactions on our sites. Web beacons may be used to place advertisements, to understand website traffic patterns and the number of visitors to our website, and to measure the effectiveness of advertisements or email advertising messages.

Additional Information for Mobile Wireless Customers

CTC/CWC collects and uses mobile device location data for a variety of purposes, including providing our mobile voice and data services and emergency services such as E-911.

Many types of wireless applications and services use mobile device location data, including applications provided by other companies and wireless device operating systems. When you are considering new applications or services, you should carefully review the location-based services' or application providers' privacy policies to learn how they collect and use your information.

Redress Options: End User Complaints/Questions

CTC/CWC customers are encouraged to contact CTC/CWC to discuss questions or complaints that they may have regarding their CTC/CWC Internet/data services by visiting or calling the appropriate office at (CTC) #(907) 424-2345, 611 Second Street, PO Box 459, Cordova, AK 99574 and/or (CWC) #(907) 424-2300, 621 Second St., PO Box 438, Cordova, AK 99574.