

## **PRIVACY AGREEMENT**

### **PROTECTING CUSTOMER PRIVACY AT BURLINGTON TELECOM**

Burlington Telecom (“BT”) has strict policies governing employee access to customer records. We access customer accounts, records or reports for authorized business purposes only. We educate our employees about their obligation to safeguard customer information and telephone calls, and we hold them accountable for their actions.

BT obtains information from customers that helps us to provide service, and we use that information for business purposes only.

We collect and maintain information about you such as your name, address and telephone number. When you call us, a service representative uses this personally identifiable information in order to render service.

BT keeps all of our records private including the services you buy, the programs that you purchase and the calls that you make. We do not ordinarily disclose this information without your permission. The only time that BT will release customer information without involving you is when disclosure is required by law or to protect the safety of customers, employees or property or when contractual obligations requires; such as:

- If you subscribe to telephone service with BT and dial 911, information about your location may be transmitted automatically to a public safety agency. Certain information about your long-distance calls is transmitted to your long distance company for billing purposes. BT also is required by law to give competitive local exchange carriers access to its customer databases for purposes of serving their customers, to exchange credit information with other carriers, and to provide listings (other than certain non-published and non-listed information) to directory publishers.
- BT must disclose information, as necessary, to comply with court orders, search warrants or subpoenas. BT also will share information to protect its rights or property and to protect users of its services and other carriers from fraudulent, abusive or unlawful use of services.
- BT may provide information to collection agencies about former customer accounts that are in arrears.
- BT also occasionally uses contractors to do work for the company. These contractors have the same obligations as our regular employees concerning customer information.

### **BURLINGTON TELECOM DOES NOT SELL INFORMATION TO THIRD PARTIES**

#### **SECURITY**

We take reasonable security precautions to protect your personally identifiable information that we collect on the services from unauthorized access, use and disclosure. For example, we store billing records on computers in a controlled and secure environment and we destroy all credit card, financial and personal data we receive by shredding after internal use. However, we cannot guarantee that our security precautions will, absolutely, without any possible exception, prevent every unauthorized attempt to access, use or disclose your personally identifiable information.

#### **RETENTION OF INFORMATION**

We will maintain most, if not all, of the personally identifiable information we have collected during the time you are a subscriber. We generally will destroy the information after a reasonable time following the termination of your account with us, if we no longer need to retain the information for the purpose for which it was collected or retention is no longer required by law, tax or other legitimate business activities.

#### **NOTICES AND CHANGES TO PRIVACY POLICY**

As required by Federal law, we will notify you of our Privacy Policy annually. We reserve the right to modify this policy at anytime. We will notify you of any material changes via written, electronic, or other means permitted by law. If you find the change unacceptable, you have the right to cancel service. Your continued use of service following the notice will be considered an acceptance of the change.