

THE FOLLOWING ANNUAL NOTICE IS FOR INFORMATIONAL PURPOSES ONLY. NO ACTION IS REQUIRED.

ANNUAL PRIVACY AND CPNI NOTICE

Effective as of January 1, 2024

In keeping with our commitment to be your most trusted provider of voice communications and broadband services, herein referred to as “Services”, we are reminding you of how we protect your Customer Proprietary Network Information (“CPNI”) and how we may collect, use, and share your Personally Identifiable Information (“PII”) in connection with our Services. We are giving you clear, prior notice of how your data will be protected, used, and shared. We encourage you to read legal information on our website (<https://buzzbroadband.com/legal-information>) and contact us should you have any questions or concerns.

Information We Collect and Use

Generally, we collect and use your PII to provide the Services you subscribe to and to render invoices. We collect PII, such as subscriber name, service and mailing addresses, telephone numbers, social security number, driver's license number, email address, billing and payment records, subscriber credit information, or other information to identify, contact, or locate you. We may also collect demographic and usage information about you and other subscribers as a group to respond to industry regulatory compliance reporting and filing requirements.

Internet Services Like most Internet service providers, we automatically collect and store Internet Protocol (IP) addresses (an identifier given to your connection while online), the volume of and types of data transmitted and received through your service, device types used, Internet connection performance, modem, gateway, and other device MAC addresses, and connection dates and times. We may also collect and store other usage statistics, such as the volume of data transmitted by certain protocols, devices, and services, to help us understand how our network is used, to provide users insight into your household Internet usage, and to improve the Services we offer. We monitor our network and collect telemetry and other data to measure the quality of our Internet service, and to help us troubleshoot and diagnose service issues. We also monitor our network for security, malware, and fraud prevention purposes.

We don't share the contents of your online communications unless required by law or legal process. We may retain and provide such communications to others if we are legally required or compelled to do so.

Internet DNS Privacy

The Domain Name System is an integral part of the internet, providing a way to link host names to specific IP addresses. The DNS platform is optimized and configured to help you get the best possible experience from your Internet service. We do not retain the contents of lookups, or "queries", made to the platform. We do not share DNS data with any third-party except in limited instances where anonymized or aggregated data is necessary for cybersecurity, DNS analytics, reporting, and research purposes. Following aggregation, the retained or transferred data does not contain any personally identifiable information or data that we believe could be combined or correlated to identify a user or their behavior. We do not use customer DNS query information to facilitate advertising, either internally or via third-party advertisers.

Telephone Services

In procuring telephone services, we collect usage information, including calls made and received and their duration. We treat this information as private and access and/or disclosure is only made in compliance with Federal CPNI Regulations. We monitor and record calls with our customer care agents for quality, training, and analytics purposes. For more information on how we treat customer proprietary network information, see the Customer Proprietary Network Information Policy posted to our website at (<https://buzzbroadband.com/legal-information>).

Communicating with You

We may communicate with you online, including in browser notifications, concerning maintenance, security, and fraud prevention issues, as well as information from us that you may be interested in. If you prefer, you may opt-out of marketing emails to a specific address by notifying us in response to the email you receive, through the "unsubscribe" link found at the bottom of the email. We may send communications through text messages to the extent you have opted in or as permitted by law.

Special Exceptions

We reserve the right to disclose identifying information or data if we have a good faith belief it is necessary to: (1) comply with the law or legal process; (2) protect our network, rights, or property or those of others; (3) respond to fraud,

abuse, or unauthorized reception or access; (4) enforce our Policies; or (5) act in an emergency to protect your safety or that of another person.

Information We Must Disclose for Legal Purposes

We routinely receive legal requests in the form of a warrant or subpoena for customer information from government and law enforcement personnel. We also receive discovery requests in civil cases. We cooperate by providing the information required by law or as compelled by legal processes.

Child Pornography

We work closely with the National Center for Missing and Exploited Children and other groups to eliminate child pornography on the Internet. The law requires us to report any evidence of apparent child pornography, and we may share your protected Services data in connection therewith.

Third-Party Security Precautions

Our Subscription Services may include or link to third-party websites, apps, ads, locations, platforms, code (e.g., plug-ins, application programming interfaces ("APIs"), and software development kits ("SDKs"), or other services ("Third-Party Service(s)"). These Third-Party Services may use their own cookies, web beacons, and other tracking technology to independently collect information about you and may solicit all manner of data from you.

Third-Party Services include third-party content provider apps and links that enable you to access third-party services via our subscription services ("Content Services"). When you access those Third-Party Services in this manner, you are interacting directly with the Third-Party Service even if you have not closed out of our Subscription Services. These third-party data collections are not to be considered a disclosure by Buzz Broadband and when you use Third-Party Services, including Social Features, Content Services and Third-Party Networks, we are merely facilitating your access to those services, and you are subject to the data collection and use practices and privacy policies of the Third-Party Services and we are not responsible for their data practices. We encourage you to familiarize yourself with and consult their privacy policies and terms of use.

Taking Proper Security Precautions

Our Subscription Services are intended for use by a general audience and account holders must be of the age of majority or emancipated minors. We do not intend to or knowingly collect personal information (as the term is defined by the Children's Online Privacy Protection Act ("COPPA") from children

under the age of 13. If you believe your child may have provided us with their personal information, you can contact us, and we will delete their personal information to the extent required by COPPA.

FCC Do Not Call List

The national Do Not Call list protects home voice or personal wireless phone numbers. You can register your numbers on the national Do Not Call list by phone or on the Internet at no cost.

- To register via the Internet, go to <https://www.donotcall.gov/index.html>
- To register by phone, call 1-888-382-1222 (voice) or 1-866-290-4236 (TTY). You must call from the phone number you wish to register.