



ConnectAnza Privacy Policy

This Policy applies to our Broadband Services and VOIP Services (“Services”). This Policy describes our practices with respect to Your "personally identifiable information" and certain other information. Personally identifiable information is information that identifies you and that you have furnished to us or that we have collected in connection with your receipt of those Service(s). Personally identifiable information does not include aggregate or anonymous data or any data that does not identify you. This Policy also applies to Your Customer Proprietary Network Information ("CPNI"). This is information about you that we obtain solely in connection with your receipt of our VOIP Service. CPNI consists of the information contained in your VOIP Service bill and any other information about the quantity, technical configuration, type, destination, location and amount of your use of VOIP Service.

This Policy does not cover information that We may collect in connection with the provision of electric services or from our website which contains its own privacy notice, nor does it apply to information collected by websites of third parties that You may access using our Broadband Service.

Our website always contains the most current version of this Policy at www.connectanza.org . We may modify this Policy at any time. If we do, we will update it on our website. If you continue to accept our Services after a change, then you are deemed to have accepted the change.

You may also obtain a copy of the current Policy by contacting us at 951-763-4333. If you have any questions about this Privacy Policy, please contact us at 951-763-4333.

1. Collection and Use of Personally Identifiable Information and CPNI

A. Personally Identifiable Information

In order to provide any of our Services to you, we may need to collect data about you, including your name; home, e-mail and work addresses; home, cellular and work telephone numbers; social security number; driver's license number; credit, credit card, debit card and bank information; billing and payment information; records of damage and security deposits; records of maintenance and repairs; the equipment installed in your home or place of business; the number of telephones, computers and other equipment of yours that are connected to ConnectAnza equipment or that receive our Services; the location and configuration of your equipment; the Service options you have chosen; the programs, features and services you have utilized; identifying information associated with the ConnectAnza equipment (e.g., a serial number); whether you rent or own your home or place of business (as this may impact installation issues); subscriber correspondence; records of violations and alleged violations of our terms of service. We may remotely check ConnectAnza equipment and your equipment for purposes that include diagnostics and network security and maintain records of the results.

We may also have information about how often and how long you use our Services, including the amount of bandwidth used; technical information about your computer system, its software and modem; and your geographical location. We do not disclose to others for their marketing or advertising purposes any personally identifiable information that may be derived from this collection.

The data that we collect from you may be used, depending on the nature of the data, for various purposes such as the following: to make sure you receive the Services you have requested; to make sure you are being billed properly for the Services you receive; to send you pertinent information about our Services; to maintain or

improve the quality of the Services; to answer your questions (e.g., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market Services and other products that you may be interested in; and for tax and accounting purposes.

B. Customer Proprietary Network Information (“CPNI”)

We may, from time to time, use the CPNI generated in furnishing VOIP Services to you to provide you with information about, and to market to you, communications-related products or services that are within the same category of service to which you already subscribe. For instance, we may use the CPNI generated in furnishing VOIP Service to you to provide you with information about, and to market to you, other VOIP Service offerings.

We will not use your CPNI without your permission to offer you other communications-related products or services or to offer to you products or services that are non-communications related or that are offered by other companies. You may, for example, be asked during a telephone call with ConnectAnza for your permission to use your CPNI for the purpose of providing you with an offer. If you provide your permission, we will use or disclose the CPNI only for the duration of that telephone call in order to offer you additional services.

Please note that if you deny or restrict our use of your CPNI, it will not affect our provision to you of any Services.

2. Disclosure of Personally Identifiable Information and CPNI

In the course of providing Services to you, we may disclose your personally identifiable information to our employees, agents, suppliers, including repair and installation subcontractors, sales representatives, accountants, billing and collection services, credit reporting agencies and authorized representatives of governmental bodies. We may also disclose such information to advertisers and vendors for purposes of carrying out transactions you request.

If you are a VOIP Services customer, we must disclose certain of your personally identifiable information and CPNI to 911 services. We will also disclose limited personal information to telephone companies so that your calls can be properly routed.

We will provide your name, phone number and address to our VOIP Services supplier who may provide this information to unaffiliated directory publishers and directory assistance service providers who request it. If you subscribe to our unlisted number service, our VOIP Services supplier will take reasonable precautions to ensure that non-published and unlisted numbers are not included in telephone directories or directory assistance services, but cannot guarantee that errors will never occur. If you would like more information on the unlisted number service, please contact us.

3. Disclosure of Information to Governmental Entities and Other Legal Process

Federal law also requires us to disclose personally identifiable information to a governmental entity or other third parties pursuant to certain legal process. Generally, this process requires a court order and, if the order is sought by a governmental entity, you will have the opportunity to contest in court any claims made in support of the court order sought. However, there are exceptions to this general rule in areas including the Electronic Communications Privacy Act, which allows personally identifiable information to be obtained in some circumstances by governmental entities through a subpoena, warrant or court order; welfare laws, which allow state welfare agencies to obtain by administrative subpoena the names and addresses of individuals who owe or are owed welfare support; child pornography statutes, which impose an affirmative duty on us to disclose certain information upon knowledge; and counterintelligence laws, which require us to provide information based on National Security Letters. At times, laws like these or specific court orders may require that we not disclose to you the existence of demands for your personally identifiable information. We will comply with these laws and orders. We will comply with legal process when we believe in our discretion that we are required to do so. We will also

disclose any information in our possession to protect our rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

4. Time Period That We Retain Personally Identifiable Information

We maintain personally identifiable information about subscribers for as long as it is necessary for business purposes.

5. Access to Records

Under the Communications Act, you have the right to inspect our records that contain personally identifiable information about you and to correct any errors in such information. If you wish to inspect these records, please notify us in writing and an appointment at our local business office will be arranged during our regular business hours.

Cal. Civil Code Section 1798.83 allows you to request certain information regarding our disclosures in the prior calendar year, if any, of personally identifiable information to third parties for their own direct marketing purposes. To make such a request, please contact us at info@connectanza.org and include your name and the address to which you would like us to respond. We will attempt to provide you with the requested information within thirty days of receipt.