

Douglas Fast Net (DFN) – Privacy Statement

This Privacy Statement describes how DFN collects information from or about you, either as a customer, visitor to any DFN website or user of any DFN mobile apps, when you order services from us, how we use the information we collect, and the choices customers have concerning the collection and use of such information. The goal of this Statement is to ensure that your DFN experience is secure so that you may use our products and services with complete confidence. Please review this Statement carefully.

A. Personal Information Collected

DFN limits the information collected about you to what is needed for conducting business, including the offering of products and services that might be of interest to you. You may choose to provide “personally identifiable information” (PII) to DFN in a number of ways either in person, telephonically or via our websites or mobile apps. Examples of how you may share PII with us include: ordering a service or equipment from us, sending us e-mail, responding to DFN surveys, entering DFN-sponsored contests or sweepstakes, registering to receive news or public information or applying for a job. We may also obtain PII from third parties (for example, credit agencies) with your permission.

Examples of PII are:

- Name (including company name for business customers)
- Unlisted or restricted mailing address
- Unlisted or restricted telephone number
- E-mail address
- Credit card number or financial/bank account number or information, including routing numbers
- Passwords or personal identification codes (PINs)
- Date of birth
- Social Security number
- Driver’s license number or government issued identification number
- Company contact information for business customers
- Information obtained by DFN through customer referral programs

The following information is not PII:

- Mailing address, unless unlisted or restricted at your request
- Telephone number, unless unlisted or restricted at your request
- IP Address allowing you to use our internet service
- PII included in aggregate data compiled by DFN

DFN may compile or aggregate PII from numerous customers or Web visitors or mobile app users to collect data about groups of customers or potential customers or

categories of service. DFN does not consider this “aggregate” information as PII because the aggregate information does not contain the PII of any individual customer, Web visitor, or mobile app user.

B. Use of Personally Identifiable Information

DFN uses PII to provide products and services to meet customers' needs, including new products or services. DFN may share PII with any DFN-affiliated company, and these companies are subject to the terms of this Statement.

DFN retains PII only as long as is necessary for DFN to comply with business, tax and legal requirements. This retention period could be the entire time you are our customer depending on the type of PII.

DFN does not:

Sell any customer data, whether it be defined as PII or otherwise, to third parties.

Collect PII from you unless you provide it to us in person, telephonically or electronically by visiting our websites or using our mobile apps, including information you provide in order to use our services.

Sell the names and addresses of DFN Web visitors or mobile app users to unaffiliated suppliers, without your prior approval.

Allow third parties to change your service provider or otherwise access your account information, at your request, without complying with our security policies.

Information about our customers and users, including PII, may be shared and transferred as part of any merger, acquisition, sale of company assets or transition of service to another provider. This also applies in the unlikely event of an insolvency, bankruptcy or receivership in which customer and user records would be transferred to another entity as a result of such a proceeding.

C. SMS/Text Messaging

If you create an account and provide your cellular telephone number, DFN may send you administrative text messages. If you opt in to receive promotional/marketing text messages, DFN may also send you promotional/marketing text messages.

D. Customer Proprietary Network Information (CPNI)

CPNI is information that relates to the quantity, technical configuration, type, destination, location and amount of use of the telecommunications services purchased by you from DFN. CPNI is available to DFN solely through its relationship with you and information contained in your bill for telecommunication services. CPNI does not include information that is typically classified as PII, such as your name or e-mail address and does not include compiled or aggregated PII. U.S. federal law requires DFN to protect

the confidentiality of CPNI. Unless you opt-out from the use of CPNI, DFN may use CPNI to market service offerings to you to which you do not already subscribe. To opt-out, just [contact us](#). DFN may, without prior approval from you, use CPNI to provide or market service offerings to you, if the service offerings are within the same categories of service to which you already subscribe, regardless of your CPNI selection.

If you order DFN services from a DFN dealer, DFN's dealers are prohibited from accessing or using your CPNI unless you sign a consent form authorizing DFN to release your CPNI to the dealers. Dealers are required by DFN to take all necessary measures to protect the confidentiality of your CPNI. As part of the dealers' agreements with DFN, dealers agree that, upon termination of your DFN services, the dealers will promptly return all of your CPNI to DFN and will not retain any CPNI in any form.

E. Value-Added Services

Because we appreciate the trust you have placed in us, we continually look for ways to enhance your customer experience. From time to time, we may notify you about a DFN product or service using the information you have provided to us either in person, telephonically or electronically by visiting our websites or using our mobile apps, including information you provide to use our services. We strive to limit our offers to those we think you would benefit from and appreciate receiving. We want every contact you have with us to be a positive experience. If you prefer not to receive these DFN value-added services, offers and opportunities, just [contact us](#).

DFN complies with all applicable laws and regulations regarding "Do Not Call" Lists. Generally, DFN is allowed to contact its customers, even if the customers are registered with federal or state Do Not Call Lists, because of our relationship with you. DFN will, of course, honor any request to remove your name from our telephone, mail or e-mail solicitation lists and will delete your information from existing files within a reasonable time period. Just [contact us](#).

F. Information Disclosed to Third Parties

DFN does not sell PII of its customers. In limited circumstances, DFN may provide PII to third parties:

- To assist us in developing, promoting, establishing, maintaining, and/or providing DFN-related products and services to you, including joint marketing efforts or promotions, but PII may not be used by the third parties for any other purpose;
- To assist us in establishing accounts, billing, collecting payment (i.e. credit bureaus and collection agencies), enforcing the Terms and Conditions or the Acceptable Use Policy of our DFN services where permitted by law, and protecting or enforcing our rights or property, or the services of our other customers, from fraudulent, abusive, or unlawful use by you of our services;
- To comply, when required by law, with court or administrative orders, civil or criminal subpoenas, warrants from law enforcement agencies, federal or state

regulatory requirements, mandatory governmental audits, E911 reporting requirements, grand jury investigations, civil or criminal governmental investigations, or reporting required by the National Center for Missing and Exploited Children, designated by federal law as a reporting mechanism for child pornography; and

- To appropriate law enforcement, 911 centers, or emergency services when DFN, in good faith, believes the disclosure is necessary to protect a person, DFN property, or the public from an immediate threat of serious harm.

G. Data Collection Technologies

In addition to PII identified in Section A of this Statement, we, or our third-party partners, may collect non-personal information automatically when you visit DFN websites, other third-party sites, open DFN emails or use DFN mobile apps, such as domain name, browser, your computer operating system, information about the Web page from which you linked to the website, and time spent on different parts of our websites or mobile apps. We or our partners may use this information to evaluate and improve the websites and mobile apps, and may share the information with third parties on an aggregated basis to enhance our products and services offered. This on-line information is typically collected via **cookies**, **web beacons** (see **Section N** for definitions), and/or other data collection technologies. Like virtually all other websites that you visit, we use cookies to deliver Web content specific to your interests and to control access to your personal shopping cart after your initial entry. The cookie permits the server to recall information from your previous shopping trip, should you decide to think about your purchase. A cookie is not used to access or otherwise compromise the data on your hard drive. With most browsers, you can choose to change your browser settings to disable cookies. Please be aware that cookies may be required to complete certain functions on DFN websites and other websites you may link to from DFN websites, including making purchases or payments on your DFN account.

H. Security Measures

DFN wants you to use our services with confidence, and therefore we use a number of security techniques designed to protect your information from unauthorized access, including firewalls and access control procedures. DFN has physical, electronic, contractual, and managerial security measures in place to protect against the loss, misuse and alteration of information under our control. For example, when you place an order on a DFN Website, the information you submit is encrypted using the Secure Sockets Layer (SSL) protocol.

DFN employees are bound non-disclosure agreements that prevent them from disclosing any PII or CPNI. Our policies also limit access to PII to only those employees, contractors, agents, or representatives that require the information to perform their jobs or assist DFN with providing products and services to you.

I. Children

Children under the age of majority should consult with their parents or guardian before furnishing any data to us. Parents should consider using one of a number of available parental control tools that provide a child-friendly, on-line environment and can prevent children from disclosing PII without parental consent. If a child has provided personal information without the consent of a parent or guardian, that parent or guardian should [contact us](#) to request that the information be deleted from our records. More information about parental controls may be found by contacting a DFN customer care representative.

DFN does not knowingly collect PII from children under the age of 13 in connection with providing products and services, and it strives to comply with all provisions of the Children's Online Privacy Protection Act (COPPA). If DFN inadvertently collects information from minors below the age of 13, the information will be treated as PII of the adult customer.

J. Links

DFN is not responsible for the content or privacy policies of other non-DFN websites or non-DFN mobile apps. You should keep this in mind when accessing websites through links on DFN websites or mobile apps, or through third party advertisements appearing on DFN websites or mobile apps. Further, DFN may advertise on other websites or mobile apps. The advertising companies placing our ads may use cookies or web beacons to track the effectiveness of our ads. The use of such technology is subject to the privacy policies of the advertising companies, and not this Statement.

K. Statement Updates

We may update this Privacy Statement at any time in connection with our constant efforts to improve our products and services. We strongly encourage you to periodically review this Statement. We reserve the right to expand our capabilities for information collection and use and change this Statement in this regard..

L. Security Breaches

While our goal is to prevent any unauthorized disclosure of PII, DFN cannot guarantee that a disclosure will not occur. We will make reasonable efforts to contact you if we determine that a security breach has occurred and that there is a reasonable risk of identity theft or as otherwise required by law.

M. Contact Us

If you have questions, concerns, or complaints about this Statement or DFN's privacy practices, please contact a DFN customer care representative; email us at Support@DFN.net; or write to us at DFN Services, ATTN: Legal Department, 2350 NW Aviation Dr., Roseburg, Oregon 97470. We will respond to your inquiries in a timely manner.

N. Definitions

Cookies are small, encrypted data strings our server writes to your hard drive that contains your unique DFN User ID. For more information on managing cookies and opting out of interest-based advertising, [click here](#) for more information from the Digital Advertising Alliance.

Web beacons are small graphic images imbedded in a webpage or email.

O. Internet Information

DFN's network management practices are designed to provide the best possible online experience to its customers. To that end, DFN monitors traffic flows between points within its network and between its network and locations on the Internet for purposes of reasonable network management. DFN uses this information to manage its network, provide security for its customers, plan for future needs, and ensure its network runs efficiently. Monitored information includes the amount of data sent to and from your connection, the source and destination of the data, and the type of information sent and received. In limited circumstances, DFN may also look into the contents of the information to determine whether it is malicious in nature (such as a virus, spam, worm, etc) or when required by law to comply with judicial orders or regulations.