EATEL manages its network to ensure that all of its customers experience a safe and secure broadband environment that is fast, reliable, and affordable. EATEL wants its customers to indulge in all that the Internet offers, whether it is social networking, streaming videos, and music to communicating through email and video conferencing. EATEL manages its network for a number of reasons, including optimization, as well as congestion- and security-protocol management. EATEL's customers generally will not be impacted by the protocols and practices that EATEL uses to manage its network. For EATEL's network management policy, please go to www.eatel.com/network.

RESIDENTIAL CUSTOMER FEDERAL DO-NOT-CALL NOTIFICATION
To address consumer concerns about unwanted telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call if your number is on the registry.

- You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number on the list when the five years have passed, and you may remove your number from the registry at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:
  - Calls from organizations with which you have established a business relationship
  - Calls for which you have given prior written consent
  - Calls which are not commercial or do not include unsolicited offers
  - Calls by or on behalf of tax-exempt nonprofit organizations

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by calling 1-888-382-1222. For TTY users, call 1-888-292-4236. You must call from the phone for which you wish to register. You can also register online at www.donotcall.gov. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective thirty-one days following your registration.

LOUISIANA PUBLIC SERVICE COMMISSION DO NOT CALL PROGRAM
Louisiana residential telephone customers who want to reduce unsolicited telemarketing calls can register their phone number in the Louisiana “Do Not Call” Program. To register your residential telephone number(s), please contact the Louisiana Public Service Commission (LPSC) at 1-877-676-0773 or register online at www.lpsc.louisiana.gov. There is no charge to register, and your telephone number will remain on the register for five years. If you wish to have your number removed, you may do so through the website. Instructions for installation and operation of the box are provided in the User Guide. Please contact our customer service department for a printed copy of the User Guide or require assistance with the set-top box.

If you use a set-top box with your service, all of the features on your television should continue to operate. For example, if your TV has the "picture-in- picture" feature, it should continue to operate the same as it would without the use of a set-top box. Please contact our customer service department if you encounter any problems with this or any other features on your TV.

DO-NOT-CALL SOLICITOR NOTIFICATION
As you are likely aware, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. As part of its general initiative, the FCC requires us to notify customers who use our service for making telephone solicitations (telemarketing calls) regarding the national Do-Not-Call rules and regulations. We recognize that few of our customers use our services for telemarketing; however, we do not have records indicating which customers may do telemarketing, we are contacting all business customers. If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall under one of the exceptions to the Do-Not-Call Registry, you must not make telemarketing calls to numbers on the Do-Not-Call Registry unless you have the exception for telemarketing by charitable organizations or for prior business relationships, you may not make telemarketing calls to numbers included in the Do-Not-Call Registry unless you have the exception for charitable organizations or for prior business relationships. For more information about the regulations, you may visit the website of the Federal Communications Commission (FCC) and FTC rules governing telemarketing and telephone solicitation at 47 C.F.R. 64.120 and 16 C.F.R. Part 39, respectively.

ANNUAL PRIVACY NOTICE
Effective April 1, 2020
As a customer of EATEL VIDEO, LLC, ADVANCED TEL, LLC, TLX COMMUNICATIONS, INC., EAST ASCENSION TELEPHONE COMPANY, LLC, EATEL WESTSIDE, LLC AND/OR LA, LLC, you are entitled to know how we handle and use the personal information about you that we receive. We consider our treatment of such information to be a part of the trust you place in us by using our services. By law, we tell you annually about our privacy policy, but you can find additional and updated information at any time on our website at www.eatel.com or www.eatel.com/policies/general/privacy-statement. If you are unable to print an electronic version or would like to receive a written copy, please contact our customer service representatives. If you do not receive this notice electronically, this notice will be mailed to the current mailing address listed on your account.

ABOUT THIS NOTICE
The information in this notice may change in the future. We will provide appropriate notice of any significant changes in advance so you will have ample time to make any changes. If you are a customer receiving services as part of a commercial account, bulk rate or similar arrangement may be subject to separate policies or procedures than those outlined herein.

PRICES, CHANNEL & PROGRAMMING OPTIONS
PRODUCTS & SERVICES OFFERED
EATEL offers a variety of video services including Digital Basic Plus TV that includes many of the local television broadcast stations in your area, and in most areas, an expanded basic service (Basic Plus TV) and other service tiers with the option to upgrade to premium video programming. Various tiers of service offered by EATEL may be sold separately or as a package with other services; however, as a prerequisite for subscribing to any of the video programming offered including premium of Pay-Per-View events, customers are required by law to subscribe to the Basic Plus service tier.

CHANGES IN SERVICES OR PRICES
Subject to applicable law, EATEL reserves the right to change its fees or service offerings at any time, and to cease telecommunications services. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form. Additional information regarding such notices may also be found on www.eatel.com.

PRICES, CHANNELS & PROGRAMMING OPTIONS
All available TV packages with pricing can be found at www.eatel.com/ pricing. EATEL offers a variety of video services including Digital Basic Plus TV that includes many of the local television broadcast stations in your area, and in most areas, an expanded basic service (Basic Plus TV) and other service tiers with the option to upgrade to premium video programming. Various tiers of service offered by EATEL may be sold separately or as a package with other services; however, as a prerequisite for subscribing to any of the video programming offered including premium of Pay-Per-View events, customers are required by law to subscribe to the Basic Plus service tier.

CLOSED CAPTIONING
To report an immediate technical issue regarding closed captioning, please call Customer Service at 225-621-4211 or visit www.eatel.com/channels. You can call us at 225-621-4300 to obtain a printed copy of pricing and channel lineup information.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY
Customer Service at 1-800-621-4211 or visit www.eatel.com/picfreeze.

Back-up power information
If your home phone service is provided with our state-of-the-art fiberoptic network, it requires electric power to operate. To avoid a disruption of home voice service during a power outage and to maintain the ability to connect to 911 emergency services, EATEL provides you with an 8-hour battery backup at no charge. In order to use your home voice service during a power outage, the battery provided at no charge by EATEL is expected to last at least 8 hours on standby power. If you do not use your equipment after a power failure, it will be expected to last at least 24 hours on standby power. Cordless phones, home security systems, the internal modem for your Internet service and other equipment not powered directly from EATEL, such equipment is expected to last at least 24 hours on standby power. Cordless phones, home security systems, the internal modem for your Internet service and other equipment not powered directly from EATEL, such equipment is expected to last at least 24 hours on standby power.

What your backup battery can and can’t do for you
The battery backup provided by EATEL must be kept connected to a power outlet. The EATEL remote makes it very important that you familiarize yourself with the operations of your remote. Please also be aware that the remote provided with the set-top boxes used to access interactive program guides (IPG), Parental Controls, Video Demand (VOD) services, Pay-Per-View (PPV) shows, TV Caller ID & Call Waiting, Parental Controls, and the EATEL 911 Service.

Preferred carrier freeze option
In order to prevent your Long Distance provider from being changed without your consent, EATEL can establish a Preferred Interchange Carrier (PIC) freeze on your account at no charge. A PIC Freeze prevents a change to your preferred carrier selection unless you give us your express consent to remove the freeze. A PIC Freeze could result in a delay in changing another carrier in the future. If you would like to add a PIC Freeze to your account, please call Customer Service at 1-800-621-4211 or visit www.eatel.com/picfreeze.

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In order to prevent your Long Distance provider from being changed without your consent, EATEL can establish a Preferred Interchange Carrier (PIC) freeze on your account at no charge. A PIC Freeze prevents a change to your preferred carrier selection unless you give us your express consent to remove the freeze. A PIC Freeze could result in a delay in changing another carrier in the future. If you would like to add a PIC Freeze to your account, please call Customer Service at 1-800-621-4211 or visit www.eatel.com/picfreeze.

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We maintain customer information concerning credit, programming, advertising transactions and to market our services to you. It is our policy to collect only the personal information needed to provide the services you obtain from us. We do not retain that information only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you and your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your account information from unauthorized access.

We collect certain personal information in providing you with our TV, Internet, long distance, telephone, and related services. We may use this information for the uses described below.

 correcting errors in the information we maintain about you, the accuracy of which is important to you. It is our policy to collect only the personal information needed to provide the services you obtain from us. We may use this information for the uses described below.

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 The companies to which we subcontract certain services may also collect personal information in providing these services to us, and retain that information only as long as needed for their business purposes or as the law may require.

 In providing Internet services, we automatically collect information such as the IP address assigned to your computer, the date and time of day, the address of the website you entered before we linked to our site, the address of the website you entered after you linked to ours, the amount of data transferred in and out of your computer during your visit to our site, the names of the pages and files you visited on our site, and the browser software you used to access our site. We use this information for the purpose of improving our services. We may share such aggregate and related demographic information with third parties for the purposes described below.

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