

## **NETWORK PRACTICES**

EATEL manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. EATEL wants its customers to indulge in all that the Internet has to offer, 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- & 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](http://www.eatel.com/network).

## **RESIDENTIAL CUSTOMER FEDERAL DO-NOT-CALL NOTIFICATION**

To address consumer concerns about unwelcome 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 you if your number is listed 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 name from the list 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 advertisements
- Calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number, including wireless numbers, on the national *Do-Not-Call Registry* at no cost by telephone or on the Internet. To register by telephone, consumers may call **1-888-382-1222**. For TTY call **1-866-290-4236**. You must call from the phone you wish to register. You may also register by Internet at [www.donotcall.gov](http://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 and unwanted telephone solicitation calls can register to participate in the Louisiana "Do Not Call" Program. To register your residential telephone number(s), please contact the Louisiana Public Service Commission (LPSC) at **877-676-0773** or register online at [www.lpsc.louisiana.gov](http://www.lpsc.louisiana.gov). There is no charge to register, and your telephone number will remain on the register for five years unless you ask to have your number removed. Business numbers may not be included on the list. Please remember that if you change, add, or disconnect any of your telephone numbers, you will need to revise your application and/or reapply through the LPSC. Business customers can find detailed regulations on the program at the website noted above.

## **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 the do-not-call 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, because 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 national Do-Not-Call Registry and the rules requiring checking of the national Do-Not-Call Registry as part of making telemarketing calls. Unless you fall

under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national Do-Not-Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information about the regulations, you may visit the national Do-Not-Call Registry at [www.donotcall.gov](http://www.donotcall.gov). You can find the FCC and FTC rules governing telemarketing and telephone solicitation at 47 C.F.R. 64.120 and 16 C.F.R. Part 310, respectively.

## **PRICES, CHANNEL & PROGRAMMING OPTIONS**

### **PRODUCTS & SERVICES OFFERED**

EATEL offers a variety of video programming tiers and services, including a basic service tier (Basic 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 and packages that include many additional cable programming services. Various tiers of service offered by EATEL may be sold separately or as a package with other tiers; 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, we have the right to change our services and prices at any time. As an EATEL customer, you will generally receive notice of changes in services or prices as soon as possible or in compliance with applicable laws. The notice may be provided by any direct and reliable means, such as on-channel notification, 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](http://www.eatel.com).

### **PRICES, CHANNELS & PROGRAMMING OPTIONS**

All available TV packages with pricing can be found at [www.eatel.com/packages](http://www.eatel.com/packages) and a complete listing of the EATEL channel lineup can be found at [www.eatel.com/channels](http://www.eatel.com/channels). You may call us at **225-621-4300** to obtain a printed copy of pricing and channel lineup information.

## **CLOSED CAPTIONING**

To report an immediate technical issue regarding closed captioning, please call **225-743-7034**, fax to **225-647-9648** or email [stephanie.harris@eatel.com](mailto:stephanie.harris@eatel.com). Written closed captioning complaints may be sent to Stephanie Harris, Customer Support Manager, 913 S. Burnside Avenue, Gonzales, LA 70737.

## **INSTALLATION & SERVICE MAINTENANCE POLICY**

Standard installations are generally completed within 7 business days. Someone over 18 years of age must be home during any installation or repair of your cable television service. EATEL will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

For your safety, every EATEL employee is required to carry an identification card showing his/her name and photograph. To verify that a person is from EATEL, please ask to see his/her ID card.

## **HOW TO USE YOUR CABLE SERVICES**

Customers may visit us at [www.eatel.com/support](http://www.eatel.com/support) or call us at **225-621-4300** for more information regarding the use of your EATEL services.

## **EQUIPMENT COMPATIBILITY**

Please be aware that if you subscribe to EATEL's TV service, a set top box (STB) is required for every television on which you wish to receive service. If you do not have a STB, you will not be able to receive the TV service. Prior to June 2018 customers that subscribed to EATEL's Basic Plus TV service, could receive all the channels simply by connecting the coax cable directly to the connector on your television set. No set-top box required. The instructions for installation and operation of the box are provided in the User Guide. Please contact our customer service representatives if you need another 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.

Cable Cards allow a "Digital Cable Ready" TV to receive digital and high definition programs without the use of a set-top box. In order to use it, your TV must be designated as "Digital Cable Ready" by its manufacturer and must have an EATEL Cable Card activated. The card must be inserted into the Cable Card slot built into the TV and, once authorized, it will de-scramble the encrypted digital signal provided by EATEL. Note that the current cable cards are "one way" so they do not support two-way interactivity. They are unable to access interactive program guides (IPG), Parental Controls, Video Demand (VOD) services, Pay-Per-View (PPV) movies, TV Caller ID & DVR functionality.

Please also be aware that the remote provided with the set-top boxes used in conjunction with providing EATEL's digital service can act as a "universal remote" in that you can control not only your set-top box, but also your TV and other components. More information regarding how to program your remote is provided in the manual that you received with your remote or you can contact customer service. The set-top boxes also allow for the use of other kinds of universal remotes.

## **PREFERRED CARRIER FREEZE OPTION**

In order to prevent your Long Distance provider from being changed without your consent, EATEL can establish a Preferred Interexchange 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 to 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](http://www.eatel.com/picfreeze).

## **BACK-UP POWER INFORMATION**

If your home phone service is provided with our state-of-the-art fiber optic 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. Upon request, EATEL can provide equipment for 24-hour battery backup at your expense.

### **WHAT YOUR BACKUP BATTERY CAN AND CAN'T DO FOR YOU**

The battery backup provided by EATEL must be kept connected to a power source so that it maintains a charge. This will allow you to continue to use your home voice services 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 elect to purchase equipment necessary for 24-hour battery backup directly from EATEL, such equipment is expected to last at least 24 hours on standby power. Cordless phones, home security systems, the internet, medical monitoring devices, routers and other equipment are not powered by the EATEL battery backup during a power outage.

### **INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY**

Because environmental factors such as temperature can shorten the battery's life, EATEL technicians make every effort to install the battery backup under proper usage and storage conditions for the environment where the battery is stored. The 8-hour battery backup provided to you by EATEL will last approximately 5 years. EATEL will maintain and replace the 8-hour battery backup should it stop working. The 24-hour battery backup purchased from EATEL will last approximately 3 years. EATEL provides a limited warranty of 3 years for any 24-hour battery backup purchased directly from EATEL. If your services stop working, if your 8-hour battery backup starts to make a beeping sound or the green light is out, or if your 24-hour battery backup starts to show a red LED indicator light, please verify that it is plugged into an electrical outlet. If your services are not restored, or if the beeping or red light continues, please call our business office at **225-621-4300**. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.



# ANNUAL PRIVACY NOTICE

Your privacy rights & other information as an EATEL customer.

Effective April 1, 2021

As a customer of **EATEL VIDEO, LLC, ADVANCED TEL, LLC, TLX COMMUNICATIONS, INC, EAST ASCENSION TELEPHONE COMPANY, LLC, EATEL WESTSIDE, LLC AND/OR RTC SECURITY SERVICES, LLC DBA HOMEIQ**, 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 **TV, Internet, Long Distance, Telephone and Security Services**. While we cannot cover every situation where your personal information may be affected, we have included here those in which you are most likely to be interested.

By law, we tell you annually about our privacy policy, but you can find additional and updated information at any time by visiting our website at [www.eatel.com/privacy](http://www.eatel.com/privacy). If you are unable to print an electronic version or would like to receive a written copy, please contact us at [www.eatel.com/contactform](http://www.eatel.com/contactform). If you receive your bills 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 that you can make decisions about your future service needs. Customers 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.

(225) 621-4300 | [eatel.com](http://eatel.com)

913 S. Burnside Ave., Gonzales, LA 70737

## **INFORMATION WE COLLECT**

### **PERSONALLY IDENTIFIABLE INFORMATION**

In providing services to you, we obtain certain "personally identifiable information"; that is, information that identifies you individually. Personally identifiable information may include your: *name, service address, billing address, telephone numbers, driver's license number, premium services you have selected, user IDs, passwords, email addresses, correspondence, communications records and social security number.* We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment used and services provided and other service-related functions. In providing our services, we may also collect information about your TV equipment, computer hardware and software, modems, routers, telephone equipment settings and other preferences to aid in customer support.

It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to 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.

### **TV SERVICES**

We collect certain personal information in providing you with our TV and other services. The law prohibits us from using the TV system to collect personal information about you for unrelated purposes without your consent. Unless you are notified and agree, we do not collect personally identifiable information concerning most TV program viewing. Aggregate information that is not individually identifiable may be collected and used for programming, advertising and similar purposes. In providing some specific TV services, such as pay-per-view, video-on-demand and interactive cable services, we do maintain limited usage information for billing, programming and related purposes. If and when we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below.

### **INTERNET SERVICES**

In providing Internet services, we automatically collect personal and usage information, such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store emails sent and received unless left in your EATEL Internet account file. As explained below, we could be required by court order or subpoena to disclose such information if left on our system. Since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our online Privacy Policy on our websites at [www.eatel.com/privacy](http://www.eatel.com/privacy)

### **TELEPHONE SERVICE**

EATEL complies with pertinent federal and state privacy laws. We do monitor and record certain calls to our Customer Care personnel for quality purposes. If you object to such call monitoring, you should tell us when you call Customer Care. In the course of providing telephone services we do receive usage information, including calls that are placed and received and their duration. We treat all such information as private.

## **USE & SHARING**

### **USE POLICY**

We consider the personally identifiable information we receive about you to be confidential, and it is our policy to use it only in providing our TV, Internet, long distance, telephone, and related services – from sales and installation, to operations, administration, advertising, marketing, support, network provision, maintenance, communications with you, billing, collection and in other ways related to our services. We may also use such information in dealing with fraud and unauthorized use of our services. EATEL may associate personal account information with data from third parties about you or similar persons to better predict your product and service preferences for use in programming, advertising transactions and to market our services to you.

We use aggregate information about our customers and their usage for a variety of purposes. Such aggregate information does not identify individual customers. We may share such aggregate and related demographic information with third parties.

### **RETENTION POLICY**

EATEL may retain personal customer information in its regular business records as long as you are a customer or until no longer needed for business or legal purposes. Our security measures for this information are discussed below.

### **SHARING POLICY**

Unless needed for a business purpose, it is our overall policy not to disclose to others outside of EATEL and our affiliates, vendors, and business partners any personally identifiable information about our customers without their prior written or electronic consent. We do not sell or provide your personal information to parties unconnected with the services we provide without your permission. Nevertheless, where the law permits us to do so, you have the right to notify us if you would like to opt out of any such lists. You may tell us by writing to the return address on this notice or on your billing statement, or by completing and returning the form located at [www.eatel.com/cpni](http://www.eatel.com/cpni). You can use the same method if you prefer not to receive certain types of marketing contacts from us.

### **SPECIAL EXCEPTIONS**

We reserve the right to disclose personally identifiable information in our possession if we have a good faith belief that it is necessary to: **(1)** comply with the law or legal process served on us; **(2)** protect and defend our rights or property or those of others; **(3)** respond to fraud, abuse or unauthorized reception; **(4)** enforce our Terms of Use, our Acceptable Use Policy or related standards; or **(5)** act in an emergency to protect your safety or that of another. We may also share information if we sell or transfer all or a portion of our business operations, merge or combine with another organization.

### **THIRD PARTIES**

EATEL sometimes uses affiliates, vendors or third party partners in providing our services and may provide personally identifiable information about our customers for such purposes. In providing such information, we require that the outside party maintain at least the same level of confidentiality that we maintain for such information. In addition, any use by the vendor or third party may not exceed that needed to provide its service. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

### **TELEPHONE SERVICES**

Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone services. This information is known as Customer Proprietary Network Information or CPNI, and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. We do not disclose this information to parties outside of EATEL and our affiliates, except as required by law. In offering our spectrum of local and long distance telephone, we do use your telephone service information to offer you new services and pricing plans. If you do not want us to use your CPNI for this purpose, you may Opt-Out by contacting us at **225-621-4300** or by completing and returning the form located at [www.eatel.com/cpni](http://www.eatel.com/cpni).

### **DIRECTORY LISTINGS**

For East Ascension Telephone Company, we offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time-to-time. This, as well as certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

### **TV SERVICES**

We provide aggregate information concerning pay-per-view, video-on-demand and interactive services to programmers, advertisers and certain other third parties. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party when available. Digital video recorder service information is not shared with programmers or third parties,

except on an aggregate basis.

### **INTERNET SERVICES**

We do not read your email messages, instant messages, online chats, or the content of other online communications that reside on or pass through our Service. We may however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages may be scanned electronically to identify and filter out likely spam and for viruses and related problems that could harm your equipment, the network or other users.

## **INTERNET SECURITY**

### **TAKING PROPER PRECAUTIONS**

Maintaining the security of your personal computer is an important part of protecting your own privacy and helping us protect our network and our customers' service. You should use and update regularly your antivirus software, firewall and operating system to prevent unauthorized access by others and harm from various forms of viruses. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before responding with personal information. To avoid all these and other forms of attacks, we encourage you to visit the Federal Trade Commission (FTC) website at [www.ftc.gov](http://www.ftc.gov) for updates and tips on protecting yourself. EATEL may take protective action related to your service or contact you directly with information from time-to-time to help with this effort.

While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. By using better passwords, you can help prevent unauthorized users from guessing your password and accessing your information. Once your communications leave our network and enter the public Internet, it is possible for them to be accessed or intercepted by third parties or other Internet service providers over which we do not have control. Moreover, since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services.

### **SPAM**

EATEL works hard to prevent and to block spam and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up-to-date on ways to avoid and combat spam. Please review [www.eatel.com](http://www.eatel.com) or [www.eatel.net](http://www.eatel.net) for EATEL's spamming policy.

### **COOKIES**

We, or a vendor that places advertising on our websites, may use "cookies" to collect information about your visit to our website and to manage information concerning your preferences. A cookie is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of Web browser, operating system and Internet Protocol (IP) address, to better tailor our site for you. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your Web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

### **ADVERTISERS AND OTHER WEBSITES**

We do not control the privacy policies of advertisers or of websites you may link to from our websites or by using our services. You should review their websites for questions about their Internet security.

## **LAW ENFORCEMENT & LEGAL REQUESTS**

As a provider of communications and other services, we regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, our policy is to cooperate as required by law, but to provide only such information as the law requires. This information is generally sought by subpoena served on EATEL. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we cannot assume any duty to notify you

of receipt of any legal requests.

### **TV PROGRAMMING SELECTIONS**

Under the current law, records concerning your selection of TV programming are generally protected from disclosure and may be obtained only under court order and after notice is given to you and you have the opportunity to appear in court and object. Other types of records may be sought by subpoena, as described above.

### **INTERNET INFORMATION**

Current law provides that personal account and other information concerning use of our Internet services may be subpoenaed by governmental entities. Files shared over "peer to peer" services often include your IP address, and you could be identified in this way if we receive a lawful subpoena. In such cases, you may not be entitled to notice of such a request. The law does permit us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

### **TELEPHONE INFORMATION**

Current law requires law enforcement to obtain a court order or warrant for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information.

## **SECURITY OF INFORMATION**

We protect personally identifiable information found in our most sensitive databases in encrypted formats within controlled and secure environments with restricted access. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

## **CHILDREN'S PRIVACY**

The websites provided by EATEL are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the return address on this notice or found on your monthly bill and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or viewing its website at [www.ftc.gov](http://www.ftc.gov).

## **CHILD PORNOGRAPHY**

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

## **CUSTOMER ACCESS TO INFORMATION**

You may check the accuracy of some of your account information by contacting a Customer Care representative. Consistent with the law, we will make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct. We will make the information available to you, upon prior request and at your own cost, during business hours at the EATEL office located at 913 S. Burnside Avenue, Gonzales, Louisiana.

## **YOUR ENFORCEMENT RIGHTS**

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek relief in a civil action filed under federal law.

## **OTHER TERMS AND CHANGES IN POLICY**

Other terms and conditions affect our service offerings, including, but not limited to, certain TV and Internet service contracts, our Acceptable Use Policy for Broadband Internet service, our Network Management Policy, and the Terms of Use for our websites and applicable tariffs. Changes in our service offerings, the law, and our policies may cause us to make changes to this and other policies from time to time. Any change will be posted with the