



Privacy Policy and Statement

The FCC requires cable operators to provide a written statement regarding their subscriber privacy policy. Following is our policy which can also be found in Section 20 of our Terms and Conditions at www.bek.coop.

- (a) Customer Privacy. Protecting the privacy of our customers is important to us. Any contact information you provide in an information request will be used only for purposes of selling, distributing, fulfilling or settlement of the Services or Products. Without your express authorization, we will not divulge any information to third party for purposes other than the sales, distribution, fulfillment or settlement of Services and Products except as otherwise provided herein.
- (b) Use of Customer Information. The privacy of your information is important to us. The privacy policy and statement in this Section 20 tells you how we collect information from you and how we use it.
 - (i) BEK Partners. BEK sells various "co-branded" services on its website, in newspapers, via phone sales and other mass media. Although BEK requests all partners to have a privacy policy consistent with the policy listed below, it is recommended that you view the privacy policy adopted by the BEK partners when taking their services.
 - (ii) Customer Information. It is a fact of modern life that companies, including BEK, must collect information about their customers in order to carry out business and offer services. Privacy concerns focus on protecting customer information that an individual expects to be kept private. Such information is information associated with a specific individual or entity, including, for instance, email address, Services offered and information about that customer's usage activities.
 - (iii) Customer Proprietary Information. From time to time, BEK Communications changes its Service and Product offerings and makes available additional features and Services and Products, which may enhance and augment the Service or Product to which you are already subscribed. In order for us to determine which customers may benefit from the new Services and Products, we will use information about your account from our databases, legally referred to as Customer Proprietary Network Information ("CPNI") unless you restrict that use in the manner described below. CPNI includes information such as the long-distance carrier and calling plan to which you are subscribed, calling features and plans to which you are subscribed, calling patterns and usage of various features, and charges associated with the Services you subscribe to. Use of this data will allow BEK to identify Service and Product offerings to meet your individual needs. For this purpose, CPNI data will be used by BEK only. This data will not be shared by BEK with any other outside source except as necessary to provide the Services and Products to which you are already subscribed and when we are legally compelled to do so.



(iv) Restricting CPNI Usage. You have the right under federal law to protect the confidentiality of your account information and restrict the use of CPNI data, and we have a responsibility to protect your data. To restrict the use of your CPNI data, you must call the business office toll free at 1-888-475-2361 during regular business hours, or email us at bekcomm@bektel.com within 30 days of your receipt of this notice to request that we not utilize your CPNI data. Your denial or approval for BEK to use this data will not affect the provision of any Services or Products to which you subscribe. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Again, we will only use your account information to market other communications Services and Products BEK offers and no action is required unless you wish to restrict our use of your CPNI. You will still receive monthly bill inserts, newsletters and other publications that are sent to all customers at the same time, so that you are kept up to date on what is happening at BEK.

(v) Non-CPNI Collected Automatically. In some cases, we may collect information about you that is not personally identifiable such as the type of Internet browser you are using, the type of computer operating system you are using, the domain name of the website and/or Internet Service Provider from which you linked to our site, advertisements and the like.

(vi) "Cookies". Pieces of information that a website transfers to a customer's hard drive are called "Cookies." When you view our website or advertisements, we store some information on your computer. This information will be in the form of a "Cookie" or similar file and will be used to determine ways to improve our website, advertisements, Products or Services. For example, Cookies allow us to tailor a website to better match your interests and preferences.

(vii) Information Security and Data Retention. BEK maintains strict customer information privacy policies and uses current technology to safeguard customer information from unauthorized disclosure. Employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information. Personally identifiable and other sensitive records are retained only as long as reasonably necessary for business accounting, tax, or legal purposes. If during the provision of services for customer, private information provided to customer by third-parties, as part of customer's business activities, is unintentionally or unavoidably disclosed to BEK, BEK will not copy, tamper with, remove from the place where found, retain, disclose or use in any way the information. Although we work hard to protect personal information that we collect and store, no program is 100% secure and we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use, or disclose personal information.