

Citizens Privacy Policy

This privacy policy covers Citizens Communications Corporation and its affiliated companies Citizens Telephone Company of Higginsville, Missouri, Citizens Long Distance Company, and Citizens Cablevision, Inc. (hereinafter collectively referred to as “Citizens” or “Company”).

Privacy Statement

Citizens and its employees recognize the importance of confidentiality and customer privacy. Citizens places great emphasis on ensuring the information its customers entrust to us remains protected, regardless of how we receive your personal information – whether in person at our office, online, over the telephone, or through the services we provide. We have established specific guidelines and procedures for how your information is collected and maintained to protect against misuse or unauthorized release. We use personal information to efficiently provide services. We do not release your personal information to other companies or people without your consent, except as required by law or subpoena by a court of competent jurisdiction.

Personal Information

When Citizens provides services, which include broadband Internet access, local and long distance voice service, and television and video services, we obtain information that may include your name, address, billing address, email address, location, telephone number, date of birth, social security number, driver's license number, billing information, credit information, payment information, maintenance and repair information, and contact information. This information may also include bank or credit card account information if you choose electronic or telephone payment. We may also gather information about how you use our services, including technical information about your use of Citizens' network, products, services, and website, and about the equipment that is used, such as configuration, device ID, device status, serial numbers, and software. For example, we may log dates, times, and telephone numbers of calls to and from our customers for purposes of billing and responding to inquiries. We may maintain logs of the total volume of Internet data a user transmits, and the date, time and length of time customers access the Internet through our services, including the IP address at the time. We may also collect personal information you provide when visiting Citizens' web site. Citizens may also keep notes of customer contacts and inquiries. Personal information does not include public or published listing information.

Use of Personal Information

Citizens uses this information to initiate, maintain, and improve service to you and communicate with you about our services. This information is also used for billing and collection purposes and may be used if you have customer service questions. We may also use the information and information from third parties to determine customer creditworthiness. Citizens uses this information for network management and planning. For example, Citizens monitors its network for malicious attacks, spam, viruses, and violations of its acceptable use and subscriber

agreements. Citizens reviews network usage and traffic volumes. Citizens may review the content of network data, including applications used, files transmitted, and websites visited for network management, planning, and repair, in response to customer service inquiries, in response to law enforcement or subpoena, and to maintain compliance with Citizens' acceptable use policy and terms of service.

Sharing of Customer Information

The Citizens companies provide related services, such as Internet access, voice, and video services. The Citizens companies share information as allowed by law or with customer consent to improve its networks, the services we provide, and our customer service. Citizens will disclose information about a customer's account to others if the customer asks us to do so in writing. Citizens may also share customer information to plan, provide, bill and collect for service. Citizens also shares information with companies that provide Internet service, telephone equipment, and television programming that are included in Citizens' service packages. Citizens may share customer information when appropriate to comply with the law, court orders, or subpoenas; to prevent or investigate possible crimes, such as fraud, harassment, or identity theft; and to protect rights, property, and safety of Citizens' employees, customers, property, and third parties. Citizens also reserves the right to report to appropriate law enforcement or government agencies any activities that Citizens reasonably believes to be harmful or illegal.

Business Transfers

Personal information and other content provided to Citizens may be shared or transferred, subject to standard confidentiality provisions, in the event that any Citizens company is involved in a stock or asset purchase or other transfer, including acquisition, sale, merger, reorganization, bankruptcy, dissolution, liquidation, or termination, or in the event that a Citizens company decides to stop providing a service.

Customer Proprietary Network Information (CPNI)

Under FCC rules, CPNI is confidential information that Citizens and other telecommunications carriers obtain when providing your traditional local and long distance services to you, such as the specific telecommunications services you choose and how much you use them, and the billing information related to those services. CPNI does not include your name, address, and telephone number. CPNI may be used by Citizens for billing purposes, to ensure quality of service, and to market products which may be of interest to you. Citizens does not disclose CPNI to other companies without your consent except as allowed or required by law. Further information about Citizens' CPNI Policy is available upon request.

Changes to this Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in the law and evolving technology. Citizens will notify customers of any material changes by posting a notice on its website. Continued use of Citizens' services after our posting of changes to this privacy policy mean that you acknowledge, assent, and agree to comply with such changes. The current version of the privacy policy replaces and supersedes all previous versions.

Effective Date of this Privacy Policy

This Privacy Policy is effective as of May 6, 2016.

Contacting Us

If you have questions about this Privacy Policy, please email us at: customerservice@ctcis.net, or write to us at:

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