



CUSTOMER INFORMATION

YOUR PRIVACY AS A NULINK CUSTOMER AND INFORMATION ABOUT YOUR SERVICE

1. YOUR PRIVACY AS A NULINK CUSTOMER

As a customer of NuLink, you are entitled to know what we do with 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 Cable Television, High Speed Internet and Telephone Services. We keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure and destroy it when no longer needed. While we cannot cover here every situation where your personal information may be affected, we have included those we believe you are most interested in.

By law, 47 U.S.C. § 551, we tell you annually about our privacy policy, and you can find additional and updated information at any time by visiting our website at www.NuLink.com. You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission, www.ftc.gov, and the Federal Communications Commission, www.fcc.gov.

INFORMATION WE COLLECT

Personally Identifiable Information – In providing services to you, we obtain certain “personally identifiable information;” that is, information that identifies you individually (“your information”). Your information may include: name, service address, billing address, telephone numbers, social security number, driver’s license number, premium services you have selected, demographic information, user IDs, passwords, email addresses, correspondence or communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided and other service-related functions. In providing our services, we may also collect information about your video equipment, computer hardware and software, modems, routers, 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 keep that information secure and to retain it only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you or your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your information from unauthorized access.

INFORMATION FROM TYPES OF SERVICE

Cable Television Services – We collect certain information in providing you with our cable television and other services. The law prohibits us from using the cable system to collect personal information for unrelated purposes without your consent.

Unless you are notified and agree, we will not collect user information concerning most video program viewing, except as needed to bill you. In providing some specific cable television services, such as pay-per-view, entertainment-on-demand and interactive cable services, we do maintain limited usage information for billing, programming and related purposes. Aggregate information that does not identify you may be collected and used for programming, advertising and similar purposes. 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 in “Use and Sharing.”

Disclosure prohibited; exceptions — Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent. The following exceptions apply:

Business activities — We may disclose customer information in order to conduct a legitimate business activity related to providing cable service or other services.

Unauthorized reception of cable service — We may disclose customer information in order to detect unauthorized reception of our cable service.

Names and addresses to third parties — We may disclose names and addresses to third parties for purposes such as mailing lists, charities, and direct mail marketing unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request. No such disclosure may reveal, directly or indirectly, the cable services you view or other transactions you make over the cable system.

Court order — We must disclose personally identifiable information without your consent if we are required to do so by a court order obtained by a governmental entity.

Law enforcement request — Under the United States Patriot Act, we may also disclose personally identifiable information without your consent when requested by law enforcement in certain circumstances. In these circumstances (i) subscribers may not be entitled by law to prior notice or the opportunity to contest the disclosures; and (ii) we may not disclose information revealing your selection of video programming.

Internet Services — Like most Internet service providers, we automatically collect certain general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while on online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. The amount of time this information is retained will vary. We do not store online messages sent or received unless left in your NuLink mail server account. 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 website at www.NuLink.com.

Telephone Services — If you are a telephone customer, certain additional privacy procedures apply to Customer Proprietary Network Information (“CPNI”), which is information we obtain through our role as your telephone service provider. CPNI includes 1) information about the quantity, technical configuration, type, destination, location and amount of use of your phone service and 2) information on your bill concerning the telephone service you receive. We use CPNI in initiating, provisioning, providing, rendering, billing and collecting for your telephone services and other lawful purposes. We do not listen to or record your calls. We do, however, monitor certain calls to our staff for quality purposes. If you object to this, you may tell us when you call Customer Care.

USE AND SHARING

Use Policy — We consider your information confidential, and use it only in providing our cable television, Internet and telephone services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with you, billing and collection, and for accounting and tax purposes. We do not use CPNI for any marketing purpose which would require customer opt-in approval or opt-out solicitation. We may also use such information in dealing with fraud and unauthorized use of our services.

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 information with third parties, but will not share your own information with third parties, and will only share your own information with your permission. NuLink may associate your information with aggregate information or with information from others to better offer product and service preferences to you.

Sharing Policy — It is our policy not to disclose any personally identifiable information about you to others outside of NuLink and our affiliates, vendors and business partners without your prior consent. We do not sell or provide your personal information to parties unrelated to the services we provide without your permission. As a further measure, you can affirmatively opt-out of such sharing by writing to the return address on your billing statement, or you may contact us online at www.NuLink.com. You can also notify us in either way if you prefer not to receive certain types of marketing contacts from us.

Special Exceptions – We reserve the right to disclose your information 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 or transfer your information along with your account as a part of any sale or transfer of all or a portion of our business operations, merger or combination with another organization. In such a case, you will be notified of any changes in policy.

Outside Parties – NuLink sometimes uses affiliates, vendors or partners to assist in providing your service and the provision of your information may be necessary for the parties to provide such services. We require such parties to maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share your information with any other third parties without your consent. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

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

Telephone Services – Federal law and regulations limit the use and sharing of CPNI. NuLink does not use CPNI for any marketing or other purpose that would require customer notification and opt-in approval or opt-out solicitation under applicable laws.

Cable Television Services – We provide aggregate information concerning pay-per-view and interactive services to programmers, advertisers and certain other third parties. Digital video recorder service information is not shared with programmers or third parties, except on an aggregate basis. 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 we offer new services to you, like DVR and interactive features, we will also inform you about information we may need and how it may be used.

Internet Services – We do not read your email messages, instant messages, online chats, “voice-over-Internet” calls or the content of other online communications that reside on or pass through our Service. We may however, retain and provide such communications to law enforcement if we are legally required to do so. Incoming and outgoing email messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network or other users.

LAW ENFORCEMENT AND LEGAL REQUESTS

Information Disclosure – 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, we cooperate by providing such information as the law requires. The laws concerning your privacy and government access change from time to time and may affect how we are required to respond. 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 do not assume any duty to notify you of receipt of any legal requests.

Internet Information – Your account records and information concerning your Internet access may be subpoenaed by the government or by others through the courts. Internet messages and files shared over “peer-to-peer” services often include your IP Address, and you can be identified in this way if we receive a lawful subpoena. As with telephone interception, details concerning your Internet access and the content of communications can be obtained by law enforcement through a court order or similar authority. In addition, the law permits 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 other similar authority for a telephone wiretap or to use a pen register or trap-and-trace device to capture dialing information. Voice-over-Internet services are subject to similar interception standards. Law enforcement can also subpoena account and call record information.

Cable Television Programming Selections – Under current law, records concerning video programming selections may generally be obtained only under court order, after notice is given to you and you have the opportunity to object in court.

SECURITY OF INFORMATION

We are aware of the many recently publicized instances of customer information security breaches and continue to work on new ways to protect your information. For our most sensitive databases, we use encrypted formats within controlled and secure environments that have restricted access. Nevertheless, although we endeavor 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 NuLink 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.

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 personal information in your account by contacting a Customer Care representative. We also 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, upon prior request and at your own cost, during business hours at the NuLink office listed on the return address of this notice or noted on your billing statement.

Your Enforcement Rights

You can enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek damages under 47 U.S.C. §551.

Other Terms and Changes in Policy

Other terms and conditions affect our service offerings, including your service contracts, our Acceptable Use Policy for High Speed Internet service, tariffs and the Terms of Use for our websites. Changes in our service offerings, the law, and policy may cause us to make changes to this and other policies from time to time. Any changes will be posted with the Online Privacy Policy at www.NuLink.com, which also contains provisions concerning privacy as related to our website.

Annual Do-Not-Call Registry Notice

In an effort to reduce the number of unwanted telemarketing calls, the FCC has provided telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, for inclusion in the national Do Not Call (DNC) registry administered by the FTC. You may register, or revoke registration of, your number without charge by calling the FTC's toll-free number, 1-888-382-1222 or TYY 1-866-290-4236, from the telephone number you are registering or revoking, or online by visiting the FTC's website located at www.donotcall.gov. The FCC/FTC rules contain an "established business relationship" exception that permits a company that has such a relationship with you, like NuLink, to call you even if your number is on the national DNC list. For more information, see www.fcc.gov/cgb/donotcall/ and www.ftc.gov/bcp/conline/edcams/donotcall/index.html.

2. GENERAL INFORMATION ABOUT YOUR SERVICE

Changes in Service or Prices — As a NuLink customer you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on your monthly bill, as a bill insert with the information or directing you to visit our website to view the information, as a newspaper legal notice or information channel notice, via email, or in a separate mailing.

Theft of Cable Service — An unauthorized cable hookup is a severe and expensive problem. It is also a crime punishable by fines and/or imprisonment. Cable theft increases the cost of our business as well as legitimate, paying NuLink customers. Reception of any cable service without our express authorization is prohibited.

Miscellaneous Fees — A fee is added to any bill amount unpaid after the due date. If your payment is made with a non-sufficient fund check, you may be charged a fee for handling.

Delinquent Accounts — If your service is disconnected for non-payment, we require full payment of the balance, a deposit, a reconnect fee, and a minimum of one month's service before reconnecting service.

Disconnect Policy — A request to disconnect cable service can occur at any time. Billing for service will stop on the day you request the service to be discontinued. Equipment provided to you by your local cable office must be returned upon disconnecting or appropriate charges will be assessed.

Signal Blocking Devices — If you can see images or hear sound from a scrambled premium or adult channel that you do not subscribe to, you may have this channel blocked.

Availability of Broadcast Signals on Additional Outlets — You may install your own additional cable outlets without contacting us. If you choose to connect additional outlets yourself, please be aware that some of the following broadcast channels may not be available without either a cable-ready TV set, a digital ready television, a converter box or a CableCARD: WSB — ABC; WATL; WPCH; WGTV; WXIA-NBC; WGCL-CBS; WAGA-FOX; WPBA-PBS; WUPA-CW; WPXA-ION. If you need instructions concerning the installation or additional equipment to receive the service, please call NuLink Customer Service at 770-683-6988.

Billing and Complaint Procedures — You will be billed monthly for services. We bill for our current month's service in advance and we bill for pay-per-view and video on demand services following their delivery. All charges are due upon receipt of our invoice. Payment is expected by the due date identified on our monthly statement. Balances which remain unpaid 45 days after the billing date will be subject to disconnection. Disconnect fees will be charged at the time of interruption in your service. There is a fee charged for returned checks. You will be billed for chargeable work at our standard service rates. We will issue a credit or refund for any billing error which is brought to our attention by you within 60 days of the invoice date. If we receive partial payment of any amounts you owe, we will apply such payments to the oldest outstanding invoice and any remaining amounts will be applied to any other invoices in the amounts and proportions as we reasonably determine. We urge you to call us any time you have questions or concerns about your service, equipment or any other aspect of the service which we take pride in providing to you.

Installation and Service Maintenance Policies — Absent unusual circumstances, we guarantee that our cable system will deliver a video and audio signal meeting all required standards to at least one television set in your home or business. We also warrant to you that the installation and/or maintenance work we perform and the materials we use will be free from defects for a period of 90 days after such work is completed. If any defects in workmanship or materials are reported to us within 90 days of when the work is completed, we shall correct such defects without charge to you. Correction of such defects shall constitute our sole obligation under this warranty. Our warranty will not apply to defects resulting from abuse, misuse, tampering, acts of God, or repairs performed by unauthorized persons. We provide free service calls for any interruption of service resulting from the failure of our equipment, such as converters, that we install and continue to own, or from weather or other conditions clearly beyond the control of the customer. Other service calls including cable installation, repairs (such as damage to your equipment and cable home wiring that is not covered by the free service policy), and calls related to changes in the level of cable service will be billed at our standard rate.

TELEVISION EQUIPMENT COMPATIBILITY

Cable Converters — Some models of TVs and VCRs, especially older TV sets that are not “cable ready,” may not receive all of the channels offered when connected directly to the cable system. If your TV or VCR is not able to receive all of the channels desired, you can obtain a set-top channel converter from NuLink or a retail store at a nominal charge. If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any set-top converter or navigation device you purchase from a retail outlet is capable of working with separate security cards (i.e., a CableCARD) that we must provide in order for your equipment to access such programming devices. Upon request, we will provide you with the technical parameters that are needed for any such device to operate with our security cards and cable system. Also, you should know that receivers with descrambling units are illegal to sell or use unless authorized by NuLink.

If you receive service through a set-top channel converter from us, you may not be able to use special features and functions of your TV and VCR. These may include features that allow you to: view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels or use advanced picture generation and display features such as “Picture-in-Picture” and channel review. NuLink may be able to resolve these issues through an additional converter or other equipment that is available for lease upon request.

Cable Cards — Certain new TVs are sold with a CableCARD, which can substitute for a set-top channel converter. Currently, these cards do not allow you to use any interactive or two-way services that we offer. The price for a CableCARD is \$6.95 per month (is this accurate?). For more information, including billing and pricing information, you may contact us by calling Customer Care or visiting our website at www.NuLink.com.

Remote Controls — NuLink includes a remote control unit with each set-top channel converter. Some television, VCR or DVD remote controls are also capable of controlling the basic features of your set-top box. “Universal” remote control units, that are compatible with the basic features of set-top boxes, may also be obtained from other sources, such as consumer appliance and electronics outlets or over the Internet. These universal remote controls may not be compatible with certain set-top features or services available from NuLink in certain markets. If you have specific questions concerning remote control compatibility, we encourage you to contact Customer Care at the number listed on this notice or on your monthly bill.

Television Picture Quality — If you experience problems with the quality of television signals you receive, you should call us at the telephone number listed on this notice. A fully trained Customer Service Representative can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come to your home. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. If you believe NuLink has not properly resolved your issue, you have the right to contact the applicable franchise authority at the address and telephone number listed on your monthly cable bill.

Closed Captioning — If you experience problems with closed captioning, please contact Director of Customer Service, NuLink Closed Captioning 770-683-6292.

FRANCHISE AUTHORITY INFORMATION

State of Georgia, 315 West Tower #2, Martin Luther King Jr. Drive, Atlanta, GA 30334
City of Newnan, 25 Lagrange St, Newnan, GA 30263
City of Tyrone, 881 Senoia Rd., Tyrone, GA 30290
Coweta County, 22 E. Broad St. #7, Newnan, GA 30263