

RIGHTFIBER BY RITTER COMMUNICATIONS CUSTOMER INFORMATION ANNUAL CUSTOMER NOTICE 2023

Thank you for choosing RightFiber by Ritter Communications. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures, and your rights as a customer. We appreciate your business.

We encourage you to review the following information and contact us at (833) 717-4448 with any questions.

YOUR PRIVACY AS A RIGHTFIBER CUSTOMER

As a customer of a Ritter Communications company, 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 Television, Broadband Internet, and Telephone Services. We have updated this notice to better answer questions you may have, but our basic privacy policy remains the same. 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.

RightFiber takes the privacy of our customers very seriously. Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act") provides certain protections to you, as a subscriber to RightFiber services, and requires that RightFiber disclose to you the following:

- The limitations imposed on RightFiber in its collection and disclosure of personally identifiable information about you;
- The type of personally identifiable information we collect;
- How we use your personally identifiable information;
- Under what circumstances we may disclose your personally identifiable information and to whom;
- The period during which we maintain your personally identifiable information; and
- How you may access your personally identifiable information.

In addition, Section 222 of the Communications Act, as amended, provides privacy protections for certain information related to RightFiber by Ritter Communications telephone and broadband Internet access services:

- Information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone and broadband Internet access service; and
- Information contained on your bill concerning the type of phone and broadband Internet access services and features you receive.

This information is known as customer proprietary network information ("CPNI").

Personally Identifiable Subscriber Information; Restrictions on Access. To provide internet, TV and other services, we collect and maintain personally identifiable information concerning customers. That

information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under Disclosure prohibited; exceptions, all personally identifiable information is used for the normal business purpose of offering and providing television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure Prohibited; Exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business Activities. We may disclose customer information to conduct business activities related to providing cable service or other service.

Unauthorized Reception of Service. We may disclose customer information to detect unauthorized reception of our service.

Names and Addresses to Third Parties. We may disclose names and addresses to third parties for the purposes of 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.

Court Order. We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure of your cable information, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

Law Enforcement Request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Communications Preferences/Opt-out. Subscribers who do not wish to receive marketing materials, phone calls, emails or direct mail may notify RightFiber at any time. You may also prohibit our permitted disclosure of your information to third parties under the Cable Act (except as otherwise required by legal process or applicable law) by notifying us in writing. You may opt-out of receiving marketing communications by telephone by notifying the calling party that you wish to opt-out or by following the automatic opt-out instructions on such a call. You may also opt-out of such calls by sending a request in writing to the address below.

Customer Proprietary Network Information. Customer Proprietary Network Information ("CPNI") is personally identifiable information that we collect when providing you with telephone or broadband Internet access services. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer. The FCC requires RightFiber to notify all subscribers of their rights to restrict the use of their CPNI. You have the right, and RightFiber has a duty, under federal law, to protect

the confidentiality of your CPNI.

Permitted Use of CPNI. CPNI can be used by RightFiber for certain purposes without your permission. RightFiber may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. RightFiber may also use CPNI to respond to your inquiry regarding services you currently use, or related services RightFiber offers. In addition, RightFiber may use CPNI in connection with repair and maintenance services, billing, and collection, and to protect company property and to prevent fraud.

Prohibited Use of CPNI. Unless you specifically authorize its use, RightFiber may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, RightFiber may not use CPNI to offer you any type of long-distance service unless you currently subscribe to their long-distance offerings. RightFiber may not share CPNI with any other company, including our affiliate companies unless you are a customer of our affiliate.

Additional Information Regarding Your CPNI Rights. You have the right to deny or withdraw access to CPNI at any time or to instruct RightFiber to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

Directory Listings. 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. These and certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

INTERNET SECURITY

Taking Proper Precautions. Maintaining the security of your personal computer is an important part of protecting your own privacy and of helping us protect our network and customers' service. You should follow our Acceptable Use Policy and regularly update your antivirus software, firewall, wireless network security, and operating system to prevent unauthorized access by others and harm from various forms of viruses. You should regularly back up your computer to preserve your files, including email or other messages you want to keep.

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 whom you are dealing with before clicking on an internet link or giving personal information. To avoid all these and other forms of attacks, we encourage you to visit our website at <https://www.rightfiber.com> or the Federal Trade Commission ("FTC") at <http://www.ftc.gov> for regular updates and tips on protecting yourself. RightFiber or its Customer Care Department 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. Once communications enter the Internet, it is possible for them to be accessed by

third parties over whom we have no control. Moreover, since we cannot control websites or services operated by third parties, you should review their terms of service and privacy.

ADVERTISING

We use a tool called “Google Analytics,” a web analytics service provided by Google Inc. (“Google”), to collect information about the use of our website, and to promote our products and services. Google Analytics uses “cookies,” which are codes stored on your computer that record your use of our website, and allow our website to recognize your browser when you visit it again. The information collected by Google Analytics includes, but is not limited to, how often users visit our site, what pages they visit, and what other sites they may have visited prior to coming to this site. Your name and other identifying information is not collected, and we do not combine the information collected through the use of Google Analytics with personally identifiable information.

RightFiber uses a variety of Google services including Remarketing, Google Display Network Impression Reporting, DoubleClick Platform Integration, and Google Analytics Demographics and Interest Reporting. RightFiber and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie), first-party identifiers, third-party cookies (such as the DoubleClick cookie) and third-party identifiers to collectively inform, optimize, and serve RightFiber advertising based on users’ past visits to RightFiber’s website or other sites. RightFiber and third-party vendors, including Google, also use first-party cookies and third-party cookies to report RightFiber’s ad impressions, use of ad services, and interactions with ad impressions and services related to RightFiber’s website.

Google Analytics generates reports about the use of RightFiber’s website. RightFiber uses this information along with remarketing services to advertise RightFiber services online. We may utilize Google’s Interest-based advertising or third-party audience data (such as demographics and interests) with Google Analytics. Third-party vendors, including Google, may display RightFiber ads on sites across the Internet.

Google’s ability to use and share information collected by Google Analytics about your visits to this site is restricted by the Google Analytics Terms of service, available at <http://www.google.com/analytics/terms/us.html>, and the Google Privacy Policy, available at <http://www.google.com/policies/privacy/>. You can prevent Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser. Visitors can opt-out of Google Analytics Advertising Features at <http://tools.google.com/dlpage/gaoptout>.

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 RightFiber are not directed at, nor 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 <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 RIGHTS

As a customer, you may review your personal information maintained by us by contacting a Customer Care representative. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request the correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your legal privacy rights concerning our collection, use, and sharing of your personally identifiable information.

SOCIAL MEDIA POLICY

RightFiber by Ritter Communications invites customer feedback and encourages users to utilize this medium to interact with our company. We expect users will not post content that falls into the following categories, and we reserve the right to remove posts that are:

- Abusive, defamatory, or obscene
- Fraudulent, deceptive or misleading
- In violation of the privacy of any individual
- In violation of another's intellectual property right
- In violation of any law or regulation
- Otherwise offensive

The views, opinions and experiences expressed in user-submitted comments are solely those of the author and do not necessarily reflect those of RightFiber. User comments are not edited for accuracy. However, to ensure a continually-positive experience for the community, we may report or remove content or commentary containing spam, profanity or otherwise objectionable or prohibited material subject to the Code of Conduct and Terms of Use for each social platform that RightFiber uses.

OTHER TERMS AND CHANGES IN POLICY

Other terms and conditions affect our service offerings, including certain Television service contracts, our Acceptable Use Policy for broadband 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 at <https://www.rightfiber/terms-and-policies-and-legal> , which also contains provisions concerning privacy as it relates to our websites.

Affordable Connectivity Program (ACP)

As the need for in-home internet connectivity continues to grow, RightFiber by Ritter Communications understands the importance of options to fit every budget. We would like to make you aware of an assistance program for broadband subscribers called the Affordable Connectivity Program operated by the Federal Communications Commission.

If you or a member of your household participate in certain government assistance programs such as SNAP, Medicaid, WIC, have a student that qualifies for free or reduced lunch, have received a Federal Pell Grant or if you already receive a Lifeline benefit, you may qualify to receive a recurring monthly credit of up to \$30 on your internet service under this program.

If the program ends or if your household is no longer eligible, you will be subject to RightFiber regular rates, terms, and conditions. Participation is non-transferrable and limited to one internet discount per household.

If you would like to apply, go to www.acpbenefit.org and follow the instructions provided. Once your eligibility is confirmed, contact us at [833-717-4448](tel:833-717-4448) to enroll. For more information on the program, please visit www.rightfiber.com/acp

ANNUAL DO NOT CALL REGISTRY NOTICE

RightFiber by Ritter Communications maintains the highest standards of ethical conduct in all its marketing activities and is committed to complying with all federal and state law. No employee or agent of RightFiber shall engage in telemarketing practices that violate the provisions of the Telephone Consumer Protection Act of 1991, the FTC Telephone Sales Rule, or applicable state regulations. In performing its duties under these requirements, RightFiber provides a written copy of this Do Not Call Policy to all personnel or entities that make calls for telemarketing purposes on our behalf. In addition, we also provide training to all our business office personnel and any personnel engaged in any aspect of telemarketing on our behalf, to ensure that they are informed and knowledgeable regarding the existence, use, and maintenance of our "Do Not Call" list.

If you do not want to receive sales calls from RightFiber place your number on the Ritter Communications "Do Not Call" list. In compliance with federal and state laws, upon your request, we'll make a record in our files that you contacted us and we will immediately add your number to our "Do Not Call" list. Please allow up to 30 days for your telephone number to be removed from any sales programs that may be currently underway.

To add your telephone number to our "Do Not Call" list, you can make your request in writing to the address below or by calling 870-336-3400. You should include your name, address, and telephone number in your request.

Attention: "Do Not Call" List Administrator Ritter Communications
P.O. Box 17040
Jonesboro, AR 72403

- If you have multiple telephone numbers, please tell us all numbers that you want included on the "Do Not Call" list.
- You will remain on our "Do Not Call" list for five years, unless you ask to be removed.
- If your telephone number ever changes, you must give us your new information for your "Do Not Call" status to remain in effect.

Being placed on Ritter Communications' "Do Not Call" list means that you will not receive sales calls from anyone representing RightFiber or Ritter Communications. We may still contact you, however, for non-solicitation and non-telemarketing purposes. This type of contact may include surveys, billing, and other service-related matters.

Please note that the Ritter Communications "Do Not Call" list restricts marketing contacts from Ritter Communications only, so you may continue to receive calls from other companies including affiliates of Ritter Communications unless you also contact those other companies directly. However to make this process easier, you may add your number to the National Do Not Call List. You may do so by calling 1-888-382-1222, or going online at www.donotcall.gov.

Please be assured that RightFiber by Ritter Communications respects your right to privacy.

GENERAL INFORMATION

Services and Prices. Please contact us at 833-717-4448 or by visiting our website at <https://www.rightfiber.com> for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Channel positions
- Installation and maintenance policies and prices
- Instructions for using our television service

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 television 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 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 channels that you do not subscribe to, you may have these channels blocked.

Backup Power for Home Services During Power Outages. For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage and to maintain the ability to

connect to 911 emergency services, Ritter Communications provides you the option to purchase additional backup power for your home phones. For more information, please see our Battery Backup Notice on our website at www.rightfiber.com/terms-and-policies.

COMPLAINT PROCEDURES

In the event that a service or billing issue occurs, 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 re-view the actions taken. Should we continue to be unable to re-solve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. If you believe RightFiber 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.

CABLE VIDEO FRANCHISE AUTHORITY CONTACT INFORMATION

City | Address | Phone Number

Cabot | 101 N. 2nd St., Cabot, AR 72023 | 501-843-3566

Jonesboro | 300 S. Church St, Jonesboro, AR 72401 | 870-932-1052

Searcy | 401 W Arch Avenue, Searcy AR 72143 | 501-268-2483

Note: If your City is not listed, the franchise authority falls under the statewide franchise through the Contacts below:

Arkansas Secretary of State
Business & Commercial Services
1401 W. Capitol, Suite 250
Little Rock, AR 72201-1094
501-682-3409

Tennessee State Franchise Contact:
Business & Commercial Services
312 Rosa L. Parks Avenue
6th Floor, Snodgrass Tower
Nashville, TN 37243-1102
Phone number: 615-741-2286