



Privacy Notice

The Federal Cable Communications Policy Act of 1984 contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators. In accordance with those provisions, Wilkes Communications collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, and phone number, billing records; service maintenance and repair records; premium service subscription information; marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other services to you. Some persons have access to such information when necessary in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include cable system employees; cable system sales agents; businesses which provide service to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable; program services which will periodically audit subscription information and other business that seeks to use your name, address, etc. We maintain personally identifiable information about subscribers for as long as it is necessary for business purposes. This period of time may last as long as you are a subscriber and, if necessary, for additional time so that we can comply with tax, accounting and other legal requirements. When information is no longer needed for these purposes, it is our policy to destroy it.

As a Wilkes Communications customer, you may review any personal information held by us, which pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare the information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our local business office. You may request correction of any errors in personal information that we collect and maintain pertaining to you. Federal law prohibits collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only to the extent necessary to conduct our business. In addition, the law allows us to disclose your name and address for non-cable service related mailing lists or other purposes unless you tell us you do not wish us to disclose it. However, such disclosures of names and addresses will not be in a form that discloses the extent or type of any use you make of service we provide, nor will it disclose the nature of a transaction you make over the cable system. If you do not wish to have your name and address disclosed even in limited situations described above, or if you wish to limit the circumstances, in which we will disclose it, please obtain, fill out and return a form from our local business office. We may also, on occasion, include this form in our monthly newsletter for customers to fill out and return to our office.

Except as indicated in the preceding paragraph, we may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a customer, we will inform the customer of any court-ordered disclosure of such information. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable customer. The customer must be given an opportunity to consent to issuance of such an order.

Any person aggrieved by an act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.