

Pursuant to Section 631 of the Cable Communications Policy Act of 1984 (the "Cable Act"), Home Telecom is required to inform new subscribers and current subscribers on an annual basis of the existence of "personally identifiable" information collected by the cable system, how such information is used, under what conditions it may be disclosed, and the rights of subscribers concerning such disclosure. The law relates only to information that specifically identifies individual subscribers.

Generally, the law allows personally identifiable information to be collected and disclosed only insofar as it relates to the business of providing cable service to subscribers. Thus, Home Telecom may collect only that information about a subscriber that is necessary either to provide service to the subscriber or to monitor unauthorized reception of cable signals. This includes name and address, telephone number, account number, billing and collection information, service and installation records, subscriber correspondence, the cable services received by subscriber, maintenance, service and installation information (how many cable outlets you have and where they are located in your home) and marketing data (information collected from your application and other consumer questionnaires).

Cable systems may not monitor or collect any information on the transaction made by a subscriber using a service such as home shopping or home banking, except to the extent it is necessary to render the service.

Any information a cable system wishes to collect that is not related to either the rendering of a service or monitoring theft of service may be done only with the prior written consent of the subscriber.

Home Telecom's disclosure of personally identifiable information, like its collection, is limited by the Cable Act to the disclosure of information necessary in order to provide a cable service or to conduct a legitimate business activity of Home Telecom.

Collected information is made available only to Home Telecom employees, its accountants, billing and collection agencies, installation subcontractors, program guide service providers, program service providers, and authorized consumer research which provide service to or act on behalf of the cable system. Information will be retained only as long as it serves a business purpose, including but not limited to maintenance of records for financial and tax accounting purposes, after which it will be destroyed. Our current policy is to keep such information for six calendar years (or a longer period if required by federal, state or local laws or governmental agencies) after a subscriber no longer is an active customer. Should our policy change or should we find it necessary to disclose such information to entities other than the ones listed above, we first will notify you. This would include disclosure to a debt collection agency if the subscriber were in arrears to the cable system.

The law permits cable systems to provide the names and addresses of subscribers for non-cable related mailing lists and other purposes unless the subscriber specifically and in writing prohibits or limits such disclosure. The service to which you subscribe or the nature of any subscriber transactions conducted via the cable system may not be revealed.

If you do not want this system to provide your name and address for mailing list purposes, please let us know in writing by sending us a separate letter so requesting that includes your name, address, and account number to: Home Telecom, P.O. Box 1194, Moncks Corner, S.C. 29461, Attention: Customer Service. Your failure to do so constitutes your consent to the inclusion of your name and address. However, Home Telecom does not provide our customers' names and addresses to non-cable related mailing lists.

Disclosure of personally identifiable information may also be required by court order directed to Home Telecom. A governmental entity may obtain personally identifiable information pursuant to a court order only if the governmental entity provides to the court clear and convincing evidence that the information would be material evidence against a subscriber believed to be engaging in criminal activity, and only if the subscriber is given the opportunity to appear in court and contest the governmental entity's claim.

As described above, federal law limits the type of personally identifiable information a cable system may collect and the circumstances under which it may be disclosed. A subscriber has the right to contest government agency claims to such information; to prevent the disclosure of his or her name and address for any mailing list or other non-cable related purposes; and to review all such information at the cable offices during regular business hours, given reasonable notice to the cable system by either phone or letter, and to correct any errors in the information. Should a subscriber believe the limits set forth in the Cable Act have been violated by the cable system, he or she may bring a civil suit for damages, including attorney fees and costs, in a U.S. district court against the cable operator.

# CUSTOMER INFORMATION

## Subscriber Privacy Notification

Should you have any questions concerning the rights and obligations of Home Telecom or your rights under the subscriber privacy provisions of the Cable Act, you may contact one of our Home Telecom Business Offices by calling 888-746-4482.

