

Home Telecom knows how important personal privacy is to our customers. Home Telecom maintains strict privacy policies and uses industry-accepted technologies to safeguard such information. As part of our commitment to our customers, Home Telecom adheres to the following Privacy/CPNI Policy.

#### **INFORMATION COLLECTED**

**Non-personal Information:** We do collect various “anonymous” facts. This includes the number of lines, products/services used on a monthly basis, minutes of use by our customers collectively, etc. This generic information helps us keep up-to-date on how we are doing compared to others in our industry, so that we might improve our service.

**Personal Information You Give Us:** We collect the personal information you provide directly to us in the course of conducting business. This information can include name, address, date of birth, social security number, etc. This personally identifiable information is only used to conduct business with you, provide you with specific services, and to communicate with you. We may also use this information to send you information about new products and services. If you create a personal account with us and provide us with the above information for the purpose of conducting business, you authorize us to store that information. **NO INFORMATION IS EVER SOLD, RENTED, OR GIVEN TO AN OUTSIDE PARTY** unless required by law or unless that company is transacting business on our behalf. For example, we may use an independent company to conduct a customer satisfaction survey on our behalf, and they are only provided with customer names and phone numbers temporarily.

#### **CUSTOMER PRIVACY**

As stated above, we do not sell, trade, or rent your personal information to outside companies or marketing firms. We may share this information with affiliates and/or subsidiaries of Home Telecom. Even then, we share personal customer information only when required for the specific and limited purpose of analyzing and/or providing products or services.

Recent changes in Federal Communications Commission (FCC) regulations give the customer a new choice about how we use your account information to meet your future telecommunications needs. These new changes are designed to protect your privacy rights as a customer.

The Telecommunications Act now requires us to have your permission to use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available (name, address, phone number) and includes information such as type of service, number of telephone lines, amount of usage, and calling and billing records. You have the right to authorize use or non-use of your CPNI by Home Telecom and its affiliates and subsidiaries. Regardless of your decision, Home Telecom and its affiliates and subsidiaries will keep your information confidential. Giving us authorization only allows us to further customize the services we can provide to you, our valued customer.

You have the right under federal law to restrict the use of CPNI data, and we have a responsibility to protect your data. In order to restrict the use of your CPNI data, you must contact us in writing within 30 days of receiving this notification. Your

restriction of this CPNI data will not affect the service or services to which you subscribe. This restriction of use of your CPNI data will remain valid until you contact us in writing or for two years, whichever comes first.

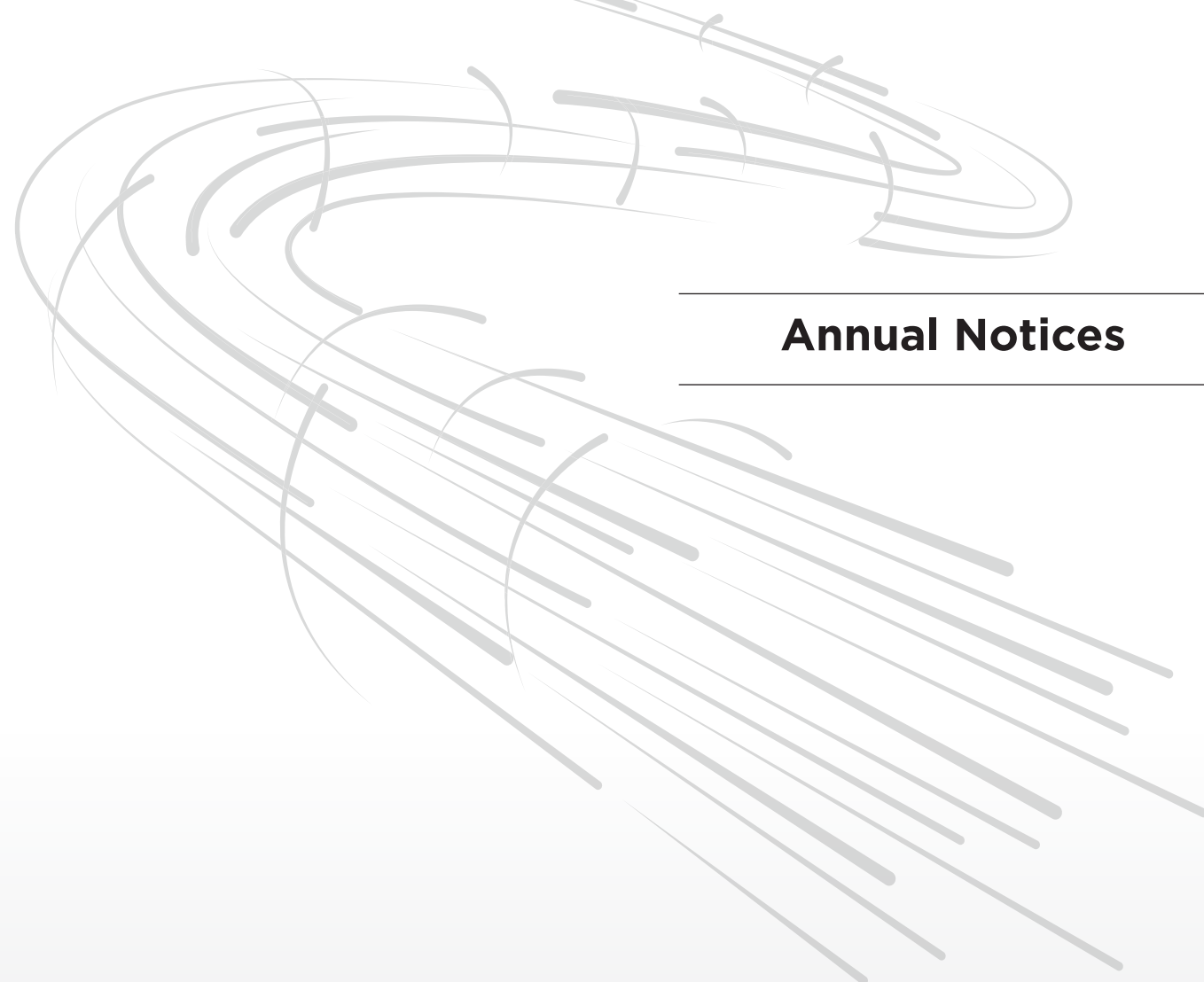
#### **OPT-OUT OF CPNI (CUSTOMER PROPRIETARY NETWORK INFORMATION)**

Home Telecom utilizes Customer Proprietary Network Information (CPNI) when providing telecommunications products and services to our customers. CPNI is defined as information relating to the quality, technical configuration, destination and amount of use of telecommunications services, including information that may appear on your bill.

Under federal law, telephone companies have a duty to protect CPNI information. As a customer, you have a right to deny Home Telecom the use of CPNI for marketing purposes. This is considered an “Opt-Out” approach; or in other words, you may “Opt-Out” of allowing us to use your CPNI.

If you decide to “Opt-Out” you will not receive any additional product or service information beyond your current subscription enrollment. Denial of the use of your CPNI will not affect the provision of any services subscribed to by you. Home Telecom does not and will not sell or offer such information to any outside party unless required by law or unless that company is transacting business on our behalf. All CPNI information is used strictly by Home Telecom and its affiliates. Please note that information published in the telephone directory is not considered CPNI.

If you wish to “Opt-Out,” visit [www.homesc.com/optout](http://www.homesc.com/optout) and fill out the “Opt-Out” form and submit.



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## **Annual Notices**

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579 Stoney Landing Road  
Moncks Corner, SC 29461

800-577-2799

***HomeSC.com***

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TELECOM

800-577-2799

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## CABLE SUBSCRIBER POLICY

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 requesting so 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.

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 800-577-2799.

## FCC BATTERY BACKUP DISCLOSURE

### Maintaining Telephone Capability During Electrical Outages

Home Telecom Velocity telephone service and Home Telecom Digital Voice telephone service provided by an eMTA each require electrical power from your home to operate. IN THE EVENT OF A POWER FAILURE, YOUR TELEPHONE SERVICE WILL NOT WORK, INCLUDING 911 AND ANY HOME SECURITY OR MEDICAL MONITORING THAT RELIES ON YOUR TELEPHONE SERVICE UNLESS YOU HAVE A BATTERY BACKUP. In the past, Home Telecom often included a backup battery complimentary to customers with telephone. However, Home Telecom did not represent that such complimentary batteries were, or in the future would be, included with the service. If your Home Telecom equipment has a backup battery and you subscribe to Home Telecom’s SafeGuard service, Home Telecom will monitor the status of your battery and provide a replacement for you when necessary. If your Home Telecom equipment has a backup battery but you do not subscribe, to SafeGuard, it is your sole responsibility for monitoring and replacing the backup battery when necessary. If your Home Telecom equipment currently does not have a backup battery or if your battery needs to be replaced, but you are not a SafeGuard subscriber you are responsible for

making your own decision about whether to supply backup power for your telephone services. To determine if your Home Telecom equipment has a backup battery or if the battery you have needs to be replaced, please visit [homesc.com/battery](http://homesc.com/battery) for instructions. If you would like a backup battery you may purchase a new battery from Home Telecom for a one-time charge.

Cordless telephones require power and will not function during a power outage even if you have a backup battery for your Home Telecom equipment. Home Telecom recommends that (in addition to having a backup battery) that you also maintain one corded phone connected directly to your in-home wiring for use in the event of a power failure. Additionally, you should always have an alternative means of dialing 911, such as a mobile telephone. Also, if you have a monitored home alarm or monitored medical device that uses Home Telecom telephone or internet service as the communications pathway, your monitored alarm will not function during a power outage without battery backup power for your Home Telecom telephone or internet service, as applicable. It is recommended that you subscribe to an alternative communications pathway such as cellular backup for your monitored alarm or medical device. Home Telecom shall have no liability for the failure of your services, including 911 services, to function during a power outage, including failure due to the absence or insufficiency of battery backup power.

## PERFORMANCE AND MONITORING OF YOUR BATTERY

The batteries provided by Home Telecom are rated to last for at least 8 hours in idle mode, when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage, use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to: the amount of phone usage when the service is utilizing power from the backup battery; whether the backup battery is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; the condition and age of the backup battery; and the amount of prior usage of the battery. Batteries lose capacity with age. The estimated life for a new battery is 3-5 years; however, actual results will vary depending on usage patterns, load, frequency of power outages, and environmental conditions, including temperature extremes and fluctuations. Failure to adhere to proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery. Home Telecom will warranty a purchased battery for 1 year.

For additional information regarding backup batteries please visit [homesc.com/battery](http://homesc.com/battery) or contact Customer Service at 800-577-2799.

## FREE TELEPHONE EQUIPMENT

For South Carolina residents who are deaf, hard of hearing, deaf-blind, blind/low vision with hearing loss, or speech impaired.

If you have a problem using a standard telephone, please contact: South Carolina Equipment Distribution Program, (SCEDP)

803-896-8337 (Voice/Local) or 1-877-225-8337 (Voice/Toll Free)

803-896-8334 (TTY/Local) or 1-877-889-8337 (TTY/Toll Free)

Email: [Amplifylife@scedp.org](mailto:Amplifylife@scedp.org)

Website: [www.scedp.org](http://www.scedp.org)

South Carolina School for the Deaf and the Blind Midlands Regional Outreach Center

Saluda Building, 101 Executive Center Drive, Suite 120, Columbia, SC 29210

## ANNUAL CUSTOMER DO-NOT-CALL NOTIFICATION

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national Do-Not-Call Registry. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will permanently remain on the national Do-Not-Call Registry. If you choose to remove your name from the list, you may do so at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- calls from organizations with which you have established a business relationship
- calls for which you have given prior written consent
- calls which are not commercial or do not include unsolicited advertisements
- calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the internet. To register by telephone, consumers may call 1-888-382-1222. For TTY, call 1-866-290-4236. You must call from the phone number you wish to register. You may also register by internet at [www.donotcall.gov](http://www.donotcall.gov). Inclusion of your telephone number on the national Do-Not-Call Registry will be effective within 31 days following your registration.