



PRIVACY, SECURITY AND CUSTOMER PROPRIETARY NETWORK INFORMATION POLICY

1. INTRODUCTION:

DE Fastlink, LLC, (also referred to herein as "we," "us" "DE Fastlink," and "our") understands the importance of Privacy, Security and Customer Proprietary Network Information ("CPNI") of either those who visit our website and also our Customers (also referred to herein as "users," "you") and Customer information.

This Policy applies to visitors of DE Fastlink website, (the "Site"), any users of DE Fastlink Products and Services (the "Services") purchased from DE Fastlink and DE Fastlink Customers. This Privacy Policy outlines the information DE Fastlink may collect, how DE Fastlink will use and disclose that information and most importantly how we protect your information. By using the Services, Customer agrees to be duly bound by all the terms and conditions of this Privacy Policy and this Privacy Policy is hereby incorporated into the DE Fastlink Customer Agreement. DE Fastlink reserves the right to change or modify this Privacy Policy at any time at its sole discretion and will provide Customer with notification of such change by posting changes to the DE Fastlink website and/or other means as appropriate.

2. SECURITY - SSL.

The Security of your information is very important to us. In an effort to protect your information we have a number of Federally Compliant Guidelines and Standards that we adhere to in order to protect your information. We use Secure Socket Layer (SSL) technology with a minimum of 128-bit encryption. Most web browsers support SSL and therefore those protocols will automatically encrypt the information you provide to us on the secure pages of the DE Fastlink website. When visiting a page on our web site that requires you to include your confidential information, your browser window will display an icon (graphic) of a closed lock or an unbroken key (based upon your browser type). The representation of this like or similar graphic denotes that you have successfully connected with a secure server. In order to validate the security of your connection prior to the submission of your personal information you can double click on the security graphic icon which will validate our security by displaying the DE Fastlink digital IT SSL certificate.

3. REGISTRATION/INFORMATION COLLECTION.

Before you begin to use our Services, you will be required to provide information to DE Fastlink which may include but is not limited to; (i) Customer name and all related personal information; (ii) your cellular phone number, alternate email address, and; (iii) credit card or bank account information. We have the sole discretion to accept or reject any potential Customer based on information provided by the Customer for any reason which may include but is not limited to; (i) invalid or incomplete information; (ii) issues related to a credit check which we may perform on you and/or your Company; (iii) a Customer

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provided credit card or bank information; (iv) any other like or similar frailty of data provided by the Customer; and/or; (v) any combination thereof.

4. INFORMATION COLLECTION.

DE Fastlink may collect two different types of information: (i) Customer Proprietary Network Information (CPNI), or alternatively Customers' Proprietary Network Information which is a Customers' Personally Identifiable Information; and (ii) Non-

Customer Proprietary Network Information (Non-CPNI) which does not personally identify the Customer in depth on our system.

a. When you use the Services of DE Fastlink we have an obligation to protect the confidentiality of certain types of information and services that relate to you and your usage of the Service. This information includes but is not limited to information about an individual Customers quantity of usage, technical configuration, type, website usage, website visits, VoIP calling destination and location, and the amount of your use of DE Fastlink Products and Services and; information associated with your Customer account concerning the Services which you receive. Such information when matched to your individual personal name, address, data usage and telephone number is known as Customer Proprietary Network Information (CPNI) in this case alternatively referred to as Customer Proprietary Network Information. Examples of this type of information include; your individual name, address, telephone number, email address, credit card information, billing address and shipping information typically available from VoIP calling Service related details on your monthly bill, technical information, type of service, type of device (and underlying device identification numbers), past of current telephone charges, billing records, directory assistance charges, usage data and calling patterns.

b. Non-Customer Proprietary Network Information (non-CPNI) is aggregated information, demographic information, general IP addresses, user behavior data from web interaction metrics tools and any other information that does not reveal your specific identity.

c. In connection with our Customer acquisition process should you become a DE Fastlink Customer, DE Fastlink may collect CPNI about you and your Company that may be considered sensitive. DE Fastlink may also collect CPNI about you from, among other places: information you provide directly to us, information regarding the services that DE Fastlink currently provides or has previously provided to you, information DE Fastlink receives from our bona fide affiliated entities or third parties relating to the establishment of our relationship or the provision of services to you. This information can be received in any manner, including in-person discussions, telephone conversations, and electronic or other written communications and shall be protected.

5. INFORMATION USE.

We may collect CPNI about you to establish or maintain our relationship with your Company, respond to your inquiries, provide you with services you have requested, keep you informed of services we think may be of interest to you, personalize your experience with us, provision our services, and other reasons. Without CPNI, we may be unable to provide you with the services you have requested.

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6. HOW TO ACCESS AND/OR CORRECT YOUR INFORMATION.

You may request access to the CPNI that DE Fastlink has about you and users of the service at your location. You may also request the correction, amendment, or deletion of CPNI about you that is inaccurate. DE Fastlink will treat requests for access, correction, amendment or deletion of CPNI about you in accordance with its internal policies and applicable legal requirements.

a. You can access all of your CPNI and personally identifiable information that we collect about you online, by email and phone that we maintain by: (i) accessing your account using your username, password and additional information which is required to log onto our web site; (ii) or by sending an inquiry through the contact form located at www.defastlink.net (iii) or by visiting or calling your local DE Fastlink office at:

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| Laurel District Office 1863 Highway 184 Laurel, MS 39443 P (601) 425-2535 F (601) 399-5255 Map & Directions | Petal District Office 1312 Highway 42 Petal, MS 39465 P (601) 583-1131 F (601) 583-4127 Map & Directions | Waynesboro District Office 618 Azalea Drive Waynesboro, MS 39367 P (601) 735-2072 F (601) 735-5697 Map & Directions |
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When you contact us, we may also ask you additional questions and to provide further information so we are able to authenticate you on our system. We use these procedures as a way and means to safeguard your information. Federal privacy rules require DE Fastlink to authenticate your identity prior to disclosing any of your personal information and when you contact us, we will ask you a series of question in order to authenticate you.

b. Once you have been authenticated as a valid DE Fastlink Customer by using any of the above means you can access your account a DE Fastlink Customer Service representative can discuss your account with you.

c. In the event you are not able to validate your information there will be additional means by which DE Fastlink will use to validate your authentication: (i) by having the Customer provide a pre-established password, personal identification or uniquely identifiable information you had provided; (ii) by DE Fastlink calling you back at the telephone number associated with your account and the Services purchased; or (iii) by mailing the requested documents to the Customer's address of record. It is DE Fastlink policy and you agree that your password(s) and/or personal identification numbers used in conjunction with the DE Fastlink service will not be any portion of and/or include any of your; (i) social security number or birth date; (ii) mother's maiden name; (iii) telephone number associated with the Customer account; or; (iv) like or similar information.

d. In the event you are not able to remember your password and/or your personal identification number, DE Fastlink will ask you a series of questions that are known by only DE Fastlink and you in order to authenticate you as the Customer. If such an event

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occurs and you are not able to provide this information, we may require you provide additional information in order to validate your identity and you will then be required to establish a new password or personal identification number associated with your account. Or you may be required to sign up for a new account, reestablish all of your previous personal information along with new information and provide DE Fastlink with any new signed DE Fastlink agreement(s), agreement attestation forms, and any and/or all applicable additional documentation as required by DE Fastlink as you may lose rights and access to all data stored in your previous Customer account information

file and your existing DE Fastlink email account and all information stored therein.

e. To protect your privacy and your security we will take all reasonable steps to verify your identity prior to our granting any access and/or prior to your making any corrections of your information.

f. From time to time DE Fastlink will be notifying you of certain account changes. For example, whenever an online account is created or changed, or a password or other form of authentication (such as a "secret question and answer") is created or changed, DE Fastlink will notify you. Additionally, after an account has been established, when a Customer's address including but not limited to postal or e-mail changes or is added to an account DE Fastlink will send a notification. These notifications may be sent to a postal or e-mail address, or by telephone, voicemail, text and or SMS message and you agree to consent to receive such delivery method including text and or SMS.

7. DISCLOSURE OF INFORMATION.

DE Fastlink does not sell or lease CPNI about you to any third-party information brokers and under no circumstances will we ever use any third-party information brokers for any purpose.

a. DE Fastlink maintains reasonable physical, administrative, and technical safeguards to protect your CPNI from loss, misuse, or unauthorized access, disclosure, alteration or destruction. Our personnel and the personnel of our affiliates are provided access to CPNI about you only if they have a need to know the information in connection with a legitimate business purpose, such as; (i) the provision of services to you; (ii) to help identify other services that DE Fastlink and its affiliates offer that may be of interest or use to you; and, (iii) to use our affiliates that aid in the provisioning of our service in order to deliver our services to you.

b. Notwithstanding any other provision of this Privacy and CPNI policy, our Service Agreement, Acceptable Use Policy and additional program documents you may be required to sign and/or accept when you purchase our products and services and to the contrary, we reserve the right to disclose and use your CPNI if we believe that we are required to do so; (i) by law; (ii) in response to legal process, for example, in response to a court order or a subpoena; (iii) in response to a law enforcement agency's request; (iv) to enforce these policies stated herein and our other terms, conditions, or policies; (v) protect our operations; (vi) to protect the rights, privacy, safety or property of us, our employees, you or other users; and/or (vii) to permit us to pursue available remedies or limit the damages we may sustain. For example, we may to the fullest extent the law allows, disclose CPNI about you to a law enforcement or governmental agency to

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support them and/or an investigation to identify individuals who have been or may be engaged in illegal and unlawful activities.

c. DE Fastlink requires third parties who perform services for DE Fastlink to agree to treat your CPNI confidentially and securely in every circumstance in order to; (i) to protect the rights and property of DE Fastlink or to protect you, other consumers and providers from fraudulent, abusive, or unlawful use of our services; (ii) to provide the Services to you, including the ability to assist you with troubleshooting with your services between the DE Fastlink network and of any third parties as contacted by DE

Fastlink that may support our network; (iii) to bill you for our services. By using our web site, our products and services and when establishing your account, you approve the use of your CPNI for our vendors, suppliers, contracted third party affiliates, joint venture partners and independent contractors in connection to deliver all products and services to you and/or for sales or marketing purposes as authorized by you.

d. You agree to assume any and/or all risks associated with providing CPNI and personally identifiable information to third parties via the use of our products and services. DE Fastlink is committed to maintaining your privacy therefore we are obliged to provide you with protections to certain information about how you effectuate the use of our Services.

e. Because Non-CPNI does not personally identify you, we reserve the right to use non-CPNI, and to disclose non-CPNI to third parties, for any purpose. This statement and nothing contained herein does not address the privacy and security practices or policies of third parties. However, we make all best efforts for our Third-Party affiliates to comply with all applicable privacy laws and regulations.

f. Unless restricted by law, regulation, contract, or professional standards, DE Fastlink may transfer CPNI about you outside of the United States to other countries for the purposes described in this privacy notice. DE Fastlink will not share CPNI about you with an unaffiliated third party who is not performing services for us without first obtaining your permission, unless provided however if such sharing is otherwise permitted by this privacy notice.

g. DE Fastlink will provide CPNI about you to the following types of third parties including but not limited to the following:

(i) Phone Service Delivery Providers: DE Fastlink will provide your name and address to companies which provide a delivery service between DE Fastlink, you and other parties that you may call using the service and as a means of delivering our products to you as quickly as possible.

(ii) Financial Institutions, Banks Credit Bureaus: DE Fastlink may provide financial institutions with your payment information, name, address, and phone number in order to process orders for products and services placed by you and complete the transaction of your payment to DE Fastlink. We may also provide this information to other like and similar agencies and organizations to check your credit or validate your financial history.

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(iii). You: From time to time, we may choose to use your CPNI information to provide you with information about our related communications and non-communications products and services or special promotions. Our use of CPNI may also enhance our capability to offer products and services which may be direct and customized to your specific needs. Therefore, you provide your approval by continuing to use our web site and/or our products and services in order to inform you of any such products and services other than those to which you may currently subscribe. Unless provided however you determine that you wish not to be contacted by us.

If you determine that you do not want to be contacted by us about any new or different product or service offerings other than those to which you subscribe unless you opt out from such notifications as defined in Article 8 below.

(iv) Customer location/address installation, Shipping, Delivery, and Logistics: DE Fastlink will provide your name, address and phone number to those entities or people within our network of onsite installation(s), service-related support calls and also distribution channels in order to process and ship your orders with speed and accuracy.

8. OPTING OUT

Please note, you may opt out of all promotional and informative emails as well as all emails from third parties or strategic partners at any time by emailing DE Fastlink at admin@fastlink.net or by calling 833-521-3278.

9. COOKIES

A cookie is a small file placed on your computer by a website server that uses the cookie to store information about your use of the website and to prepare customized pages. The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether. However, our web site uses cookies to recognize you when you return to the DE Fastlink website in order to provide you with a better user experience. We use cookies to keep track of login/password information as well as your CPNI to personalize the website as well as for resolving fraud issues pending discrepancies. If cookies are disabled, you cannot log in into our site to access your account.

a. Our cookies do not contain any CPNI, such as your name, or sensitive information, such as your credit card number. We also allow our affiliates and third-party vendors to use cookies on our website. Some of these parties may use cookies in ways that we do not. You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting, you may be unable to access certain parts of the DE Fastlink website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

10. INTERNET PROTOCOL (IP) ADDRESSES.

a. We use your IP address to help diagnose problems with our server, to administer our website, diagnose hacking events and to better serve you. Your IP address is only used

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to identify you and form broad demographic information. This practice is common and even essential for most websites since all companies find it necessary to assess their business online and we at DE Fastlink do the same. This is done to better serve your needs and process your requests more efficiently.

b. We collect log files pertaining to the number of unique users, the length of a visit, pages visited, time and day of visit, file downloads and if applicable advertising links and banners which we may have on our site; along with click throughs to other web sites.

c. All of this information is collected in aggregate and is used in aggregate and not specific to a user. We do monitor usage of our system through IP addresses in order to assist with the investigation and prevention of potentially unlawful activities that may threaten the integrity of service or otherwise violate our Privacy Policy, our General Website Terms and Conditions of Use, the DE Fastlink SERVICE AGREEMENT and the DE Fastlink AUP.

d. We maintain two types of web files using IP addresses and other information; (i) a web log file that monitors the usage of the site itself originating at individual IP addresses; and (ii) a log of calling information, such as phone number. DE Fastlink will not read, listen to, or disclose to any third parties private e-mail, conversations, or other communications that are transmitted using DE Fastlink services. Actual phone conversations are not recorded and/or listened to by our staff or any of our third-party affiliates, unless required to ensure proper operation of our services or as otherwise required by law.

11. LINKS AND SPECIAL RELATIONSHIPS.

a. Our site may include links to other websites on the Internet. However, we are not responsible for the privacy practice of such sites.

b. We encourage you to read the privacy statements of these linked sites as their privacy and security practices may differ from ours.

c. It is also important to know that DE Fastlink has several strategic partners that help us provide one or more of the services available through DE Fastlink. Occasionally, we will share your account information with our partners if that is necessary in the development and/or improvement of our services, if you choose to opt-in to the sharing. On a case-by-case basis, if our partners have product information that may be of interest to you, we may allow them to use your information for the dissemination of product information, unless you instruct us otherwise by opting-out. DE Fastlink may use pixels, transparent GIF files and/or like file types to help manage online advertising. These files may be provided by our various partners, vendors and providers. These files enable us to learn which advertisements bring users to our website. The information that we collect and share is anonymous and not personally identifiable. It does not contain your name, address, telephone number, or email address.

12. SOFTWARE AND NETWORK.

DE Fastlink uses multiple methods and modes to protect your CPNI. This includes but is not limited to software and software enhancements that identify whether you have

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approved use of your CPNI. Further, all DE Fastlink employees are trained on DE Fastlink's privacy and security policies and the use of your CPNI; this includes when it is to be protected or when it may or may not be disclosed. All marketing campaigns are approved by us in order to ensure that all such campaigns comply with applicable local, state, and federal rules and regulations surrounding CPNI. We maintain records of our own, our contacted third-party affiliates (vendors, suppliers, joint venture partners) as related to any such sales and marketing campaigns that utilize your CPNI; including the description of the specific CPNI which may have been used in such sales or marketing campaigns. We also keep and maintain records of all instances in which CPNI has or had been disclosed to third parties and/or where third parties were allowed access your CPNI. Further we will not release any of your CPNI during a telephone call which you may initiate without first authenticating your identity in the manner set-forth herein this document. If any of our employees or affiliated entities violate this privacy, CPNI and security policy it will result in immediate disciplinary action against that employee and or affiliated entity as set-forth in our internal employee policies and procedures documents, independent contractors Agreement and/or any affiliated entities that have executed agreements by and between us and the contracting party.

13. BREACH.

When you are our Customer and, in the event, we experience a privacy breach and your CPNI may be affected and or possibly disclosed to unauthorized persons, federal rules require us to report any such breaches to law enforcement and to you as soon as we become made aware of such breach. Specifically, we will; (i) notify law enforcement no later than ten (10) business days after a reasonable determination that such breach has occurred by sending electronic notification to the appropriate governmental authorities and (ii) notify you directly. We cannot inform you of any breach or malicious activity which may have affected your CPNI until at least seven (7) days after notification has been provided to the proper governmental authorities and/or the appropriate law enforcement divisions, unless the appropriate law enforcement office and/or government agency informs us and/or our third-party affiliates to postpone disclosure to you due to a pending investigation. Further for a period of no less than two (2) years we will maintain all records of any discovered breaches including but not limited to; the date that we discovered the breach, the date of which we notified the proper governing agencies and copies of any and or all notifications. We will also retain a detailed description(s) of the breach, including the parameters of the breach and the applicable agencies response (if any) of the reported breach.

14. CHILDREN'S ONLINE PRIVACY PROTECTION ACT.

DE Fastlink does not knowingly solicit or collect Customer identifiable information from children or teenagers under the age of eighteen. However, you should be aware that services purchased by you may be used by minors at your premise location without your knowledge or the knowledge of DE Fastlink. If this occurs, any information collected from the usage will appear as your usage as the actual adult customer and treated as such under this Privacy Policy.

15. NOTIFICATIONS AND POLICY CHANGES.

If we are going to use your CPNI in a manner different from that stated at the time of collection we will notify you as provided herein. You will have a choice as to whether we use your information in this different manner by opting out once you receive this

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notification. An email address to send your opt out notification will be displayed in the notice you receive.

- a.** You may also opt out by calling DE Fastlink Customer Service at 833-521-3278. In addition, if we make any material changes in our privacy and security policies and procedures, we will post a notice on our website notifying you of the change and/or we may choose to email you directly if you have opted to receive emails from us and/or update such new policies and post under your individual account file.

16. LINKS TO OTHER WEBSITES AND APPLICATIONS.

On our website, we may provide links to third party websites. We are not responsible for the content or information collection procedures and policies of those third-party sites, including their individual privacy policies. Please review the privacy policies of any and/or all third-party websites. By using devices to access the DE Fastlink you are also able to access third party websites or applications. Any third-party application or website you access from a calling device or other form of device is subject to content or information collection practices of those third-party sites and DE Fastlink is not responsible for their individual operations, policies or practices. Please review their privacy policies before using third party applications or visiting their sites.

17. CHANGES TO THIS POLICY.

DE Fastlink reserves the right to make changes to this Policy, so please check back periodically for changes. You will be able to see that changes have been made by checking to see the effective date posted at the bottom of the Policy. If we make any significant changes in our privacy policies and procedures, we will post a notice on our website notifying you of the change and/or we may choose to email you directly (if you have opted to receive emails from us), by hard copy mail or any other means DE Fastlink determines at its sole discretion.

Adopted: May 12, 2022