

Privacy Statement for Subscribers to Pembroke Telephone, PAC TV and Broadband

Your Legal Rights. Pembroke Telephone Company, Inc. and Pembroke Advanced Communications ("Pembroke" or "Company") are committed to respecting and protecting the privacy of our customers. The collection and use of subscriber information is intended to guide Pembroke's efforts to balance customer privacy with customer interest in receiving quality services. Data security practices are deployed throughout our network to ensure customer privacy protection. Company policies are fully consistent with applicable state and federal laws and regulations governing privacy, including the regulations of the Federal Communications Commission ("FCC") and the Federal Trade Commission ("FTC"). Additional terms and conditions can also be found in your subscriber agreements or at www.pemtelco.com.

Types of Personal Information Collected. The Company collects regular business records that may contain customer proprietary network and personally identifiable information such as: Social Security number; name; telephone number; subscriber correspondence; payment preferences; credit information; bank account or credit card numbers; mailing, location, email and IP addresses; other demographic information, such as size of household. Our records also contain information on call record detail, billing and payment history, maintenance and repairs, inquiry and support interaction, customer premise equipment, service options or other information related to installation and maintenance of your service, and emergency call location information.

Use of Personal Information. Our business records are generally used to help us make sure the services are delivered and billed properly, to send you pertinent information regarding the services, to configure and improve the services, to detect unauthorized use of the services, for tax and accounting purposes, to offer you other services or products we believe may be of interest, or to protect the safety of customers, employees or property. Customers can express a preference not to be called for marketing purposes or opt out of direct mailings and other marketing programs by contacting Pembroke's customer service.

Third-Party Disclosures. Pembroke considers customer proprietary network and personally identifiable information to be confidential. Unless prior written or electronic consent is obtained, we will disclose to third parties the personal information that we maintain related to our subscribers only when it is necessary to render services to you, or to carry out related activities in the ordinary course of business for our business purposes, at a frequency that varies in accordance with the particular business need, as permitted by law. For such business needs, the types of persons to whom information about you may be disclosed without your prior written or electronic consent include: installation, repair, and subscriber assistance subcontractors; entities providing services to us that we resell or license to you; billing and collection services; program guide distributors; software vendors; firms conducting market research on our behalf; and other related legal entities. Pembroke may also disclose information about you to representatives of government, taxing, or other regulatory authorities in the furtherance of our legitimate business activities. We may use third parties to deliver some features and functions of the Internet access services and they may collect or transmit personally identifiable information about you. These third parties are not permitted to use your personally identifiable information except for the purpose of providing their services. In using our telephone services, your name and telephone number may be transmitted and displayed on a Caller ID device unless you have elected to block such information (Caller ID blocking may not prevent the display of your name and telephone number if you dial certain business numbers, 911, 900 numbers, or toll-free 800, 888, 877, or 866 numbers). Your name, address and phone number may be distributed in telephone directories or through directory assistance, and this

information may be repackaged and made available in different formats by anyone. We take reasonable precautions to ensure that non-published and non-listed numbers are not included in our telephone directories or directory assistance services, although we cannot guarantee that errors will never occur. Pembroke does not rent, sell, or trade your private information to any non-affiliated 3rd parties.

Court Order or Subpoena Disclosures. Federal law requires us to disclose certain personally identifiable information about television subscribers when such disclosure is required pursuant to a court order. Under federal law, you must be afforded the opportunity to appear and contest the order in court. In addition, we may be required to disclose personally identifiable information to law enforcement officials in accordance with both court orders and subpoenas, however, we may not disclose records revealing your selection of video programming. You may not be entitled by law to prior notice or the opportunity to contest these disclosures. Personally identifiable information or other information may also be disclosed from individual telephone or Internet accounts upon request by law enforcement. For example, Pembroke transmits personally identifiable and non-personally identifiable information about you over its Internet services when you send and receive e-mail and instant messages, transfer files, visit Web sites or otherwise use the Internet access services.

Mailing Lists & Other Contacts. From time to time we may disclose your name and address to third parties for mailing lists in connection with the promotion of Pembroke's products and services and for other legitimate business activities related to our services. You have the right to prohibit or limit this kind of disclosure by contacting us by mail at PTC Opt-Out, 185 E. Bacon Street, Pembroke, GA 31321, or by telephone at 912-653-4389. Any mailing list disclosures that we may make are limited by law to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any use by the subscriber of our Services; or (ii) the nature of any transaction made by the subscriber over our Services. Pembroke may use email to send transactional or relationship messages related to your service, including information on changes in terms or features, updates and upgrades, new features to which you are entitled, and information on system outages. If you agree to our contacting you via email for marketing messages, we may send you email messages marketing our services. You may opt-out of receiving email marketing messages at any time by notifying Pembroke as described above. You may contact Pembroke at any time at the contact numbers set forth in this Privacy Policy to ask us to put your name on our "do not call" list so that you do not receive marketing or promotional telephone calls from us or made at our request.

Duration. We will maintain personally identifiable information about you only as long as it is necessary for our business purposes. This period includes the time during which you are a subscriber to our services, plus up to fifteen years after such time as you cease to be an active subscriber, in order for us to comply with tax and accounting regulations and requirements.

Changes to Privacy Notice. As required by federal law, we will notify you of our privacy policy annually. We reserve the right to modify this Privacy Notice at any time. We will notify you of any material changes via written, electronic or other means. If you continue to use the service following notice, we will consider that as acceptance of the change.

TV Inspection and Notification. Television subscribers are entitled to inspect our records containing information about that subscriber, and to correct any errors in such information. If you wish to inspect our records at our local business office, please notify us in writing 30 days in advance and an appointment will be arranged promptly during our regular business hours.

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