

Privacy Policy

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Introduction

Conterra Ultra Broadband, LLC (“Conterra Networks,” “Conterra,” “Company,” or “We”) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website www.conterra.com (our “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On this Website.
- In email, text, and other electronic messages between you and this Website.

It does not apply to information collected by:

- us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Third Parties

We do not rent, sell, or exchange your names, personal information, or email address to third-party companies for their marketing purposes that we collect through the Website. We may be required to disclose your personal information to third parties if necessary to comply with applicable laws, subpoenas, or court orders or as we determine, in our sole discretion, is required by relevant law or if we chose to cooperate with such requests even if not required to by relevant law but we will do so in a manner consistent with relevant law.

We may also disclose your personal information to enforce or apply our Terms of Use <https://www.conterra.com/terms-of-use/>, this privacy policy, the Acceptable Use Policy <https://www.conterra.com/acceptable-use-policy> and other agreements, including for billing and collection purposes. We may also disclose your personal information if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Conterra Networks, our customers, or others as we determine in our sole discretion. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Conterra Network's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Conterra Networks about our Website users is among the assets transferred.
- To third parties to market their products or services to you if you have not opted out of these disclosures. We contractually require these third parties to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To fulfill the purpose for which you provide it. For example, if you provide us information in connection with an employment opportunity, we may disclose it internally or with subsidiaries or affiliates in connection with such opportunity.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

Children's Online Policy

Conterra is committed to the preservation of online privacy for all of its Website visitors, including children. Conterra is a general audience site, and we do not knowingly collect information about children or sell products to children under the age of 13. Consistent with the Children's Online Privacy Protection Act, we will not knowingly collect any information from children under the age of 13. If you are under the age of 13, do not use or provide any information on this Website or on or through any of its features/register on the Website, use any of the interactive or public comment features of this Website or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at 1-877-365-6701.

Other Information We Collect

Occasionally we conduct surveys and contests on the Website. If you choose to participate in an online contest, we may request information from you that will permit us to administer the contest and notify the winner(s). In addition, we may ask for other optional survey information such as gender, age and previous experience with the Website. All of this information will be conducted securely and not sold to third parties but we may share such information with third parties.

You may also voluntarily provide information to us through various portions of our website. If you are submitting information in connection with a job posting or for purposes of seeking employment, we will use and consider such information in evaluating your submission. We may also share such information with affiliates or subsidiaries if we believe your experience may be relevant to a job search they are conducting. We will destroy all such information you provide

when we determine it is no longer needed. You may also elect to submit your contact information if you are interested in our products, services or Company generally.

Any information you voluntarily submit should not include sensitive information such as social security number, other government-issued identifiers, financial account information, or other information that can cause you harm if breached. We will likely not consider you for any employment purpose if you submit such information and we take no responsibility for such information if you voluntarily submit it for any reason in violation of this privacy policy and our Terms of Use <https://www.conterra.com/terms-of-use>.

Cookies and Other Computer Information

When you visit the Website, small text files known as “cookies” will be stored on your computer’s hard drive. A cookie allows your online user experience and improve the design of our site. These cookies store random ID numbers and information about your first and last visits, number of visits, affiliate referrers and may also include information about sites you navigated from before visiting our website and sites you exit to. You may set your web browser to notify you when you receive a cookie and you may also erase cookies from your browser after your session. If you delete our cookies, you limit our ability to personalize your user experience for your next visit; however, deleting a cookie will not prevent you from visiting the Website and accessing all of its public features and functionalities.

We also may collect certain technical information from your computer when you visit the Website. This technical information may include your Internet Protocol (IP) address, your computer’s operating system, browser type and the address of a referring website, if any. Except in the case of IP addresses, this technical information cannot be used to identify you personally. Further, we do not normally use IP addresses to identify anyone. We may do so, however, to identify abuse, fraud, or illegal use to our website, other unauthorized activities, or in other ways as we determine in our sole discretion.

Your California Privacy Rights

California Civil Code Section § 1798.83 permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to customerservice@conterra.com.

How do we protect the security of your information?

We protect our databases with various physical, technical and procedural measures and we restrict access to your information by unauthorized persons. Our information systems are maintained behind a software firewall to isolate them from access by other networks connected to the Internet. We also advise all Company employees about their responsibility to protect customer data and we provide them with appropriate guidelines for adhering to our company’s business ethics standards and confidentiality policies.

All information transmitted through the Company is stored on a secure server. We use Secure Sockets Layer (SSL) technology, which is the electronic commerce standard for securing

information as it travels over the Internet. SSL technology is designed to encrypt your information, preventing an unauthorized party from viewing and downloading your information. Your web browser should display a web address with an “https” prefix, indicating that the SSL technology is operating when using certain portions of our website.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Do we link to other websites?

Our Website currently includes links to other companies' websites and we may continue to add and delete such links over time. Unless we expressly say otherwise, a link to another website, whether such website is a subsidiary, affiliate or an unrelated third party, does not mean that we are responsible for, or that we endorse the content or policy of that website. When you provide information at one of those sites, you are subject to that site's privacy policy. We encourage you to read that website's policies before submitting any information if you have concerns about how information may be collected or used.

Changes to the Company's Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page. We reserve the right to change, modify or amend this policy at any time. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account, or as identified by you when you supplied such information to us, and through a notice on the Website home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this privacy policy to check for any changes.

Questions and Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us via our toll-free number: 1-877-365-6701