

Roggen Telephone Privacy Policy

This Privacy Policy identifies and describes the way Roggen Telephone uses and protects the information we collect about Customers and Users. All use of Roggen Telephone's products and services, as well as visits to our websites, are subject to this Privacy Policy.

The Information We Collect, How We Collect It, And How We Use It

We may collect different types of personal and other information based on your use of our products and services and our business relationship with you. Some examples include:

- *Contact Information* that allows us to communicate with you -- including your name, address, telephone number, and e-mail address;
- *Billing information* related to your financial relationship with us -- including your payment data, credit history, credit card number, Social Security numbers, security codes, and service history;
- *Equipment, Performance, Roggen Telephone Website Usage, Viewing and other Technical Information* about your use of our network, services, products or websites.

We collect information in three primary ways:

- You give it to us when you purchase or interact with us about a product or service we offer or provide;
- We collect it automatically when you visit our websites or use our products and services;
- We obtain it from other sources, such as credit agencies.

We may use the information we collect in a variety of ways, including to:

- Provide you with the best customer experience possible;
- Provide the services you purchase, and to respond to your questions;
- Communicate with you regarding service updates, offers, and promotions;
- Deliver customized content and advertising that may be of interest to you;
- Address network integrity and security issues;
- Investigate, prevent or take action regarding illegal activities, violations of our Terms of Service or Acceptable Use Policies; and
- Provide local directory and directory assistance.

Online Activity Tracking and Advertising

- We collect information about your activity on Roggen Telephone websites for a number of purposes using technologies such as cookies, Flash cookies, Web beacons, widgets and server log files.

Information Sharing

With Roggen Telephone Companies: Subject to applicable legal restrictions, such as those that exist for Customer Proprietary Network Information (CPNI), the Roggen Telephone companies may share your Personal Information with each other to make sure your experience is as seamless as possible, and you have the full benefit of what Roggen Telephone has to offer.

With Non-Roggen Telephone Companies: We share your Personal Information only with non-Roggen Telephone companies that perform services on our behalf, and only as necessary for them to perform those services.

- We require those non-Roggen Telephone companies to protect any Personal Information they may receive in a manner consistent with this policy.
- We do not provide Personal Information to non-Roggen Telephone companies for the marketing of their own products and services without your consent.

In Other Circumstances: We may provide Personal Information to non-Roggen Telephone companies or other third parties for purposes such as:

- Responding to 911 calls and other emergencies;
- Complying with court orders and other legal process;
- To assist with identity verification, and to prevent fraud and identity theft;
- Enforcing our agreements and property rights; and
- Obtaining payment for products and services that appear on your Roggen Telephone billing statements, including the transfer or sale of delinquent accounts to third parties for collection

Anonymous & Aggregate Information

- We collect some information on an anonymous basis. We also may anonymize the personal information we collect about you.
- We obtain aggregate data by combining anonymous data that meet certain criteria into groups.

- When we employ non-Roggen Telephone companies to anonymize or aggregate data on our behalf, the requirements for sharing Personal Information with non-Roggen Telephone companies apply.
- We may share aggregate or anonymous information in various formats with trusted non-Roggen Telephone entities, and may work with those entities to do research and provide products and services.

Our Online Privacy Policy for Children

- Our websites are not designed to attract children under the age of 13.
- We do not knowingly collect personally identifying information from anyone under the age of 13 unless we first obtain permission from that child's parent or legal guardian.

Safeguarding Your Information: Our Policy on Data Protection and Security

- We do not sell your Personal Information to anyone for any purpose. Period.
- We maintain information about you in our business records while you are a customer, or until it is no longer needed for business, tax, or legal purposes.
- We have implemented encryption or other appropriate security controls to protect Personal Information when stored or transmitted by Roggen Telephone.
- We require non-Roggen Telephone companies acting on our behalf to protect any Personal Information they may receive in a manner consistent with this Policy. We do not allow them to use such information for any other purpose.

Customer Privacy Controls and Choices

- You can review and correct your Personal Information collected by us.
- You can limit certain types of solicitation communications from Roggen Telephone, including marketing contacts made via telephone or e-mail.
- We will provide you with notice of changes to this policy.

Review our Privacy Policy FAQ below for further details.

Roggen Telephone Privacy Policy FAQ

QUESTIONS ABOUT DEFINITIONS

Do the terms used in your Privacy Policy have any special meanings I need to know about?

We recognize that many privacy policies are long, complicated and difficult to understand. That's why we've focused on using words and sentences that are easy to follow and mean just what they say. There are a few important definitions you should now about. As used in this Policy, the terms listed below have the following meanings:

- **Customer**

A "Customer" is anyone who purchases Roggen Telephone products or services. When a Customer purchases retail products or services for use by others (for example, when a Customer purchases wireless service for use by family members), those individuals also may be considered Customers for purposes of this Policy.

- **User**

A "User" is anyone who visits our websites.

- **Personal Information**

"Personal Information" is information that directly identifies or reasonably can be used to identify an individual Customer or User. Examples include name, address, telephone number, e-mail address, Social Security number, and financial account number. Personal Information does not include Published Listing Information as discussed in more detail below.

- **Anonymous Information**

"Anonymous Information" means information that does not directly identify and cannot reasonably be used to identify an individual Customer or User.

- **Aggregate Information**

"Aggregate Information" means information about groups or categories of Customers or Users, which does not identify and cannot reasonably be used to identify an individual Customer or User. Aggregate Information is a kind of Anonymous Information.

- **Website**

"Website" means any page or location on the Internet, no matter what device (cell phone, lap top, PC, etc.) or protocol (http, WAP, ftp or other) is used to access the page or location. In this Policy, we use the term website other similar terms such as "Internet site," "site" and "web page."

QUESTIONS ABOUT THE SCOPE OF THIS POLICY

What Roggen Telephone companies are subject to this Privacy Policy?

All direct and indirect subsidiaries of Roggen Telephone Inc. that collect, use or have access to information about our Customers or Users are subject to this Privacy Policy.

What does this Policy cover?

This Privacy Policy covers our practices regarding the information we collect about our Customers and Users. All use of Roggen Telephone products and services, and all visits to Roggen Telephone websites are subject to this Privacy Policy.

Does this Policy apply to my family members or other users under my account with Roggen Telephone?

Yes. This Policy applies to all Customers and Users. The Customer who holds the account with Roggen Telephone is responsible for making sure all family members or other Users under the same account understand and agree to this Policy.

When is information not covered by this Policy?

Information that you provide to non-Roggen Telephone companies is not covered by this Policy. For example:

- When you download applications or make an online purchase from a non-Roggen Telephone company while using Roggen Telephone's Internet service, the information collected by the non-Roggen Telephone company is not subject to this Policy.
- When you navigate to a non-Roggen Telephone company from Roggen Telephone websites or applications (by clicking on a link or an advertisement, for example), information collected by the non-Roggen Telephone company is governed by its privacy policy and not this Privacy Policy.
- If you use public forums — such as social networking services, Internet bulletin boards, chat rooms, or blogs on Roggen Telephone or non-Roggen Telephone websites — you should be aware that any Personal Information you disclose publicly can be read, collected, or used by others. Once you choose to reveal Personal Information on such a site, the information is publicly available, and Roggen Telephone cannot prevent distribution and use of that information by other parties.

Can my information be subject to more than one privacy policy?

Yes. For example:

- When Roggen Telephone jointly provides a service with a non-Roggen Telephone company, your Personal Information may be subject to both this Policy and the privacy policy of the non-Roggen Telephone company

- If you purchase Roggen Telephone products or services from a non-Roggen Telephone retailer (like BestBuy or Amazon.com, for example) any information you provide to that retailer may be subject to that company's privacy policy, Roggen Telephone's Privacy Policy, or both. We encourage you to review the privacy policies of any non-Roggen Telephone company with which you do business to determine what information will be collected and how it will be used or disclosed to others.

What about business customers privacy?

Roggen Telephone may enter into written product or service agreements with business customers that contain specific provisions related to the confidentiality, security or other handling of information. When provisions of a written product or service agreement differ from or conflict with the provisions of this Policy, the terms of the written agreement will apply. In all other instances, the terms of this Policy apply.

III. QUESTIONS ABOUT THE INFORMATION WE COLLECT, HOW WE COLLECT IT AND HOW WE USE IT

What information do we collect?

We may collect different types of personal and non-personal information based on your use of our products and services and on our business relationship with you. Some examples of information we collect include:

- **Account Information:** Information we obtain as a result of your business relationship with us, which may include:
- **Contact Information** that allows us to communicate with you, including your name, address, telephone number, and e-mail address. Roggen Telephone obtains your contact information when you order or register for our services.
- **Billing Information** related to your financial relationship with us, such as the services you buy, the telephone numbers you call, the payments you make, your credit history, your credit card numbers, Social Security number, security codes, and your service history.
- **Technical & Usage Information** related to the services we provide to you, including information about your use of our network, services, products or websites. Examples of the Technical & Usage Information we collect include:
 - **Equipment Information** that identifies the equipment you use on our network, such as equipment type, IDs, serial numbers, settings, configuration, and software.
 - **Performance Information** about the operation of the equipment, services and applications you use on our network, such as IP addresses, URLs, datatransmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources you use in connection with uploading, downloading or streaming data to and from the Internet.
 - **Roggen Telephone Website Usage Information** about your use of Roggen Telephone websites, including the pages you visit, the length of time you spend, the links or advertisements you follow and the search terms you enter on our sites, and the websites you visit immediately before and immediately after visiting one of our sites.

How do we collect information?

We collect information in three primary ways:

- **You Give Us Information:** We collect information from you when you purchase a service from us or when you interact with us about a product or service we offer or provide. For example, you provide us with Contact Information, and Billing Information (such as credit information and Social Security number) when you order a service or establish an account with us.

- **We Collect Information Automatically:** We automatically collect certain types of information when you visit our websites or use our products and services. For example, we automatically collect various types of Technical & Usage Information when you use our video programming, wireless, Wi-Fi or High Speed Internet products and services.
- **We Collect Information from Other Sources:** We may obtain information about you from outside sources. For example, we may request credit information about you from credit agencies for the purpose of initiating service to you, obtain commercially available demographic and marketing information about you from third parties, or purchase e-mail lists from third parties for advertising and marketing purposes.

How do we use the information we collect?

We use information we collect in a variety of ways. For example, we may use some or all of the information we collect as appropriate for the following purposes:

- To initiate, provide and manage the services you purchase, and to respond to your questions or problems;
- To develop, market, sell, bill, and collect for our products and services;
- To communicate with you regarding service updates as well as offers and promotions for features and services;
- To deliver customized content, more relevant advertising and personalized offers for Roggen Telephone and non-Roggen Telephone products and services that may be of interest to you based on information we have collected — including the preferences you have expressed or interests you have demonstrated on our websites, in our stores, and through use of our products and services;
- To conduct research and analysis directed toward maintaining, protecting and improving our network and the services we provide;
- To address network integrity, quality control, capacity, misuse, viruses, and security issues, as well as for network planning, engineering and technical troubleshooting purposes;
- To investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service, Acceptable Use Policies, or other service conditions or restrictions.

How do we use your information for local directory and directory assistance services?

We include Customer names, addresses and telephone numbers in Roggen Telephone's local directories. We make the same information available through our directory assistance services unless you request that this information remain "non-published" as discussed further below. We will not include listing information for wireless numbers in either our local directories or our directory assistance services without your consent.

- **Published Listing Information**

Listings of Roggen Telephone local telephone customers are made available in our directories and through directory assistance. We provide published wireline Customer names, addresses and telephone numbers to unaffiliated directory publishers. These directories only include published Customer names, addresses and telephone numbers. We also make that information available through directory assistance operators and systems (such as directory assistance, speech recognition, reverse number lookup and automated directory assistance services) and through the Internet. Published listing information may be used, sorted, packaged, repackaged and made available again in different formats by anyone.

- **Non-Published Information**

We offer Customers the opportunity to request that their name, number, and address not be published in our local directories or made available through directory assistance services. There is a fee for this service.

- **Non-Listed Information**

We also give Customers the opportunity to request that their names, numbers and addresses be "non-listed" in Roggen Telephone directories, but still made publicly available through directory assistance services. There also is a fee for this service.

- **Sharing with Unaffiliated Entities**

We are required by law to provide published wireline Customer names, addresses and telephone numbers to unaffiliated directory publishers.

We also provide the name and address of non-published and non-listed customers to unaffiliated directory publishers for directory delivery purposes.

We do not provide non-published or non-listed telephone numbers to these companies.

We are also required by law to provide wireline directory assistance information to unaffiliated telephone companies and directory assistance providers on an unrestricted basis. However, we do not provide non-published telephone numbers to these providers.

We provide non-published telephone numbers, where permitted by law, to government entities and public safety providers for public health or safety reasons such as responding to 911 calls and notifying the public of wide-spread emergencies.

We may also provide Published Listing Information to government agencies, municipalities, utilities and other such entities for address and telephone number verification purposes.

QUESTIONS ABOUT ONLINE ACTIVITY TRACKING AND ADVERTISING

Do we collect information about your activity on our websites?

Yes. We collect information about your activity on our websites as described in response to the FAQ "What information do we collect?" We use the information we gather for such purposes as improving your online experience, enhancing the capabilities of our sites and networks, delivering advertising to better match your interests and preferences and for other purposes. See our response to the FAQ "How do we use the information we collect?" for more information.

What are cookies, Flash cookies, Web beacons, widgets, and server log files, and how do you use them?

Generally, these terms can be defined as follows:

- "Cookies" are small data files placed on your computer by the websites you visit and can be used to help recognize you as a user of that site when you return, or when you visit other sites.
- "Flash Cookies" (also called Local Shared Objects or "LSOs") are data files similar to cookies, except that they can store more complex data. Flash cookies are used to remember settings, preferences and usage, particularly for video, interactive gaming, and other similar services.
- "Web beacons" are small graphic images on a Web page or in an e-mail that can be used for such things as recording the pages and advertisements clicked on by users, or tracking the performance of e-mail marketing campaigns.
- A "widget" is a small program or application that can be embedded in a web page. Widgets can provide real-time information, such as stock quotes or weather reports, or other functionality. Widgets are often provided by a third party, and may allow that third party to collect data about users viewing that page.
- A Web "server log" is a record of activity created by the computer (called a "server") that delivers the Web pages you request to your browser. For example, a Web server log may record the search term you entered or the link you clicked to bring you the Web page. The Web server log also may record information about your browser, such as your IP address and the cookies set on your browser by the server.

Using these and similar tools, our websites collect data about your activity, such as data about the type of browser and operating system you use, which of our Web pages you view, the time and duration of your visits to our Internet sites, the search queries you enter on our sites, and whether you clicked on an advertisement while on our site.

In general, we use this information as follows:

- **Site functionality**

We use cookies and other tracking tools to help us analyze, manage and improve our websites. We also use these tools to manage your online activity, to store your preferences and personalize your experience on our websites.

How can I manage the cookies placed on my computer?

You can configure most standard Web browsers to alert you when a website is attempting to send a cookie to your computer and to allow you to accept or refuse the cookie. You also can set most standard browsers to disable the capacity to receive cookies, and to delete cookies you previously have accepted.

Your browser cookie management tools will not remove Flash cookies. Learn how to manage privacy and storage settings for Flash at <http://www.adobe.com>.

Please note that some Web pages (including some Roggen Telephone Web pages) may not work correctly if you have cookies disabled. More information about deleting and controlling cookies is available at www.AboutCookies.org

Does Roggen Telephone use technologies available to ISPs to track your activities across non-Roggen Telephone websites and use that information to target you with advertisements?

Roggen Telephone does not currently use technologies available to Internet Service Providers, such as deep packet inspection, to track your web browsing activities across the Internet for the purpose of tailoring advertising that could be relevant to you. If Roggen Telephone ever decides to use technologies such as deep packet inspection to provide personalized advertising, you have our commitment that we will protect your privacy and provide you with value in exchange. Specifically, we will give you notice and provide easily understood tools to allow you to exercise meaningful consent before we use such information for advertising purposes.

QUESTIONS RELATED TO INFORMATION SHARING

Do the Roggen Telephone companies share your Personal Information with each other?

Yes. Roggen Telephone products and services are developed, managed, marketed and sold by a variety of different Roggen Telephone companies including, but not limited to High Speed Internet access services from Roggen Telephone Enterprises, i.e., RTEBB.

These and other Roggen Telephone companies work together to provide you with the high quality, reliable and innovative range of products you have come to expect from us. The Roggen Telephone companies share your Personal Information with each other as necessary to ensure your experience is as seamless and consistent as possible, and that you have the full benefit of what Roggen Telephone has to offer. Of course, any sharing of your Personal Information among the Roggen Telephone companies is subject to applicable legal restrictions, such as those that exist for Customer Proprietary Network Information (CPNI).

What Is CPNI?

Customer Proprietary Network Information (CPNI) is information that relates to the quantity, configuration, type, destination, location and amount of use of the telecommunications services you purchase from us, as well as the information contained in your bills for those services. We collect CPNI in the normal course of providing you with telecommunications services. Your

telephone number, name and address are not CPNI. Contact us if you have any questions about our use of CPNI and how you can control that use.

Do we share your Personal Information with non-Roggen Telephone companies?

We share your Personal Information only with non-Roggen Telephone companies that perform services on our behalf, and only as necessary for the provision of those services. We use non-Roggen Telephone companies to perform many of the services outlined in the FAQ "How do we use the information we collect?" For example, we may use external vendors to process and print your Roggen Telephone billing statement, or to market, sell and provide customer service for Roggen Telephone products and services. We share your information with such vendors solely for that purpose. We require non-Roggen Telephone companies acting on our behalf to protect any Personal Information they may receive in a manner consistent with this Policy, and do not allow them to use that information for any other purpose. Most importantly, we do not sell, give or "rent" your Personal Information to non-Roggen Telephone companies for the marketing of their own products and services without your consent.

Information may be provided

We may provide Personal Information to non-Roggen Telephone companies or other third parties (for example, to government agencies, credit bureaus and collection agencies) without your consent for certain purposes, such as:

- To comply with court orders, subpoenas, lawful discovery requests and other legal or regulatory requirements, and to enforce our legal rights or defend against legal claims;
- To obtain payment for products and services that appear on your Roggen Telephone billing statements, including the transfer or sale of delinquent accounts to third parties for collection;
- To enforce our agreements, and protect our rights or property; • To assist with identity verification, and to prevent fraud and identity theft; • To prevent unlawful use of Roggen Telephone's services and to assist in repairing network outages;
- To provide information regarding the caller's location to a public safety entity when a call is made to 911, and to notify the public of wide-spread emergencies;
- To notify or respond to a responsible governmental entity if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires or justifies disclosure without delay;
- To display name and telephone number on a Caller ID device;
 - Note: Roggen Telephone's Caller ID Blocking services will not always prevent display of the calling party's name and number. For example, your name and number will not be blocked when you dial 911, or when you dial pay-per-call (900) or toll-free numbers.
 - Be aware: A variety of websites and vendors offer services that will allow a caller to make it look like they are calling from a different number. In this situation, the name or

number that displays on the caller ID or similar equipment will not be the actual number of the calling party. This is often called "number spoofing."

- To notify the National Center for Missing and Exploited Children of information concerning child pornography of which we become aware through the provision of our services.
- Customers and Users should be aware that Roggen Telephone affiliates and non-Roggen Telephone companies that perform services on behalf of Roggen Telephone may be located outside the country where you access our services. As a result, when your Personal Information is shared with or processed by such entities, it may be accessible to government authorities according to the laws of those jurisdictions.

QUESTIONS ABOUT AGGREGATE AND ANONYMOUS INFORMATION

Where do you get anonymous and aggregate information?

We collect some information about how people interact with Roggen Telephone on an anonymous basis. For example, the information we collect about your visits to our websites using cookies and other similar technologies does not include information that would identify you personally.

We may anonymize the personal information we collect about you by removing or "hashing" any data fields (such as name, address and telephone number), that identify you or that can be used to identify you personally. We use industry best practices and state-of-the-art techniques to anonymize and aggregate data.

We get aggregate information by combining anonymous data that meet a certain criteria into groups. For example, we might want to know the total number of customers in a particular city who currently subscribe to both Roggen Telephone U-verse TV and Roggen Telephone wireless services. The resulting number would be an aggregate total.

We may employ non-Roggen Telephone companies to anonymize or aggregate information on our behalf. If we do, all of the requirements discussed in response to the FAQ, "Do we share your Personal Information with non-Roggen Telephone companies?" apply. The non-Roggen Telephone company is required to protect any personal information they may receive from Roggen Telephone, and is not allowed to use the information for any purpose other than as directed by Roggen Telephone.

How do you use aggregate and anonymous information?

We use aggregate and anonymous information for a variety of purposes, as described in response to the FAQ "How do we use the information we collect?"

Do you share aggregate or anonymous information with non-Roggen Telephone companies?

Yes. We may share Aggregate or Anonymous Information in various formats with trusted non-Roggen Telephone entities, and may work with those entities to do research and to provide products and services. For example:

- Universities, laboratories, think tanks and other entities that conduct networking, social, behavioral, environmental and other types of scientific research, for the purpose of creating fundamental new knowledge;
- Government or other entities that may use this data for purposes such as municipal planning, transportation planning and navigation services, and emergency and disaster response coordination.

How do I know that these non-Roggen Telephone entities won't "re-identify" me based on the aggregate or anonymous information you share with them?

Respect for individual privacy is fundamental to any decision we make about sharing information with non-Roggen Telephone entities. We provide that data only to non-Roggen Telephone entities that satisfy our security standards, and prohibit those entities from using that information for any purpose other than as agreed upon with Roggen Telephone. Re-identification is never one of those purposes.

QUESTIONS ABOUT OUR ONLINE PRIVACY POLICY FOR CHILDREN

Roggen Telephone websites are not designed to attract children under the age of 13, and availability of some products and services may be limited to adults (age 18 or as provided by law). Please refer to the applicable Terms of Service for specific age requirements. We do not target children for the collection of information online and do not knowingly collect personally identifying information from anyone under the age of 13 unless we first obtain permission from that child's parent or legal guardian.

You should be aware that Internet devices and services purchased for family use may be used by minors without our knowledge. Any Personal Information collected as a result of such usage may appear to be associated with the adult Customer who subscribes to our services, and will be treated as such under this Policy.

We encourage parents and guardians to spend time online with their children, and to participate in and monitor their online activity.

- When someone under the age of 13 attempts to create an Roggen Telephone Internet Services account, we ask that he or she have a parent or guardian establish the account for them.

You may email us at roggen@rtebb.net, call us at 1-303-849-5260 or write to us at Roggen Telephone Privacy Policy, PO Box 100, Roggen, CO 80652 with any questions or concerns you may have about your children and our Privacy Policies.

QUESTIONS ABOUT DATA PROTECTION AND SECURITY

Do we sell your Personal Information?

We do not sell your personal information to anyone, for any purpose. Period.

How long do we keep your Personal Information?

We keep your Personal Information only as long as needed for business, tax or legal purposes, after which we destroy it by making it unreadable or undecipherable.

What safeguards does Roggen Telephone have in place?

We have established electronic and administrative safeguards designed to secure the information we collect, to prevent unauthorized access to or disclosure of that information and to ensure it is used appropriately. Some examples of those safeguards include:

All Roggen Telephone employees are subject to the Roggen Telephone Code of Business Conduct and certain state-mandated codes of conduct. The Roggen Telephone Code requires all employees to follow the laws, rules, regulations, court and/or commission orders that apply to our business — including, specifically, the legal requirements and company policies related to the privacy of communications and the security and privacy of Customer records. Employees who fail to meet the standards embodied in the Code of Business Conduct are subject to disciplinary action, up to and including dismissal.

- We have implemented technology and security features and strict policy guidelines to safeguard the privacy of your Personal Information. For example:
 - We maintain and protect the security of computer storage and network equipment, and our security procedures require user names and passwords to access sensitive data;
 - We have implemented encryption or other appropriate security controls to protect Personal Information when stored or transmitted by Roggen Telephone;
 - We limit access to Personal Information to those employees, contractors, and agents who need access to such information to operate, develop, or improve our services and products;
 - We require caller/online authentication before providing Account Information so that only you or someone who knows your Account Information will be able to access or change the information.

Will you notify me in case of a security breach?

Although we strive to keep your Personal Information secure, no security measures are absolute, and we cannot guarantee that your Personal Information will never be disclosed in a manner inconsistent with this Policy (for example, as the result of unauthorized acts by third parties that violate the law or this Policy). We will make reasonable attempts to notify you if we determine

that Roggen Telephone has experienced a security breach and there is a reasonably likely risk of identity theft, or where otherwise required by law.

QUESTIONS ABOUT CUSTOMER CONTROL

Can I review and correct my Personal Information?

Yes. Roggen Telephone honors requests from Customers to review their Personal Information maintained in reasonably retrievable form, and we are happy to correct information found to be inaccurate. Customers may verify that appropriate corrections have been made. Please email roggen@rtebb.net or call us at 303-849-5260 with your requests.

How can I limit your sales efforts?

We have established policies and practices to meet the expectations of customers and potential customers who have expressed a desire to limit certain types of solicitation communications from Roggen Telephone, including marketing contacts made via telephone or e-mail.

You also can request to be removed from these telemarketing lists when you receive a Roggen Telephone marketing or promotional call. Where required by state laws and/or regulations, we honor requests from businesses to be removed from our telemarketing lists.

The FTC maintains a National Do Not Call Registry at <http://www.donotcall.gov/>, and your state may maintain its own Do Not Call Registry. Putting your number on these Registries also may limit our telemarketing calls to that number. about your ability to restrict our use of your CPNI for certain marketing purposes.

Our practices as described above are designed to satisfy state and federal legal requirements limiting marketing contacts. You should know that those laws and regulations — such as the requirements governing the state and federal "Do Not Call" lists — generally permit companies to contact their own current and, in some cases, former customers, even when those customers are listed on the federal and state "Do Not Call" lists. Similarly, restricting our use of your CPNI will not eliminate all types of Roggen Telephone marketing contacts.

To limit postal mail solicitations contact us at 303-849-5260. With this limitation you will continue to receive billing statements, legal notices, product updates and other similar correspondence, and you may still receive some promotional mailings.

What can I do to limit junk e-mails and unwanted text messages?

Roggen Telephone works hard to detect and prevent junk e-mails (also referred to as "spam" e-mails) from ever reaching your computer. However, if you are receiving unwanted spam at an Roggen Telephone e-mail address, please contact us for assistance at support@rtebb.net or call 303-849-5000.

What can I do to protect my passwords and Account Information?

When selecting User names and passwords for Roggen Telephone accounts, you should choose words or characters that are not obvious. Likewise, you should always keep Personal Information such as account numbers, Usernames, passwords or similar information in a secure place and not share the information with others.

QUESTIONS ABOUT CHANGES...

To Corporate Control?

Information about our Customers and Users, including Personal Information, may be transferred as part of any merger, acquisition, sale of company assets, or transition of service to another provider, as well as in the unlikely event of an insolvency, bankruptcy, or receivership in which Customer and User records would be transferred to another entity as a result of such a proceeding.

To This Policy?

We reserve the right to update this Privacy Policy as necessary to reflect any changes we make and to satisfy legal requirements. If we make a material change to this Policy, we will post a prominent notice of the change on our websites, and provide you with other appropriate notice and choice regarding the use of your information, at least 30 days before the effective date.

Please check our websites periodically for changes to this Privacy Policy.

HOW TO CONTACT US ABOUT THIS POLICY

We are happy to address any questions or concerns you may have about our privacy practices and policies. You may e-mail us at roggen@rtebb.net or write to us at Roggen Telephone Privacy Policy, PO Box 100, Roggen, CO 80652. If you believe you have been aggrieved by any act of ours in violation of the law, we encourage you to contact us directly at either of these addresses to resolve your question or issue.

For questions about your service or account not related to privacy you may email roggen@rtebb.net for billing related issues or email support@rtebb.net for technical related issues. You can also access the Roggen Telephone Customer Care Center at <http://support.rtebb.net>.

Customer Proprietary Network Information (CPNI)

What is CPNI?

Customer Proprietary Network Information (CPNI) is information that Roggen Telephone telecommunications carriers obtain when providing your telecommunications services to you.

CPNI includes the types of telecommunications services you currently purchase, how you use them, and the billing information related to those services, including items such as the types of

local, long distance and wireless telecommunications services that you have purchased and your calling details. Your telephone number, name and address are not considered CPNI.

Use and Disclosure of CPNI

We use your CPNI to offer you additional services of the type you already purchase from Roggen Telephone. Roggen Telephone uses technology and security features and strict policy guidelines to safeguard the privacy of CPNI and protect it from unauthorized access or improper use. Roggen Telephone does not disclose CPNI outside of the Roggen Telephone companies or their agents without customer consent except as required or allowed by law. When Roggen Telephone uses third parties to perform services on its behalf that require the use of CPNI, Roggen Telephone requires that they protect CPNI consistent with this privacy policy. *Roggen Telephone does not sell CPNI to unaffiliated third parties.*

Restricting our use of your CPNI

If you wish to restrict our use of your CPNI for marketing purposes, you may contact a customer service representative at the customer service phone number located on your Roggen Telephone telephone bill or at 1-303-849-5260 Monday thru Friday 8am to 4:30pm except holidays.