

The Federal Communications Commission requires Hargray to provide certain information to its customers on an annual basis. The information in this notice may change in the future. Customers receiving service as part of a commercial account, bulk rate or similar arrangement may be subject to separate policies or procedures.

OVERVIEW OF OUR SERVICES

Economy TV Service Tier: (TV Basics, Basic TV, Lifeline Basic Tier Availability) The Economy TV Tier is our lowest level of video service. Economy includes all available off-air broadcast stations and may include any public, educational and government access channels required by local franchise. All such programming varies by community served and is subject to change at any time, subject to applicable law. Pursuant to federal law, TV customers must subscribe to Economy Tier to subscribe to any other TV service.

Other Services: Where available, the following services are optional levels of service above and beyond TV Basics; Digital Lite TV, Expanded, Full Basic, Digital Basic, Premier TV, Premium Movie Channels, Internet and Phone.

Channel, Service, Price and Other Changes: Subject to applicable law, Hargray has the right to change at any time our channels, programming, services, and equipment, with or without notice and with or without adjustments or refunds to prices or charges. Such changes may include, but are not limited to, rearranging, deleting, adding to, or otherwise changing programming, features, offerings, content, functionality, hours of availability, customer equipment requirements, speed, and upstream and downstream rate limitations. Any notice may be provided through your monthly bill, annual notice, newspaper ad, our website, email, or other communication. Continuing to receive services after the change constitutes acceptance of the change.

Channel Lineup: A complete listing of our current channel lineup, including all programming options and available additional services, can be reviewed at www.Hargray.com/residential/tv/channel-line-ups. Your channel lineup is also available through your on-screen guide. A printed copy is also available at your local TV system office or you may call us at the number on your bill to obtain a copy.

Programming Schedules: Hargray receives programming from various broadcast and TV networks. Hargray is not responsible for the content or schedule aired by these networks. Please contact specific TV or broadcast networks directly with your programming complaints or questions. For all levels of service available in each Hargray service area, view a complete channel lineup at www.hargray.com/residential/tv/channel-line-ups.

Notification of Programming Changes Within Our Control: Hargray provides notice to its customers at least thirty (30) days in advance of the deletion of any programming service (if the change is within Hargray' control), channel assignment changes or rate increases.

INSTALLATION & SERVICE MAINTENANCE POLICIES

Installation: For scheduling of installations or maintenance, please contact a local office or toll-free, 877-427-4729. To avoid confusion later, we require that the account holder sign for any necessary equipment as well as sign any service agreements or work orders. The account holder may also authorize in writing anyone else over age 18 to sign for the account holder. The account holder is responsible whether they signed or not. The account holder or authorized person must be present at installation. If a credit card is required for a promotional service or otherwise, you may not use another person's card. Hargray reserves the right to condition service on a satisfactory credit review and provision of a deposit or other security in appropriate circumstances.

Standard installations are generally completed within ten (10) business days. If you initiate a change in the services you receive, installation or change of service charges may apply.

Products and Services Offered: You may decide to add new services or substitute something else for what you have. Hargray offers several additional and optional services, including telephone and Internet services, along with a number of video service tiers such as digital programming packages and tiers, HD Access DVR service and the Hargray TV App (where available). Information about Hargray's video products and services can be found at Hargray.com/residential/tv. For scheduling, please contact a local office or toll-free, 877-427-4729.

Moving: If you are disconnecting your Hargray services, please call our Customer Service Department at 877-427-4729. This is the best way for us to schedule a disconnect for your service and to make arrangements for the return of Hargray equipment. If you want services in your new home, we will schedule transfer of service to your new address. Equipment provided by Hargray should be returned within 7 days to Hargray, should you decide to disconnect your service. As discussed below under 'Hargray Equipment,' to avoid imposition of additional charges, you are responsible for these items until the equipment is returned in proper working condition. If you are currently under contract, additional penalties and fees may apply.

Service Calls: If you are experiencing trouble with your service, please contact our Customer Service Department at 877-427-4729. If a customer service representative cannot resolve the problem with you over the phone, we will schedule a service technician visit. Technicians will be dispatched to address service problems on a prioritized basis. Emergencies such as fallen lines, violent storms, ice, or other weather-related problems may interfere with service. We seek to ensure consistently reliable services, but from time to time, service outages can occur. Additional truck roll fees may apply when the problem is caused by the customer or use of non-Hargray equipment.

Access to Customer Premises: By ordering service, you agree to allow Hargray employees and agents access to your premises at reasonable times to inspect and maintain the TV, Internet and/or phone equipment and, upon termination of service, to remove the equipment. Under no circumstances shall Hargray be deemed to have abandoned equipment that it does not remove.

Buried Drops: The "drop" represents the line connecting your building with main line cable located on a pole or pedestal (buried "drop.") On occasion, it is necessary to temporarily place these lines on top of the ground. Hargray will make every effort to bury these facilities with six to eight weeks of installation, weather permitting. If a drop has been inadvertently missed, please call service at 877-427-4729.

HARGRAY RATES, CHANNEL LINEUPS & ADDITIONAL INFORMATION

Pricing and channel line-ups available in your area can be found at www.Hargray.com/rate-cards and www.hargray.com/residential/tv/channel-line-ups. For questions about this notice or to receive a paper copy of the rate card or channel line-up, call Hargray Customer Service at 1-877-427-4729 for residential services. More detailed information about the services, including Hargray's Terms and Conditions and notice procedures are available upon request or by visiting Hargray.com/terms for residential customers. Customers may also contact Hargray Customer Service by telephone at the number listed above or visit a customer service center. User guides, troubleshooting steps for Hargray's products and services are available at Hargray.com/support.

HARGRAY EQUIPMENT

The equipment that we provide to our subscribers shall remain the property of Hargray and must be returned to us if service is discontinued for any reason, or any time that the company wishes to change such equipment. Failure to return Hargray equipment may result in charges being applied to your account as specified in our equipment agreement or as permitted by law. We will replace or repair Hargray equipment at no charge in the event of a failure due to normal use. Remote control devices can be repaired or replaced in our office. The customer is responsible for replacement of remote-control batteries.

ALTERNATIVE BATTERY BACK-UP

Certain Hargray services require electrical power and certain services reliant on telephone services, including, without limitation, enhanced 911 services and alarm monitoring may be unavailable or may not function properly until power is restored. You may opt to purchase battery backup equipment before or after the initial setup of your home telephone service. Please note that a technician must install the battery backup. If you opt to add battery backup after your initial installation, you will be required to make an appointment for installation of the battery. There is a one-time installation fee of \$100 for battery backup. If your existing battery needs to be replaced, there is also a one-time fee of \$100 that will be billed to your account.

<https://www.Hargray.com/support/faqs/telephone-support-and-education-telephone-battery-backup>

HOW TO USE YOUR TV SERVICE

How to Connect and Use Your Hargray TV Service: You may visit us at <https://www.Hargray.com> or call us at the telephone number on your bill for more information.

Theft of TV Service: The Federal Cable Communications Act and State Law prohibits the unauthorized connection to, or use of, Hargray TV service. These laws clearly establish the company's right to legal action against thieves and monetary awards for damages and lost profits. Hargray conducts routine audits of its cable system to identify theft of service. Where theft is found, Hargray will prosecute to the fullest extent of the law. Prosecution can lead to a \$50,000 fine and two years' imprisonment for the first offense and a \$100,000 fine and five years' imprisonment for any subsequent offense.

Watch TV Everywhere: WTVE is a service that provides viewing of select networks via app through your mobile phone, tablet, or computer at any location with an internet signal.

CONSUMER EQUIPMENT NOTICE

Hargray TV Streaming Device: Hargray TV Streaming Device is similar to other Android streaming devices, except the device comes preloaded with the Hargray TV app, no need to download the app. The Hargray TV menu has the ability to download other apps through the Google Play store. A streaming device or Hargray TV compatible device is necessary to watch Hargray TV programming. For a complete list of compatible devices, go to <https://www.Hargray.com/Hargraytvcompatible-devices>.

Traditional Cable TV Receivers: One of the advantages of our cable service is that we offer many more channels of programming than are available over-the-air. Hargray will offer digital receivers for a monthly fee to access programming. Converter boxes lawfully purchased at retail will not have the capability to unscramble our scrambled programming. People who use illegal converter/descramblers or CableCARDS are actually stealing cable service and this practice ultimately results in increased prices to our paying subscribers. Hargray's policy is to prosecute cable theft to the full extent allowed by law.

Remote Controls: Hargray includes a remote-control unit at no charge with each leased cable converter box or streaming device. If you do not lease a cable box or streaming device from Hargray, you will need to confirm that your remote control is compatible with the Hargray service.

Modems: Hargray requires customers of its broadband Internet access service to connect to its network using a model of modem that Hargray' research has indicated is compatible with its equipment and services, and that does not harm the network. Use of a non-approved modem may be subject to service interruption due to network updates or incompatibility. A DOCSIS 3.1

For Gig Internet Speeds: 32-channel Docsis 3.1 modem needed. Actual speeds vary and are subject to equipment limitations. Wi-Fi speeds will be substantially lower.

For Cable Modem Internet Speeds of 2 Gig or Higher: Docsis 3.1 modem with ethernet port capacity exceeding 2 Gbps required. Up to 2 Gbps wired download speeds available at the cable modem. Actual speeds may vary and are not guaranteed. Multi-gig equipment, including a multi-gig router, is necessary to experience wired multi-gig speeds. Speeds available over WiFi will be limited by the capabilities of the WiFi router and environmental variables, including size of home, distance of devices from the router, device performance, and thickness of walls.

For Fiber Internet Speeds of 2 Gig or Higher: Optical Network Unit (ONU) with ethernet port capacity exceeding 2 Gbps required. Up to 2 Gbps wired download speeds available at the ONU. Actual speeds may vary and are not guaranteed. Multi-gig equipment, including a multi-gig router, is necessary to experience wired multi-gig speeds. Speeds available over WiFi will be limited by the capabilities of the WiFi router and environmental variables, including size of home, distance of devices from the router, device performance, and thickness of walls.

Information regarding approved modem models can be found by contacting Hargray' customer service center at 877- 427-4729. The pace of technological change is rapid and due to customer demand and other advancements, modem models previously compatible may become obsolete. Hargray may require customers to replace a non-approved or previously approved modem model with an approved one and reserves the right to discontinue provision of service to any non-approved modem. Customers may choose to lease a modem from Hargray or purchase an approved model from a retailer. Use of a non-approved modem may be subject to service interruption due to network updates or incompatibility. Customers may choose to lease a modem from Hargray or purchase an approved model from a retailer.

PHONE NOTICES

E911

As a component of your phone service, you will normally have access to the emergency 911 service at your registered address. Because E911 response can only determine your location by the address we have on record, you must contact Hargray before moving your modem to another address. Additionally, your E911 service will not operate if there is a power outage in your home and the battery backup is not charged or does not last as long as the outage or if your service is interrupted due to network or other technical problems.

NO CALL LIST – DO NOT CALL REGISTRY

The Federal Communications Commission requires that telephone companies remind you of the opportunity to sign up for the national Do-Not-Call list. There is a national registry that all consumers may "give or revoke an objection to receiving telephone solicitations." If you would prefer to not receive calls from commercial solicitors, you may call 1-888-382-1222 or for TTY access, 1-866-290-4236 to register your phone number. The Internet web address for registration is www.donotcall.gov.

The registry will NOT prevent calls from non-profit organizations for fundraising purposes or from companies with whom consumers have established a business relationship.

South Carolina Equipment Distribution Program (SCEDP)

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 the South Carolina Equipment Distribution Program (SCEDP):

803-737-0808 (Voice/Local) or 1-877-225-8337 (Voice/Toll Free)

803-737-0846 (TTY/Local) or 1-877-889-8337 (TTY/Toll Free)

Email: AmplifyLife@ors.sc.gov Website: www.scedp.sc.gov

address: 1401 Main St. Suite 825, Columbia SC 29201

SCEDP is administered by the Office of Regulatory Staff

GEORGIA RELAY

Georgia Relay is a FREE public service administered by the Georgia Public Service Commission that makes it possible for people who are deaf, hard of hearing, deaf-blind or have difficulty speaking to communicate over the telephone. A specially trained Communication Assistant (CA) facilitates the call. All relay calls are confidential and there are no records kept of relay conversations. Relay services are available 24 hours a day, seven days a week, 365 days a year. There's no limit on the length or number of calls you may place or receive. Anyone may initiate a Georgia Relay call, simply by dialing 7-1-1. www.GeorgiaRelay.org / 1-866-694-5824 (Voice/TTY) / In an emergency, dial 9-1-1.

BILLING PROCEDURES

Billing Cycle: Invoices for customers are generated each month and due in advance. The day that an invoice is generated for a current account, one without any overdue balance, is day 1 of the billing cycle for that account. Invoices are normally generated (and then mailed to a customer) at least five days in advance of the customer's monthly service period. Because different systems may use several different billing cycles the first day of your billing cycle could be the 1st of the month or 28th of the month or something in between. Usage charges such as long-distance phone calls, pay-per-view charges and directory assistance are billed after use.

Your Monthly Statement: Your monthly statement is generated by our billing service. When you receive your statement, we recommend that you examine it carefully. The last date for which payments were posted is shown on the bill. Any payment received after that date will be reflected in your next billing statement. The balance (less any payments you made which are not yet posted) must be paid by the date indicated to avoid late fees or collection activity. The company is not responsible for payments mailed but not received on or before the due date. If you mail your payment, please allow seven business days for it to be posted to your account.

The remittance slip should always accompany your payment. The amount shown as Balance Forward should be paid upon receipt of the bill to avoid possible interruption of service.

Bill Payments: Hargray

Late Fees: Amounts unpaid 30 days from the bill date are subject to a late payment charge. Telephone only customers are subject to a late payment charge of 1.5%. All other customers are subject to a late payment fee of 2.0% of the past due amount or \$12.95, whichever is greater. Hargray may terminate services on any account and require the return of its equipment on any account that has not paid its invoice by the beginning of the subsequent billing cycle. If Hargray makes a collection or disconnect attempt at the subscriber's residence, then we may also be entitled to assess an additional charge for that home collection or disconnect effort. The late fees, collection and disconnect fees serve to benefit customers who pay in a timely fashion. Our rate schedule has been established with the anticipation that bills will be paid on time. Due to the difficulty in predicting what costs we will incur as a result of any specific late payments; our late fees are intended to be a reasonable estimate of our costs due to late payment. This is not an extension of credit, and the fees are not

interest, a credit service charge or a finance charge. The above late fee practices are modified in certain states to comply with the applicable state or local laws, rules or regulations.

Disconnect Policy: A customer may request to have TV and/or Internet service disconnected at any time. Monthly charges are not refunded or prorated if Customer changes or cancels Service (subject to applicable law). Additionally, equipment Hargray has provided to you must be returned upon disconnection of service or appropriate charges will apply.

Billing Disputes: If you ever have any questions about your bill, call our Customer Service Department as soon as possible. When our representative answers your call, be as specific as you can in describing your question or problem, and no later than 60 days from the Due By date. A customer service representative will check our computer records for your account and will usually be able to answer your question while you are on the phone. Occasionally, it may be necessary for us to check records that are not immediately available. In these cases, we will ask for a telephone number where we can reach you as soon as that research has been completed. Where you have concerns regarding charges on your monthly statement, be sure to mention to the customer service representative the amount that you dispute. We encourage you to voluntarily pay any amounts not in dispute on time to avoid the assessment of applicable late fees.

For telephone disputes in Alabama, you can file an informal complaint with the Alabama Public Service Commission. The Alabama Public Service Commission is the state agency that regulates Hargray and other public utilities in the state.

Alabama Public Service Commission, Consumer Service Section,
P.O. Box 304260, Montgomery, AL 36130
1-800-392-8050

For telephone disputes in Alabama, you can file an informal complaint with the Georgia Public Service Commission. The Georgia Public Service Commission is the state agency that regulates Hargray and other public utilities in the state.

Georgia Public Service Commission, 244 Washington Street, SW, Atlanta, GA 30334
1-800-282-5813

For telephone disputes in Alabama, you can file an informal complaint with the South Carolina Public Service Commission. The South Carolina Public Service Commission is the state agency that regulates Hargray and other public utilities in the state.

Office of the Regulatory Staff, Consumer Services Division, 1401 Main Street, Suite 899, Columbia, SC 29201
1-800-922-1531 or 803-737-5230

Telephone complaints may also be referred to the
Federal Communications Commission, 45 L Street NE, Washington, DC 20554,
1-888-225-5322

Billing Errors: You must notify Hargray of any and all billing errors within sixty (60) days of receipt of bill. If you fail to provide such notice, then you will be liable for full payment and be deemed to have accepted all charges on your bill and will have waived any right to a refund/credit. You may not settle any amounts owed or billed by writing "paid in full" or similar language on your bill or check. Acceptance of a check with "paid in full" or similar language written on it will not be considered a waiver of any unpaid amounts and will instead be treated as a partial payment.

Reconnect/Reactivation Fee: If you do not pay your bill in full by its due date, or you at any time fail neglect or refuse to make timely payment for your services, we may electronically or physically disconnect or disable your services and, in such event, we will be wholly relieved from any and all of our duties and obligations under this agreement ("Disconnected Services"). Such disconnection or disablement will only take place after late fees have already been applied per the paragraph above. In the event you desire to reactivate your disconnected services, we will require you to pay, and you agree to pay, before we are required to reconnect or reactivate your services, all past due charges and all outstanding balances accrued through the date of such disconnection, plus a reconnect fee.

Disruption of Service: You should notify Hargray as soon as possible of any service outage you are experiencing. Hargray endeavors to respond and resolve outages in a Customer's Service within 24 hours of the outage being reported. Unless otherwise required under applicable law, Hargray shall provide you with the proportionate credit for those qualifying outages that last for four or more consecutive hours, after such interruption is reported to us and for which you have requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed your monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Hargray be liable for any failure or interruption of program transmissions or service resulting in part or entirely from circumstances beyond Hargray's reasonable control. Except where specifically prohibited by law, the outage credit set forth herein shall be our sole and exclusive remedy for an interruption of service.

Subscriber Notices: In the event of a required notice to our subscribers, we will attempt to provide notice by the most effective means under the circumstances, which might include notice in the billing envelope, on the billing statement, a text crawl on a television channel, via e-mail, on our website, a newspaper announcement, or a combination where appropriate.

COMPLAINT RESOLUTION

We are committed to providing the best possible customer service and a broad range of quality services. Hargray's policies are intended to follow the Federal Communications Commission's guidelines on customer service. In compliance with FCC regulations, we are pleased to provide you with the following procedures in case of any problems with our service. Any time you have a problem with your TV reception or high-speed internet or phone service, please call our Customer Service Department at 877-427-4729, where we have customer service representatives on duty to help you or arrange for a technician to address the problem. All efforts will be made by our service technicians and other associates to resolve any complaints concerning the technical quality of service promptly and efficiently. If your problems are not resolved to your satisfaction, please feel free to speak to the area's General Manager, who will review the problem and take corrective action. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. Most problems can be resolved with the above procedures. If your problem is not handled to your satisfaction you may feel free to contact the regulatory authority listed on your monthly bill statement after the Detail of Charges. Technical support is available 24 hours a day, 7 days a week, including holidays. Billing support is available during normal business hours, Monday through Friday.

PRIVACY NOTICE

To provide you with the best Hargray services, including television, Internet, and phone services, we collect and keep on file certain information about our subscribers. This notice will tell you what information we collect, how we use it, and how you can help us make sure it is correct. In this Privacy Notice, the terms "subscriber" or "you" refer to customers of our Hargray cable or other services. The terms "Hargray," "we," "our," or "us" refers to Hargray and the cable television system in your local area.

The Federal Cable Communications Policy Act of 1984 contains certain provisions regarding the collection and disbursement of personally identifiable information (PII) by cable television operators (www.Hargray.com/privacy-policy).

COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION

We collect certain personally identifiable information from our subscribers in connection with the provision of our cable and other services. The types of information that may constitute personally identifiable information include name; home, e-mail and alternative billing addresses; telephone, social security or driver's license numbers; credit or bank account data, services you ask to receive; service connection and device information; service preferences or transactions you initiate through your voluntary interaction with the service; subscriber correspondence, accounting, maintenance and repair records; service complaints, home ownership or rental information; and other information that you provide to us or that we may request to provide our services to you and/or to maintain regular business records. We specifically ask that you provide contact information and by doing so you agree that we or our agent may contact you using an auto dialer or through pre-recorded messages. We may also have a record of the devices that you use to connect to our services in your home, including the location and configuration of these devices and a list of equipment we installed in your home. We may also collect additional subscriber information during voluntary interviews or surveys. When cable modem subscribers access the Hargray Internet portal page or other Hargray websites, Hargray, its affiliate partners and advertisers may use various software devices to collect information to allow participation in certain online activities or to facilitate online access. We may collect personally identifiable information that you provide to us through our presence on third party websites, such as social networking websites. These third parties may retain the information you provide to us in this manner under their own terms and privacy policies. Hargray may also collect cable modem technical data and information about aggregate cable modem usage for service offering analysis. This process generally does not involve the collection of additional subscriber personally identifiable information. To protect the security of our services, we may also operate certain network protection features that automatically scan proper subscriber use of the Hargray services and that scan certain electronic addresses, identifiers or communications to protect against spam and/or viruses. Other than monitoring bandwidth usage we do not collect additional personally identifiable information while utilizing these protection features. During the course of provision of phone services, Hargray may accumulate customer information that relates to the quantity technical configuration type destination and location of Hargray phone services use by you as a Hargray phone service customer.

USE OF COLLECTED INFORMATION

Under federal law, we may not use our cable system to collect personally identifiable information about you without your consent, except to obtain information necessary to provide you with the cable or other services and/or to help us detect unauthorized reception of communications over the cable system. For example, when you interact with certain Hargray services, the cable system may automatically collect certain information on your use of that service. Most of this information is generally used to carry out your particular request. This may include your choice of a designated channel, menu selections or service offering, such as On-Demand or pay-per-view programming. These selections may be linked to your personally identifiable information already stored on our system so we can confirm your entry or transaction and/or confirm proper billing for the selection. We use the information we collect to make sure you receive the services you subscribe to; to send your bills and credit you for payments; to send you program or service listings, new product or service offerings, special announcements, and other information we think you may want; to provide and enhance our services; to respond promptly to your questions, complaints, and requests for changes in service; for our own tax and accounting purposes; to help anticipate, identify, and resolve any service or maintenance problems; to protect the security of our equipment and services; to ensure compliance with applicable laws and compliance with applicable subscriber agreements, policies, and terms of service; and to prevent the unauthorized reception of service. We may also collect and use aggregate, non-personal information about our subscribers. This information does not identify individual

subscribers. We may combine this aggregate data with our subscriber records. Among other things aggregate, nonpersonal information is used to help refine our programming offerings and tailor marketing messages to particular interests.

DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

We may disclose personally identifiable information maintained in our business records if (a) you provide written or electronic consent to the disclosure in advance; (b) it is necessary to provide our services to you or to carry out our business activities; or (c) it is otherwise authorized by federal law. These disclosures generally occur for, but are not limited to, account management, billing and collection services, surveys, marketing, service delivery, administration and customization, service maintenance and operations, and fraud detection and prevention. Persons that have authorized access to your personally identifiable information include, but are not limited to, system employees; sales and service agents; other businesses that work with us in bringing you our services, including program and program guide providers; accountants, outside auditors, billing, collection and legal services; repair and subscriber assistance providers; marketers of our products and services; merchants or other third parties from whom you make purchases or other requests; purchasing entities if we sell or transfer ownership; authorized representatives of government; and entities affiliated with us through common ownership or control. Any information that you provide to us through our presence on third-party websites, such as social networking websites, may be accessible to those sites and the public. Hargray may use a third-party vendor to receive and manage the information that you submit through these websites. The frequency of disclosures to these parties varies according to business or legal purposes or service needs. Disclosures are as often as necessary and may be on a daily basis. Unless you object, we may disclose your name and addresses, including e-mail address, to non-affiliated entities, such as advertising and marketing entities, charities, or other businesses, for other purposes. In such cases we may only furnish your name, home address and/or email address – not the extent of your use of Hargray’s services or transactions you make over the Hargray system. You may prohibit or limit these name and address disclosures by sending us a letter with such request at the address in this notice. Consistent with federal law, we may disclose personally identifiable information to representatives of government or other lawfully authorized persons, which may include lawyers or other parties in connection with litigation. We will disclose such information pursuant to a warrant, court order, administrative subpoena, other legal process or voluntarily if we reasonably believe that an emergency involving danger of death or serious injury justifies disclosure of the information to a governmental entity. Under some situations, federal law may allow you the opportunity to appear and contest a governmental entity’s request for a court order to disclose personally identifiable information. Federal law also authorizes us to disclose subscriber content or other communications if we become aware of evidence of child pornography, we inadvertently obtain content or communications and it appears to pertain to the commission of a crime, or disclosure is to a local, state, or federal government entity if we believe there is an emergency involving death or serious injury. Disclosure of content and communications (i.e., e-mail account content) is also permitted to an addressee or intended recipient when it is necessarily incident to providing our service or to protect our rights or property, or to others with your consent or the consent of the addressee or intended recipient of such communications. We may also use or disclose personally identifiable information about you to protect our employees, services, property and customers and/or to enforce our rights under our service agreements, terms and policies, in court or elsewhere as may be necessary. Except as indicated in this notice, we may not disclose personally identifiable information to other third parties, unless we are authorized to do so by court order or federal law otherwise permits. If federal law requires, we will notify you of a disclosure.

ONLINE MARKETING

Hargray’s marketing goal is to make its advertisements for its goods and services more relevant to each individual subscriber. To accomplish that, Hargray uses an array of tools designed to give us more information which will permit us to send you advertisements tailored to your interests. We collect information such as your visits to websites and the personal information you voluntarily provide to us and we work with third party companies that help us gather non-personal information as well as facilitate the use of such information in the form of targeted advertisements. They use cookies, web beacons, and other ever-changing technological tools to help us better understand all our customers and provide a positive marketing experience. Even when using third party agencies in this way, we do not provide them with any of your personally identifiable information.

LENGTH OF INFORMATION RETENTION

We will maintain personally identifiable information about you only so long as it is necessary for the purpose for which it was collected or to comply with laws governing our business. This period of time extends for as long as you remain a subscriber to our services and may continue for up to ten years after termination of service so we may maintain legally required tax and accounting documentation and/or information consistent with our record retention practices. When no longer needed, such information will be destroyed unless there are legitimate pending requests for access to such information.

RIGHT TO REVIEW PERSONALLY IDENTIFIABLE INFORMATION

You may inspect personally identifiable information we have about you by sending a written request to us at the address listed in this notice (please include your name, address, and telephone number). Following your request, we may need a reasonable period to arrange, locate and, if necessary, prepare the information for review. In reply, we may arrange an appointment or ask that you come to our business office during regular business hours to review your personally identifiable information we have on file. When you come, you must bring your driver’s license or some other positive identification. Be sure to tell us if you think personally identifiable information about you in our file is wrong – we will be glad to make appropriate corrections. Depending on the nature of the information, however, we may ask you for documents or other proof that the personally identifiable information we have on file is incorrect.

YOUR RIGHTS UNDER FEDERAL LAW

If you believe that we have collected, used, or disclosed personally identifiable information about you in any way that violates these federal limitations on the collection and disclosure of personally identifiable information, you have the right to bring suit in a federal district court.

CHANGES TO OUR PRIVACY NOTICE

We may modify or update our services from time to time, and if necessary, the provisions of this Privacy Notice. We will provide notice to subscribers of changes to our privacy provisions. If you do not agree with the changes, you have a right to cancel the services you subscribe to. If you continue to use our services following notice of privacy changes, such usage will constitute your acceptance of and consent to the changes.

CHILDREN’S PRIVACY

Hargray does not intentionally collect personally identifiable information from children under the age of 13 years of age to connect and provide Hargray TV or other services. If, as a part of future service offerings, we decide to request personally identifiable information from children under 13, we will require verifiable parental consent before we collect this information, except in circumstances authorized by law. Hargray encourages parents and guardians to actively participate in children’s

online activities and to take measures to protect the online privacy and security of their children. Hargray supports the use of technologies that help control the collection and use of personal information from children participating in online activities.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

If you are a subscriber to Hargray's phone service, we have access to data known as customer proprietary network information ("CPNI") which is derived from the provision of this service. CPNI includes information such as the telephone numbers called by a customer; the frequency, duration, and timing of such calls; and any optional phone features purchased by the customer, such as call waiting. We will not use, disclose, or permit access to your CPNI, except in connection with our provision of your phone service, and related services such as the publishing of directories, unless required by law or with your approval. Please note that we are permitted to use your CPNI to initiate, render, bill, and collect for our service; to protect against fraudulent, abusive, or unlawful use of our service; and to provide inbound telemarketing, referral, or administrative services. Additionally, there are several laws such as the Patriot Act and the Communications Assistance for Law Enforcement Act which authorize law enforcement to override our privacy policies and through legal process, demand that we provide personal subscriber information and CPNI.

OPEN INTERNET POLICIES AND FCC MANDATED DISCLOSURE STATEMENT

The FCC requires Hargray to provide information regarding its mass market retail broadband Internet access services, including information regarding any network management practices that it employs, the performance characteristics of its services, and the commercial terms of its service offerings. A copy of Hargray's Open Internet Disclosure Statement containing such information can be found on our website at www.Hargray.com/legal. This disclosure incorporates and includes by reference Hargray's "Acceptable Use Policy" ("AUP and its "Terms of Service," both available at www.Hargray.com/legal-notice/acceptable-use-policy-broadband-internet-services) Hargray reserves the right to alter its policies and network management practices, and the information contained in this Internet Disclosure Statement may change from time to time. Hargray will post on its website any material changes to its policies.

COMPLAINT RESOLUTION AND ARBITRATION

Read the following paragraphs carefully because they require the parties to arbitrate their private disputes and limit the manner in which you can seek relief from hargray.

Hargray is committed to providing quality customer service, and our policies are intended to follow the Federal Communications Commission's guidelines on customer service. Any time you have a problem with cable, internet, or phone service, please call our Customer Service Department at 1-877-692- 2253. Our representatives are available 24/7 (billing support is available during normal weekday business hours only) and will help you or arrange for a technician to address the problem. If your problem is not resolved to your satisfaction, please contact your local system general manager, who will take corrective action. If your problem is still not handled to your satisfaction, you may contact the FCC or local regulatory authorities. By accepting service from Hargray, you and Hargray agree to binding arbitration of any disputes arising from such services or any aspect of your relationship with Hargray, except that You and Hargray are NOT required to arbitrate any dispute in which either party seeks equitable relief for the alleged unlawful use of copyrights, trademarks, trade names, logos, trade secrets, or patents

Arbitration Prevents You From Suing Hargray in Court or From Having a Jury Trial. You and Hargray agree that you will notify Hargray of any dispute within 30 days of when it arises, that you and Hargray will attempt informal resolution prior to any demand for arbitration, that any arbitration will occur in the city of your nearest Hargray office, and that arbitration will be conducted in accordance with the Rules of the American Arbitration Association by a single arbitrator selected by the parties or, if we cannot agree on an arbitrator, by the AAA. If it is necessary to file with the AAA to obtain its assistance in appointment of an arbitrator, Hargray will pay the entire filing fee and will pay all arbitrator's fees. Whether the dispute is heard in arbitration or in court, you and Hargray will not commence against one another or seek a class action, class arbitration, or other consolidated, representative, or aggregate action or treatment, but the Arbitrator has the authority to grant any other remedy that would be available in court.

Visit www.hargray.com/rate-cards to view your rates.