

## Broadstar Privacy Policy

Broadstar is committed to respecting the privacy of each Broadstar subscriber (referred to as the "Customer" in this Privacy Policy). As explained below, Customer's personally identifiable information ("Customer Personal Data") will only be used in the context of Customer's relationship with Broadstar, including service and billing functions and informing Customer of Broadstar's products and services and the development of new products and services.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 800-943-3381 or via email at [info@BroadStar.com](mailto:info@BroadStar.com).

Our Privacy Policy is governed by the following principles:

1. Broadstar has access to a Customer's personal data only to the extent that such data is voluntarily provided by the Customer to Broadstar.

On Broadstar's web page, Customer can order services, make requests, and register to receive materials or support. Via its web page, Broadstar collects the following types of Customer Personal Data: the Customer's name, username, contact and billing information, transaction, and credit card information. Data collected online may also be combined with information provided during registration of Broadstar products and services. In order to tailor subsequent communications and continuously improve our products and services, Broadstar may ask the Customer to voluntarily provide information regarding Customer's personal or professional interests, demographics, product experience, and contact information.

Broadstar may also collect certain non-personally identifiable information when Customer visits Broadstar's web-site. Broadstar accomplishes this through the use of "cookies" or tracking mechanisms that collect this type of information. If the Customer does not want this to happen or wants to know when it does happen, the Customer's browser should be set to warn the Customer or to block cookies (although blocking cookies may affect the Customer's use of certain sites). In addition, Broadstar or others may use small bits of code called "one-pixel gifs" or "clear gifs" embedded in some web pages to make cookies more effective.

2. Broadstar will use a Customer's personal data only to improve Broadstar's products and services in order to better serve our Customers.

Broadstar uses Customer's information to better understand customer needs and continuously improve the level of service provided. Specifically, Customer's information is used to help complete a transaction,

to communicate back to the Customer, to update the Customer on service and benefits, and to personalize Broadstar's web site. Credit card numbers are used only for payment processing and are not utilized for any other purpose.

From time to time, Broadstar may use Customer's information to contact Customer for market research or to provide Customer with information thought to be of particular interest. At a minimum, the Customer will have the opportunity to opt out of receiving such direct marketing or market research contact. The Customer may opt out of any future contacts from us simply by contacting Broadstar via email at [info@BroadStar.com](mailto:info@BroadStar.com) or by calling Customer Service at 800-943-3381.

3. A Customer's personal data is secure, and Broadstar will not disclose a Customer's personal data to any third party unless compelled under legal process.

Although no transmission of data over the Internet is completely secure and Broadstar cannot guarantee or warrant that a Customer's personal data transmitted online will be secure, every effort is made to maintain the security of all Customer Personal Data. To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information, appropriate procedures are in place to safeguard and secure the information collected online. Broadstar uses encryption when collecting or transferring sensitive data such as credit card information.

Broadstar will not sell, rent, or lease Customer's Personal Data to others. Except as may be required by a court-issued subpoena, a search warrant, or other legal process or in the case of imminent physical harm to a Customer or others, Broadstar will only share the Customer's Personal Data with our business partners who are acting on Broadstar's behalf to provide products or services requested by the Customer. In that event, Broadstar's business partners will be governed by Broadstar's Privacy Policy with respect to the use of this data.

4. A Customer may access and control any personal data pertaining to the Customer.

Although Broadstar strives to keep Customer's Personal Data current and accurate, it is possible that the Customer's circumstances will change over time and our data may become outdated. Therefore, Broadstar allows its Customers to access their Personal Data to ensure its continuing accuracy and update or delete information as needed or desired.

A customer may access his or her personal data, or opt out of any future contacts from us at any time simply by contacting Broadstar via email at [info@BroadStar.com](mailto:info@BroadStar.com) or by calling Customer Service at 800-943-3381. You may also contact us to:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

5. Important Legal Notice for VoIP Customers.

Voice over IP ("VoIP") communication may utilize, in whole or in part, the public Internet and third-party networks to transmit voice and other communications. The Customer acknowledges and understands that Broadstar cannot guarantee that voice over IP communications are always private or secure. Broadstar is not liable for any lack of privacy or security that the Customer may experience with regard to the VoIP Service. The Customer is responsible for taking precautions and providing security that best suits the Customer's intended use of the VoIP Service.

There are Federal Communications Commission rules governing the access, use and disclosure of certain information that Broadstar obtains from you in its provision of VoIP Services to you. For further information, please visit [www.fcc.gov/guides/protecting-your-telephone-calling-records](http://www.fcc.gov/guides/protecting-your-telephone-calling-records). This information is known as Customer Proprietary Network Information ("CPNI"). CPNI includes: (a) information that relates to the quantity, technical configuration, type, destination, location and amount of use of a telecommunications service subscribed to by you, and that is made available to Broadstar solely by virtue of your customer relationship with Broadstar, and (b) information contained in your bills pertaining to telephone exchange service or telephone toll service. CPNI does not include subscriber list information, such as the information found in phone directories. Subject to certain exceptions, including the provisioning of services, marketing adjunct services, and preventing telecommunications fraud and abuse, Broadstar may not use, disclose, or permit access to your CPNI without your consent.

Broadstar takes its responsibility to protect your CPNI seriously. If you wish to obtain access to your CPNI from Broadstar (such as the numbers that you have called in the prior month), you must call Customer Service at 800-943-3381.

An existing Broadstar customer ("Existing Customer") may not, via phone or online account access, establish a new user associated with his or her account where the person on whose behalf the new user was established ("New Person") would have a reasonable expectation of privacy with regard to the CPNI associated with the services the New Person receives from Broadstar. Such a reasonable expectation is present if such New Person would consider himself or herself to be a Broadstar customer, separate and apart from the Existing Customer.