

CUSTOMER INFORMATION - YOUR PRIVACY

As a customer of LUS Fiber, you are entitled to know how LUS Fiber handles and uses the personal information about you that we receive. We consider our treatment of such information to be a part of the trust that you place in us by using our Digital TV, High-Speed Internet, Long Distance and Telephone Services. While we cannot cover every situation where your personal information may be affected, we have included here those in which you are most likely to be interested.

By law, we tell you annually about our privacy policy, but you can find additional and updated information at any time by visiting our website at www.lusfiber.com.

INFORMATION WE COLLECT

Personally Identifiable Information – In providing services to you, LUS Fiber obtains certain “personally identifiable information”; that is, information that identifies you individually. Personally identifiable information may include: your name, service address, telephone numbers, social security number, driver’s license number, premium services you have selected, user IDs, passwords, email addresses, correspondence and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment used and services provided and other service-related functions. In providing our services, we may also collect information about your video equipment, computer hardware and software, routers, telephone equipment settings and other preferences to aid in customer support.

It is LUS Fiber’s policy to collect only the personal information needed to provide the services that we offer with the quality that you desire and deserve. It is also our policy to retain that information only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you and your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your account information from unauthorized access.

Television Services

In providing you with television and other services, LUS Fiber collects certain personal information. The law prohibits us from using the video system to collect personal information about you for unrelated purposes without your consent.

Unless you are notified and agree, we do not collect personally identifiable information concerning most television program viewing. Aggregate information that is not individually identifiable may be collected and used for programming, advertising and other similar purposes. In providing you with some specific television services, such as pay-per-view, entertainment-on-demand and interactive television services, we do maintain limited usage information for billing, programming and other related purposes. We provide digital video recorder services in which we may also receive detailed information concerning your use and operation of the recorder for the uses described below.

Internet Services

In providing Internet services, LUS Fiber automatically collects personal and usage information, such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store emails sent and received unless left in your LUS Fiber High Speed Internet account file. As explained below, we could be required by a court order or subpoena to disclose such information if left on our system. Since we cannot control websites or Internet services operated by third parties, we recommend that you review the Terms of Use and Privacy Policies of those websites and services. You can find more detailed information regarding our Privacy Statement on our company website, located at www.lusfiber.com.

Telephone Services

LUS Fiber complies with all pertinent federal and state Customer Proprietary

Network Information (CPNI) and privacy laws. We randomly monitor calls to our Customer Service personnel for quality purposes. If you object to such call monitoring, please advise us when you call Customer Service. In the course of providing telephone services we do receive usage information, including calls that are placed and received and their duration.

We treat all such information as private. However, we could be required by a court order or subpoena to disclose such information if available on our system.

USING AND SHARING

LUS Fiber considers the personally identifiable information that we receive about you to be confidential, therefore, it is our policy to use it only in providing you with our Digital TV, High-Speed Internet, Long Distance and Telephone Services – from sales and installation, to operations, administration, LUS Fiber advertising and marketing, support, network provision, maintenance, communications with you, billing, collection and in other ways related to our services. We may also use such information in dealing with fraud and unauthorized use of our services. In addition, we may associate personal account information with data from third parties to better predict your product and service preferences for use in programming, LUS Fiber advertising transactions and to market our services to you.

We use aggregate information about our customers and their usage for a variety of purposes. Such aggregate information does not identify individual customers, therefore we may share such aggregate and related demographic information with third parties.

Retention Policy

LUS Fiber may retain your personal customer information in its regular business records as long as you are a customer or until it is no longer needed for business or legal purposes. Our security measures for this information are discussed below.

Sharing Policy

It is LUS Fiber’s overall policy not to disclose any personally identifiable information about our customers without their prior written or electronic consent, except for information disclosed to or within LUS Fiber or its vendors that is necessary to support the systems required to run our business. We do not sell your personal information or other data. You have the right to notify us if you would like to opt out of any such activity. You may contact us by writing to the return address on this notice or on your billing statement, or you may contact us by calling 993-4237 (99-FIBER). You may use the same methods of contact if you prefer not to receive certain types of marketing contacts from us.

Special Exceptions

LUS Fiber reserves the right to disclose personally identifiable information in our possession if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us, (2) protect and defend our rights or property or those of others, (3) respond to fraud, abuse or unauthorized reception, (4) enforce our website’s Terms of Use, and Conditions or related standards, or (5) act in an emergency to protect your safety or that of another. We may also share information if we sell or transfer all or a portion of our business operations or merge and/or combine with another organization.

Third Parties

LUS Fiber sometimes uses affiliates, vendors or third party partners in providing our services and may provide personally identifiable information about our customers for such purposes. In providing such information, we require that the outside party maintain at least the same level of confidentiality that we maintain for such information. In addition, any use by the vendor or third party may not exceed that needed to provide its service. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

Telephone Services

Federal and state regulations limit LUS Fiber’s use and sharing of certain information concerning a customer’s telephone services. This information is known as “Customer Proprietary Network Information” (CPNI), and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and other related information. We do not disclose this information to parties outside of LUS Fiber except as required by law. In offering our spectrum of local and long distance telephone, we do use your telephone service information to market to you new plans and services. If you wish to deny us permission to use your CPNI for this purpose, you may contact us at the number or address listed on the cover of this notice, on your regular bill, or by calling (99-FIBER) 993-4237. These plans and services may include using your information to contact you about our Digital TV, High-Speed Internet, popular calling and premium phone features packages, or any other new services that we may have to offer. If you have not denied us permission within 30 days following your initial service activation, we will be authorized to use your CPNI for marketing purposes. Your permission will remain valid until we receive a notice from you withdrawing your permission. If you deny us permission for use of your CPNI, it will not affect our provisioning of your services.

Directory Listings

LUS Fiber offers our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. These, as well as certain other telephone services offered are subject to tariff or contractual terms that limits our liability in the event of such errors.

Television Services

LUS Fiber provides aggregate information concerning pay-per-view, entertainment on-demand and interactive services to programmers, advertisers and certain other third parties. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party when available. Digital video recorder service information is not shared with programmers or third parties, except on an aggregate basis.

Internet Services

LUS Fiber does not read your email messages, instant messages, online chats, or the content of other online communications that reside on or pass through our service. We may, however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are generally scanned electronically to identify and filter out likely spam, and for viruses and other related problems that could harm your equipment, the network, or other users.

IMPORTANT INFORMATION REGARDING YOUR LUS FIBER BACKUP BATTERY

Your LUS Fiber telephone service is electrically powered and works with your existing telephones, telephone wires, and wall jacks. In the event of an electrical outage, your telephone service, just like any other electrically powered device in your home, including access to Emergency 9-1-1, may not operate.

LUS Fiber does provide you with a Backup Battery Unit (BBU) which will allow you up to 8 (eight) hours of telephone standby talk time. However, your BBU will not power cordless telephones or other equipment connected to your telephone line that requires electricity from your premises.

The length of time that your telephone will be available during a power outage depends on many variables, including, but not limited to the following: (i) whether or not the BBU remains properly installed; (ii) whether or not the BBU is properly charged; (iii) the condition and age of the BBU; and (iv) the amount of LUS Fiber phone, internet and/or television utilization that you place on the BBU during an outage.

LUS Fiber does not guarantee the performance of the BBU. A BBU is designed to provide temporary power for your voice service in the event electrical power in the home is lost. Maintaining temporary telephone service for emergency call purposes is also required by the FCC. Therefore, it is your responsibility to maintain and monitor the BBU.

The backup battery is installed at your location in an area where it can be easily monitored. The BBU is connected directly to the ONT to provide backup power if it’s needed. In addition, the BBU contains a series of indicator lights that tell you whether your service is being powered by your location’s electricity or the BBU. The BBU indicator lights also let you know when the 12-volt battery needs to be replaced.

If you suspect that the BBU needs to be replaced, please contact us by calling 993-4237 (99-FIBER). For instructions on how to monitor the status of the BBU and any other detailed information about the BBU, please visit www.lusfiber.com/index.php/customer-support/educational-library.

INTERNET SECURITY

Maintaining the security of your personal computer is an important part of protecting your privacy and of helping LUS Fiber protect its network and our customers’ service. You should use and upgrade regularly your antivirus software, firewall and your operating system to prevent unauthorized access by others or harm from various forms of viruses. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before responding with personal information. To avoid all these and other forms of attacks, we encourage you to visit the Federal Trade Commission (“FTC”) website at www.ftc.gov for updates and tips on protecting yourself. We may take protective action related to your service or contact you directly with information from time to time to help you with this effort.

While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard to guess combinations of numbers and letters. By using better passwords, you can help prevent unauthorized users from guessing your password and accessing your information. Once your communications leave our network and enter the public Internet, it is possible for them to be accessed or intercepted by third parties or other Internet service providers over which we do not have control. Moreover, since we cannot control websites or Internet services operated by third parties, we recommend that you review the Terms of Use and Privacy Policies of those websites and services.

Spam

LUS Fiber works hard to prevent and to block spam and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up-to-date on ways to avoid and combat spam.

Cookies

LUS Fiber, or a vendor that places advertising on our websites, may use “cookies” to collect information about your visit to our website and to manage information concerning your preferences. A “cookie” is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol (“IP”) address, to better tailor our site for you. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

Advertisers and Other Websites

LUS Fiber does not control the Privacy Policies of advertisers or websites that you may link to from our websites or by using our services. You should review their websites for questions about their Internet security.

LAW ENFORCEMENT AND LEGAL REQUESTS

As a provider of communications services, LUS Fiber regularly receives legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, our policy is to cooperate as required by law, but to provide only such information as the law requires. This information is generally sought by a subpoena served to LUS Fiber. Under current law, many criminal subpoenas require that we do not disclose or notify you of the request. Due to this fact and the volume of requests that we receive, we cannot assume any duty to notify you of receipt of any legal requests.

Television Programming Selections

Under current law, records concerning your selection of television programming are generally protected from disclosure and may be obtained only under a court order. After such notice is given, you have the opportunity to appear in court and object. Other types of records may also be sought by a subpoena, as described above.

Internet Information

Current law provides that personal account and other information concerning use of our Internet services may be subpoenaed by governmental entities. In such cases, you may not be entitled to notice of such a request. The law does permit us to disclose to law enforcement voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

Telephone Information

Current law requires law enforcement to obtain a court order or warrant for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information.

SECURITY OF INFORMATION

LUS Fiber protects personally identifiable information found in our most sensitive databases in encrypted formats within controlled and secure environments with restricted access. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

CHILD'S PRIVACY

The websites provided by LUS Fiber are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe that your child may have provided us with personal information, you can contact us at the return address provided in the "Customer Access to Information" section of this notice or at the address found on your monthly bill and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or viewing its website at www.ftc.gov.

CHILD PORNOGRAPHY

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

CUSTOMER ACCESS TO INFORMATION

You may check the accuracy of some of your account information by contacting a Customer Service representative. Consistent with the law, we will make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us

of any errors you believe we should correct. We will make the information available to you, upon prior request and at your own cost, during normal business hours at the LUS Fiber retail office location at 1875 W. Pinhook Rd. or 2701 Moss St., Lafayette, LA.

YOUR ENFORCEMENT RIGHTS

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek relief in a civil action filed under federal law.

OTHER TERMS AND CHANGES IN POLICY

Other terms and conditions affect our service offerings, including, but not limited to, certain Television and Internet service contacts, our Residential and Business Subscriber Agreements for High Speed Internet service, the Terms of Use for our websites and applicable tariffs. Changes in our service offerings, the law, and our policies may cause us to make changes to this and other policies from time to time. Any change will be posted with the online Privacy Statement at www.lusfiber.com.

OUR NETWORK PRACTICES

LUS Fiber may take measures to respond to extraordinary levels of usage, denial of service attacks, or other circumstances that may have a significant effect on your service or the service of other subscribers. We are committed to the management of our network to improve service offerings, protect you, and create new services for you. We use inspection technology to understand the types of traffic on our network, for growth and capacity planning, for customer service and analysis purposes, and to develop and market products and services that may be of interest to you. We do not use inspection technology to shape or throttle Internet traffic. We may use inspection technology for security purposes including identification and blocking of botnets, viruses, phishing sites, and malware. We use other measures to ensure the best overall experience for you, such as: rate limiting of email (as set forth in our email policies), email storage limits (including deletion of dormant or unchecked email), rejection or removal of spam, and data usage management. We also employ other means to protect customers, children, and our network, including blocking access to child pornography.

CPNI CUSTOMER ANNUAL NOTICE

IMPORTANT CUSTOMER NOTICE

LUS Fiber employs comprehensive safeguards to protect the privacy of your information under federal law. The Federal Communications Commission (FCC) requires LUS Fiber to notify all customers of their additional rights to restrict the use of their customer proprietary network information (CPNI).

WHAT IS CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)?

CPNI is simply defined as a customer's individual information that relates to the quantity, technical configuration, type, destination and amount of use of your telecommunications service, including the information contained in your bill. CPNI does not include your published directory information or any information that is already in the public domain, such as your name, address or published telephone number. Examples of CPNI include information about which services you purchase, the amount of your long distance bill or call detail information. These examples are the kind of information that LUS Fiber possesses because we need that information to serve you.

PERMITTED USE OF CPNI BY LUS FIBER WITHOUT YOUR PERMISSION

CPNI can be used for certain purposes without your permission. CPNI may be used to offer you new or enhanced services, such as speed calling, call forwarding or caller id, that are related to the services to which you currently subscribe or to respond to your inquiry regarding services which you currently use. CPNI may also be used for company functions related to billing and collection, repair and maintenance, installation of inside wiring, to protect the property of LUS Fiber and to prevent fraud.

OPT-OUT CONSENT FOR MARKETING COMMUNICATION

LUS Fiber is sending this notification regarding your CPNI rights because we need your consent to use this information to provide you with marketing information for new and progressive communications services that we offer. You need to

respond only if you do not wish to give us permission to use your information in our marketing plans. These plans may include using your information to contact you about digital TV, high-speed internet, our popular calling and premium phone feature packages, or any other new services that we may have to offer.

You need to respond only if you wish to deny permission to use your information in our marketing plans. If you have not denied consent within 30 days, LUS Fiber will be authorized use your CPNI for marketing purposes.

In addition to your right to disapprove of the use of CPNI as set forth above, and you may withdraw consent at any time by calling us at 993-4237 (99-FIBER). Your consent will remain valid until we receive a notice withdrawing consent. If you deny consent for use of your CPNI, it will not affect our provisioning of your services.

FTC BUSINESS DO NOT CALL NOTICE

As part of its compliance with Federal and State Do-Not-Call statutes and regulations, LUS Fiber is obligated to notify business customers of their responsibility to comply with these requirements.

If your business makes outbound telephone solicitations, you must comply with Federal Do-Not-Call statutes and regulations (47 C.F.R. 64.1200, and 16 C.F.R. 310) and any applicable State laws. If you need assistance in understanding the legal obligations imposed in these Federal and State laws, please contact your attorney for further guidance.

SPECIAL NOTICE TO OUR LOUISIANA CUSTOMERS

If your business makes outbound telephone solicitations, you must comply with both the Federal Do-Not-Call regulations as set forth in 47 C.F.R. Section 64.1200 and 16 C.F.R. Part 310 as well as Louisiana Revised Statutes 45:844.11 thru 45:844.15. Businesses engaging in telephone solicitation of residential subscribers within the state of Louisiana must do so in compliance with the Louisiana Public Service Commission's ("LPSC") Do Not Call General Order, January 18, 2005.

LUS Fiber takes great pride in serving our customers and we appreciate the trust you have placed in us. We remain committed to supporting your company's needs long into the future.

FTC RESIDENTIAL DO NOT CALL NOTICE

Pursuant to its authority under the Telephone Consumer Protection Act (TCPA), the FCC established, together with the Federal Trade Commission (FTC), a national Do-Not-Call Registry.

The registry is nationwide in scope, applies to all telemarketers (with the exception of certain non-profit organizations), and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is on the registry, subject to certain exceptions. As a result, consumers can, if they choose, reduce the number of unwanted telephone calls to their homes.

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call registry by telephone or by Internet at no cost.

Consumers can register on-line for the national Do-Not-Call registry by going to www.donotcall.gov.

To register by telephone, consumers may call **1-888-382-1222** (for TTY call 1-866-290-4236). You must call from the phone number you wish to register.

For more information visit: www.fcc.gov/cgb/donotcall.

CONTACTING LUS FIBER

CUSTOMER SERVICE

1875-B W. Pinhook Road | 2901 Moss St. | 99-FIBER (993-4237) | lusfiber.com

2018 Annual Privacy Notice



Annual Privacy Notice

YOUR GUIDE TO LUS FIBER'S TERMS & CONDITIONS