At Wave Broadband we take your privacy seriously and we want you to know our policies. This Notice will give you an overview of those policies and how we will apply them in specific situations.

The Cable Communications Policy Act of 1984 (the “Cable Act”) contains restrictions on the collection, disclosure and retention by cable operators of personally identifiable information about subscribers to cable television or certain other services. Other federal law also may apply to some services, including the Electronic Communications Privacy Act of 1986 (the “ECPA”). This Notice informs subscribers of our policies regarding personally identifiable information we obtain in the course of providing our services that are subject to the privacy provisions of the Cable Act. Those services currently consist of our video programming service, our Internet access service, our telephone service (including our voice over Internet Protocol telephone service). Not all of these services may be available in your local cable system. Our policies are intended to conform to the requirements of the Cable Act, the ECPA and other applicable law. The term “Wave Broadband,” “we,” “our” or “us” refers to any company that is controlled by WaveDivision Holdings, LLC, a Delaware limited liability company, and through which you subscribe to any cable or other service covered by the privacy provisions of the Cable Act or other laws mentioned in this Notice.

Policy Overview. This Notice tells you our policies regarding:

• The kinds of personally identifiable information we collect;
• How we use that information;
• The nature, frequency and purpose of any disclosure we may make of that information and the types of persons and entities to which the disclosure may be made;
• The period during which we will keep that information;
• The choices available to you regarding collection, use and disclosure of that information, including the times and place at which you may have access to that information; and
• Certain rights you may have regarding that information.

Information is “personally identifiable” if it can be used to identify or contact an individual, such as his or her name and address or telephone number. It also includes information that links data about an individual’s activities or history to that individual, such as the combination of the individual’s name with the fact that he or she pur-

Access to Our Records About You. Under the Cable Act, cable subscribers have the right to inspect our records that contain personally identifiable information about them to have a reasonable opportunity to correct any errors in such information. If you wish to exercise this right, please notify us at the local Wave Broadband office specified on your bill, and we will contact you to arrange a mutually convenient time during our regular business hours.

Your Rights Under the Cable Act. The Cable Act provides you with a cause of action for damages, attorneys’ fees and costs in Federal District Court if we violate the Cable Act’s limitations on the collection, disclosure, and retention of personally identifiable information about you.

Contact Your Local Wave Broadband Office If You Have Questions. If you have any questions about our policies described in this Notice, please contact your local Wave Broadband office at the address and telephone listed on your bill (or, if you have not yet been billed, on the service order you signed to subscribe to the service).

Privacy Policy

1-866-WAVE-123 | wavebroadband.com
policies that govern your use of our services; and
• Other information that we need to render a service to you or conducting our business of
providing that service.
In general, we use this personally identifiable information as necessary to render our services
to you, to detect unauthorized reception of cable communications and for tax, legal, accounting
and other purposes related to our business of providing our services to subscribers, including,
but not limited to, the following:
• To make sure you are being billed properly and pay for the services you receive;
• To send you pertinent announcements about the Wave Broadband services you receive;
• To improve the quality of Wave Broadband’s services;
• To answer questions from subscribers such as troubleshooting; and
• To send promotional material or information to you about other products and services avail-
able from Wave Broadband or others, subject to applicable law and any “opt-out” choice you
make as described in this Notice.
Without your written or electronic consent, we may not collect this personally identifiable in-
f ormation about you over our cable system unless it is necessary to render a service you receive or
detect unauthorized reception of cable communications. If you use the Wave Broadband
Internet access service, an interactive television service or a telephone service (including voice
over Internet Protocol telephone service) we provide, then as a necessary incident of provid-
ing that service, our computer systems automatically capture and store information that may
include, but is not limited to, the interactive television service offerings you order using such
interactive television service and the Websites you visit using such Internet access service; the
date, time and length of your Internet visits or telephone calls; the IP (Internet Protocol) ad-
dress of the computer you use or e-mail addresses or telephone numbers that you communicate
with; and the text of e-mail or other electronic communications you send or receive using any of
these services. We use that information to provide the service, to bill and collect service-related
changes, to ensure compliance with applicable law and contractual provisions and to customize
our services based on the interests of subscribers and for tax, legal, accounting and other pur-
poses related to our business of providing such services. Any personally identifiable informa-
tion that may be derived from these logs is subject to the policies described in this Notice and
our obligations under the ECPA and other applicable law.
We may also combine personally identifiable information that we obtain from you in the course
of our business of providing a service to you with personally identifiable information that we
obtain from third parties for the purpose of creating an enhanced personal database to use in
marketing and other activities.
Disclosure of Personally Identifiable Information by Us.
Under the Cable Act, Wave Broadband may not disclose personally identifiable information
about you except in certain limited circumstances.
We may disclose personally identifiable information about you with your prior written or elec-
tronic consent. As permitted by the Cable Act, Wave Broadband also may disclose from time
to time, without such consent, personally identifiable information about you if necessary to ren-
der, or conduct a legitimate business activity related to, a cable service or other service provided
to you. The kinds of persons or entities to which we may make such disclosures (to the extent permitted
by the Cable Act) include, but are not necessarily limited to, the following:
• Persons or entities that control, are controlled by, or under common control with Wave Broad-
band;
• Billing services, collection agencies and credit agencies;
• Installation, repair and other contractors and subcontractors or suppliers of goods or services
we use in providing a service to you;
• Sales representatives used to market our services;
• Accountants, lawyers, consultants and other professionals we or our affiliated companies use
in our businesses; and
• Cable programming or content suppliers and program guide distributors.
In addition, if Wave Broadband or its affiliates directly or indirectly transfer ownership of or an
interest in all or part of the business of providing a service you subscribe for, we may disclose or
transfer your subscriber records to the purchaser or other party to the extent necessary to
complete the transaction or permit the purchaser or other party to continue to provide you
with service after the transaction is completed. This kind of transaction could take the form of a
merger, sale of stock or assets, formation of a joint venture, investment or some other structure.
Information we disclose for purposes relating to billing and levels of service usage is generally
provided on a monthly basis. Information for other purposes is provided as it is needed.
As permitted by the Cable Act, we may also from time to time disclose lists of our subscribers
to third parties for purposes other than those referred to above. Those lists may contain your name
and address, so long as we have given you the opportunity to prohibit or limit such disclosure
and we do not also reveal, directly or indirectly, the extent of any viewing or other use of the
services we provide to you or the nature of any transaction you make using those services.
This permits us, among other things, to disclose your name and address to charities, advertisers,
direct mail marketers and telemarketers for use in telephone or mail solicitations, market re-
search or other purposes. You have the right to elect not to be included on such a list. If you
do not desire to be included on any such list, you may “opt out” by contacting your local
Wave Broadband cable office (which is identified on each monthly bill you receive),
or by writing to us at Wave Broadband at 401 Parkplace Center, Suite 500, Kirkland
WA 98033. If you use the Wave Broadband Internet access service or telephone service (includ-
ing voice over Internet Protocol telephone service) to send or receive an email message or other
electronic communication, the ECPA permits us to access the content of those communications.
It also permits us to disclose such information to an addressee or intended recipient (or his or
her agent); to a person involved in forwarding such information to its destination or when it is
necessarily incident to providing service or to protect our rights or property; or to any one with
the consent of the subscriber or an addressee or intended recipient (or his or her agent).
The Cable Act also permits us to disclose personally identifiable information about you if authorized
by a court order and if you have been notified of such order. If a governmental authority seeks
the disclosure of personally identifiable information under any law except (i) the ECPA or (ii) the
federal “pen register/trap and trace” statute (which we refer to as the “Register/Trace Statute”),
then the Cable Act may prohibit such disclosure unless the disclosure is required by a court order
and the following two special requirements are met:
• you have been given the opportunity to appear and contest in court any claims made in sup-
port of the court order sought by the governmental authority; and
• in the court proceeding, the governmental authority has offered clear and convincing evi-
dence that you are reasonably suspected of engaging in criminal activity and that the informa-
tion sought would be material evidence in a case against you.
If a governmental authority seeks personally identifiable information about you under the