

## **PRIVACY POLICY**

West Side Telecommunications (the “Company”) provides this notice of our Privacy Policy (the “Policy”) to our customers regarding our policies with respect to the handling and use of information that we receive from them. As discussed herein, the Company’s policy is to limit the information collected regarding our customers and users of our products and services to that which we need to conduct our business and to offer our products and services that might be of interest to our customers. When we interact with one of our customers, that customer may provide information that individually identifies her or him (such as the individual’s name, address, telephone number or e-mail address) (“Individual Information”) to us. This can occur in a number of ways. For example, the Individual Information can be shared via the Company’s web site or services when, for example, you order a service, send an e-mail, or registering to receive news or public information. As a result, the Company believes that you should know how we will use and do not use the Individual Information as explained below.

### **The Company does not:**

1. Collect Individual Information from our customers via our website unless it is provided to the Company. (Please note, however, the Company does ask for individual information when we are setting up an account for that customer.)
2. Sell Individual Information to unaffiliated parties.

### **At the same time, the Company does:**

1. Use security techniques and methods within our network that are designed to protect our customers’ Individual Information from unauthorized access.
2. Collect, maintain and use a customer’s Individual Information as necessary to provide the most helpful and targeted products and services to meet our customers’ needs.
3. Honor our customers’ requests to remove their names from our telephone or mail solicitation lists using reasonable efforts to delete the information from existing files. (And, should you wish, you may contact the Company to request such removal.)
4. Provides access to Individual Information when the Company undertakes projects with business partners. However, we make this disclosure with an understanding from our business partners that they too will also treat the Individual Information in a manner consistent with our respect for privacy concerns.

## **Privacy and Customer Proprietary Network Information**

When you use our service, that use is your authorization to us to monitor and record communications to the Company regarding your account or the services provided by the Company for purposes of quality assurance.

Please note that the Company will not give you notice of any subpoenas or court orders related to your account or use of our services unless required by law. Individual Information in our billing and customer care systems concerning your account and your use of our services belong to the Company, and you have no expectation of privacy with respect to such Individual Information. You agree that the Company may release Individual Information in its possession about you when required to do so by law, to provide Individual Information to third parties solely for the purpose of assisting the Company in providing any service to you, or if the Company reasonably believes that an emergency involving immediate harm to a person or property requires disclosure.

The Company may analyze your account and usage information and share this information with affiliates of the Company to communicate with you regarding equipment or services that may become available to you. If you do not want the Company to provide your information to other affiliates of the Company for this purpose, please notify us.

To provide services to you, we may maintain certain customer proprietary network information, or CPNI, that includes the types of services that you currently have or have purchased, how you use the services, and billing information for the services..

## **Disclosure of Account Information**

As a general rule, the Company does not release customer account information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate. Nonetheless, there are exceptions to this general rule. For example, the Company might provide information to regulatory or administrative agencies so that they can accomplish their regulatory tasks (for example, responding to a customer complaint) or provide such information when we determine that such disclosure may maximize the efficiencies of our own processes (such as correcting mailing addresses). At all times, however, the Company will comply with legal requirements, such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

Please note that we will only disclose account information to the customer whose name appears on the account. However, you may alter this policy by instructing us in writing to release your account information to someone. Once that written release from you is received by us, we will honor your request and provide that information to the

third party that you have noted until the release which you have sent is cancelled in writing by you. At times, we have found that our customers need to have other individuals to have access and control of that customer's account. We will honor our customer's request in this regard but only where such request is made in writing to us by the original customer and where the original customer agrees that such individual(s) shall be jointly listed or identified as such on the account by the customer whose name appears on the account.

The Company may provide one of our customer's account information to other companies in the process of providing services to you. The Company typically has a business relationship with these companies. For example, another company may be hired by us for the process of billing your account. Likewise, the Company may provide account information to collection agencies when our customers do not pay their bills. When this occurs, the use that can be made of this information is limited to collection activities for our charges and for the charges the Company bills for others.

### **Value Added Offerings**

Because the Company appreciates the trust you have placed in us, we continually look for ways to enhance our business relationship. From time to time, the Company may inform you about a product or service. Using the information you have provided, the Company strives to limit our offers to those offers that the Company reasonably believes you would appreciate receiving. The Company's goal is to have every contact by you with us to be a positive experience. Consequently, if you would prefer not to receive these value-added services, offers and opportunities, please feel free to contact us.

### **Children**

While the Internet is, in our view, a valuable tool, the Internet does offer open access to a wide range of information. Therefore, in our view, it is important that parents supervise and prevent access to inappropriate content, email or chat sessions or inappropriate disclosure of Individual Information by their children. Therefore, children should consult with their parents or guardian before furnishing any data to the Company and we suggest parents to supervise their child's on-line activities. Thus, the Company recommends that parents use one of a number of available on-line parental control tools that provide a more child-friendly on-line environment and can reduce the possibility of children disclosing individually identifiable information without parental consent.

### **Links to Other Websites**

The Company is not responsible for content or privacy policies of other websites. Therefore, you should keep this in mind when accessing sites through links on the Company's website.

### **Updates**

Our goal is to strive to improve the services we offer. In doing so, we may update this Policy from time to time. Accordingly, the Company reserves the right to expand our capabilities for information collection and use, and may change our policies including this Policy at any time.

Should you have any questions or comments relating to this Policy or the Company's privacy practices, please contact West Side Telecommunications Customer Care at 1449 Fairmont Road, Morgantown WV 26501, telephone 304-983-2211, or email us at [customer care@westsidetel.com](mailto:customer care@westsidetel.com).