

PRIVACY POLICY

Consolidated Companies, Inc. and its affiliated companies (the “Company”) intends to limit the information collected regarding our customers and users of our products and services pursuant to this Privacy Policy (“Policy”) that is needed to conduct business and to offer products and services that might be of interest to our customers. A customer may provide individually identifiable information (such as your name, address, telephone number or email address) (“Individual Information”) to the Company in a number of ways through the Company’s website or services, for example, by ordering a service, sending an email, or registering to receive news or public information.

The Company does not:

- Collect Individual Information from our customers via our website unless it is provided to the Company. (The Company does ask for individual information for account set up.)
- Sell Individual Information to unaffiliated parties.

The Company does:

- Use security techniques designed to protect customers' information from unauthorized access.
- Collect, maintain and use customer information as necessary to provide the most helpful and targeted products and services to meet customers' needs.
- Honor customers' requests to remove their names from our telephone or mail solicitation lists using reasonable efforts to delete the information from existing files. (You may contact the Company to request such removal.)
- Provide access to Individual Information when the Company undertakes projects with business partners. This disclosure is made with an understanding that our business partners will also treat the Individual Information with respect for privacy concerns.

Consolidated affords full access to all lawful content, services, and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet access service users. The Company does, however, reserve the right to monitor bandwidth, usage, data transmissions and content for purposes of protecting the integrity of its communications network and its Internet access service through reasonable network management practices.

Consolidated may collect equipment information to identify the equipment customer is using on the network, including but not limited to: equipment type; serial number; settings; configuration; and software. The Company may also collect performance information to examine the operation of the equipment, services, and applications the customer may use on the network, including but not limited to: IP addresses; URLs; data transmission rates; latencies; location information; security characteristics; and information about the amount of bandwidth and other network resources customer is using in connection with uploading, downloading or streaming data to and from the Internet. This collection of or monitoring of network traffic, activity, performance information, and/or equipment information by the Company is done solely for reasonable network management purposes. Similarly, the Company does not distribute information on end user network activity and/or traffic information to any third party entities for any non-network management purpose. Consolidated is of course required to comply with relevant federal and state laws, regulations, judicial orders, and governmental requests for information, relating to information covered under this Privacy Policy, as well as other categories of information. Accordingly, any such information may be disclosed to other entities if the Company determines, in its sole discretion, that the disclosure is required by law or is necessary to protect its interests or the interests of its customers. The Company may also find it necessary to disclose any such information as part of any merger, acquisition, sale of company assets or transition of service to another service provider.

Privacy and Customer Proprietary Network Information

You authorize us to monitor and record communications to the Company regarding your account or the services provided by the Company for purposes of quality assurance. For online orders, the Company may implement reasonable procedures, including but not limited to validating information provided by you or restricting the amount of equipment and services purchased on-line by a single customer. The Company reserves the right to cancel or reject on-line orders at any time for security reasons or privacy concerns.

The Company will not give you notice of any subpoenas or court orders related to your account or use of Services unless required by law. Information in our billing and customer care systems concerning your account and your use of services belongs to the Company, and you have no expectation of privacy with respect to such information. You agree that the Company may release information in its possession about you when required to do so by law, to provide 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 its affiliates 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 our affiliates for this purpose, please notify us.

To provide services to you, the Company maintains certain customer proprietary network information ("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. When you view your account information or shop for products/services on-line, you agree that the Company may display your CPNI on-line to fill orders or allow you to make account changes.

Disclosure of Account Information

As a general rule, the Company does not release customer account information to unaffiliated third parties without your permission unless the Company has a business relationship with those companies where the disclosure is appropriate. 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 to maximize the efficiencies of our own processes (such as correcting mailing addresses). 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.

The Company will only disclose account information to the customer whose name appears on the account. If you instruct the Company in writing to release your account information to someone, the Company will honor your request and provide that information. If other people need to have access and control of your account, such persons must be jointly listed or identified as such on the account by the customer whose name appears on the account.

The Company may provide 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 for the process of billing your account. The Company may provide account information to collection agencies when customers do not pay their bills. 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, the Company continually looks 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 believes you would appreciate receiving. The Company wants every contact you have with the Company to be a positive experience. Consequently, if you would prefer not to receive these value-added services, offers and opportunities, please contact us.

Children

Children should consult with their parents or guardian before furnishing any data to the Company. Parents should supervise their child's on-line activities and the Company recommends that parents use one of a number of available 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. The Internet offers open access to a wide range of information and it is important that parents supervise and prevent access to inappropriate content, email or chat sessions or inappropriate disclosure of Individual Information.

Links

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

Updates

The Company will strive to improve the services offered, and may update this Policy from time to time. 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 the Company's Customer Service Department at 6900 Van Dorn St., Suite 21, P.O. Box 6147, Lincoln, Nebraska 68506-0147, telephone 800-742-7464, or email us at customerservice@nebnet.net.