

PRIVACY POLICY

SANTEL RESPECTS YOUR PRIVACY

Santel Communications Cooperative Inc. and its affiliates or subsidiaries (hereafter referred to as "Santel") strive at all times to respect a customer's desire for privacy. We obtain and use individual customer information for business purposes only. The information is used to enable us to provide our customers with the best service possible. Customer information may also be used to protect customers, employees and property against fraud, theft, or abuse and to maintain good customer relations. Our employees are responsible for safeguarding individual customer information and communications. All personnel are aware of and protect the privacy of all forms of customer communications and information.

Privacy for Internet Service Subscribers

Santel does not track its user's activities on the Internet. We monitor traffic in the aggregate in order to improve our Internet services and web site.

Customer Proprietary Network Information (CPNI)

It is the policy of Santel to maintain and protect the confidential and proprietary network information it possesses of its customers. Unless required to do so by law or unless such information will assist Santel in providing telecommunications services, no customer confidential or proprietary information will be given to any third parties. For the purposes of this policy, "customer confidential or proprietary information" does not include any information published in any telephone directory.

Privacy of Information

One can visit and use our web site with complete privacy. A web site visitor can choose to provide customer-specific information by ordering a product or service, sending us e-mail or using our convenient on-line tools. Any information provided by a web site visitor is held strictly confidential by Santel or by its authorized agent and will not be sold or provided to any other organization or business.

Privacy of Personal Information

No personal information obtained on-line is released outside of Santel or by its authorized agent, except with the customer's permission, as required by law, for safety reasons, or to survey customer satisfaction. We use the information provided when placing an order to complete that order. Any information asked for on our website will only be used to process your request. We do not sell customer information to any outside party.

Internet Use

Any web sites of Santel may contain links to other web sites. Website navigation and content are not intended for children under the age of 13. We are not responsible for the content or privacy policies of other sites. Even though we will use our best efforts to assure privacy and confidentiality, material on the web, e-mail, or other electronic communications cannot be guaranteed to be protected against access by unauthorized

persons. Access by unauthorized persons can be obtained without your consent or our consent. This is simply a function of the technology in today's environment.

Data Security

To prevent unauthorized access, maintain data accuracy and ensure only appropriate use of information, appropriate safeguards have been established to secure the information collected on-line.

Updates

To improve the services we offer, the information obtained about web users may be revised in the future. This privacy statement will be updated to reflect any future developments in our Internet business practices and will be posted on our website. Your continued use of services shall constitute your acceptance of any and all new terms accordingly.

Electronic Communications Privacy Act (ECPA) Notice

Customers are hereby notified that Santel does NOT offer the same degree of privacy for email or files that the customer expects from regular paper mail.

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