

## **Manning Municipal Utilities Privacy Policy**

Protecting privacy is not a new endeavor for Manning Municipal Utilities. MMU has a long-standing tradition of recognizing and protecting the privacy of customers who use its telecommunications services. MMU maintains strict customer information privacy policies and uses state of the art technologies to safeguard customer information and communications from unauthorized intrusions.

MMU recognizes that the growth of Internet services has created additional privacy concerns, particularly for consumers. Online privacy concern focus primarily on the protection of “customer identifiable” information which an individual or other customer reasonably expects to be kept private. As the term suggests, “customer identifiable” information is information that, when associated with an individual identifies that individual, for example, a customer’s name, address, telephone number, and e-mail address.

Some Internet users may also wish to know who can learn about what they do on the Internet, even when that online behavior is not directly linked to any information that identifies an individual. For example, advertisers may observe whether visitors to a web site see or respond to online advertising without knowing who those visitors are.

It is common practice and often a necessity for companies, governments, or other organizations to collect customer identifiable information in order to conduct business and offer services. For example, a telecommunications provider may collect customer identifiable information, such as name, address, telephone number, and a variety of other information in the course of billing and providing services to a customer.

Some activities on the Internet follow very familiar patterns. Consumers signing up for an Internet access service, for example, are usually asked to provide name, address, telephone number and credit card and other information that is typical when the consumer orders a product or service. Similarly, business web sites may ask visitors to supply information about themselves, particularly when information, services or merchandise are requested, but often simply to be able to better target MMU’s services to the customer’s interests and requirements.

### **MMU HAS PUT IN PLACE THE FOLLOWING PRIVACY POLICY**

This policy covers Manning Municipal Utilities. MMU will continue to protect customer information derived from its local, long distance, Internet services, and wireless services consistent with federal laws and with federal regulations issued by the Federal Communications Commission. In order to be consistent with this policy, MMU expects each of its Internet customers to be familiar with and to have read and understood all of the information described in the Acceptable Use Policy.

### **HOW MMU PROTECTS YOUR PRIVACY ONLINE**

**Collection and Use:** MMU will collect and use customer identifiable information for billing purposes, to provide and change service, to anticipate and resolve problems with your service, or to create and inform you of products and services that better meet your needs. This means that MMU may use your customer identifiable information, in conjunction with information available from other sources, to market new services to you that MMU thinks will be of interest to you, but MMU will not disclose your customer identifiable information to third parties who want to market products to you.

When you access the Internet, the computers that host web sites you visit (web servers) automatically receive some anonymous information. This “usage data” may include a record of which pages a web browser has visited. MMU servers receive usage data when customers visit mmaia.com sites, and when MMU Internet customers visit other sites as well. MMU may use usage data to provide advertising about goods and services that may be of interest about your activities on the Internet together with any information that identifies you without your consent.

### **DISCLOSURE**

MMU will not sell, trade, or disclose to third parties any customer identifiable information derived from the registration for or use of a MMU Internet service – including customer names and addresses – without the consent of the customer (except as required by subpoena, search warrant, or other legal process or in the case of imminent physical harm to the customer or others).

When MMU uses other agents, contractors or companies to perform services on its behalf, MMU will ensure that it protects your customer identifiable information consistent with this policy. If MMU includes your name and any other customer identifiable information in a directory that MMU created from information received as an ISP, or internet service provider, MMU will give you the opportunity to have your information excluded from that directory. Business directories that MMU creates may, however, contain information obtained from other sources.

## **SECURITY**

MMU has implemented technology and security features and strict policy guidelines to safeguard the privacy of your customer identifiable information from unauthorized access or improper use, and MMU will continue to enhance MMU's security procedures as new technology becomes available.

## **E-MAIL CONTENTS**

MMU will not read or disclose to third parties private e-mail communications that are transmitted using MMU services except as required to operate the service or as otherwise authorized by law.

## **IMPROPER CONDUCT**

MMU may also use customer identifiable information to investigate and help prevent potentially unlawful activity or activity that threatens the network or otherwise violates the customer agreement for that service.

## **ACCOUNT INFORMATION**

MMU honors requests from customers to review all customer identifiable information maintained in reasonably retrievable form, which currently consists of your name, address, e-mail address, telephone number and/or billing information, and will correct any such information which may be inaccurate. Customers may verify that appropriate corrections have been made.

## **ADDITIONAL PRIVACY PROTECTION FOR CHILDREN USING THE INTERNET**

MMU joins the industry in recognizing that children, including young teens, may not be able to make informed choices about personal information requested online. Accordingly, MMU does not target children or teenagers (younger than eighteen years of age) for collection of information online. MMU does not solicit or collect customer identifiable information targeted at children and teenagers under eighteen and does not allow anyone else to do so on a MMU web site. In addition, the editorial content of MMU web sites designed for children will not knowingly promote or link to any third party web site that collects customer identifiable information unless that web site publishes a privacy policy that is easily accessible.

In addition, on all of its online services and MMU web sites, MMU will encourage children to seek the consent of their parents before providing any information about themselves or their households to anyone on the Internet. MMU encourages parents to take an active role to protect the privacy and security of their children and to prevent the inappropriate use of information about their children. MMU supports the development of technologies that help parents to control the collection and use of personal information from children who use online services in their households.

Finally, MMU is compliant with the PROTECT Our Children Act. The PROTECT Our Children Act is a federal statute which imposes certain reporting and retention requirements for ISPs (and other companies which provide electronic communications services or remote computing service) and who have actual knowledge of activities involving child pornography or the sexual exploitation of children. Service providers are required to report actual knowledge of certain

criminal behavior to the National Center for Missing and Exploited Children (NCMEC) tip line but are not required to monitor users or to affirmatively seek facts or circumstances that would trigger a report.

If you would like more information on how to protect your children while they are online, visit the Federal Trade Commission's OnGuardOnline website at <https://www.onguardonline.gov>.

## **CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) POLICY**

MMU knows the importance of personal privacy to MMU's customers. MMU keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data. Federal law concerning telecommunications companies regulates the use of account information to selectively market specific products and services to specific customers.

### **WHAT KIND OF INFORMATION IS MMU REFERRING?**

This information, legally referred to as Customer Proprietary Network Information (CPNI) includes data such as which long distance carrier you have chosen, what calling features you use and which calling plans, if any, to which you may be subscribed.

### **WHO USES THIS INFORMATION AND IS IT PROTECTED?**

Only MMU can see this or use this information. It is never released to outside companies. You have the right, and MMU has the duty under federal law, to protect the confidentiality of this type of information.

### **WHAT DO I NEED TO DO?**

No action on your part is necessary unless you wish to restrict MMU's use of this type of information to contact you for the purpose of tailoring MMU service offerings to your individual needs. Should you wish to restrict use of your CPNI, or if you have any concerns about the MMU privacy policy or its implementation, please call us at 712-655-3905 or send an e-mail to [info@mmuia.com](mailto:info@mmuia.com) with your request within 30 days of receipt of this policy. Restricting CPNI may make you ineligible to receive information from MMU about new products and services, promotions and packaged offerings.

### **HOW DOES THIS AFFECT SERVICES I RECEIVE?**

Whatever you decide will not affect the provision of any services to which you subscribe. Your approval or denial for the use of CPNI will remain valid until you notify MMU otherwise. Again, MMU only uses your account information to market other telecommunications services and products MMU offers and no action is required on your part unless you wish to restrict MMU's use of your CPNI. You will still receive monthly bill inserts, quarterly newsletters, blanket advertisements and promotions, and any other publications which are sent to all customers at the same time, so that MMU can keep you up to date on what is happening.