

BLUE MOUNTAIN NETWORKS

Privacy Statement | For Residential Subscribers

Introduction

This Privacy Statement explains how Blue Mountain Networks collects, uses, discloses, and protects personal information associated with the Services it provides. Privacy interests are also governed by applicable law, including the Communications Act of 1934, as amended, and the Electronic Communications Privacy Act.

1. Purpose and Scope

This Privacy Statement applies to personal information handled by Blue Mountain Networks in connection with internet, high-speed data, local and long-distance telephone, VoIP, customer support, account administration, service appointments, and related service communications. It also describes the privacy practices applicable to Blue Mountain Networks' Transactional Service SMS program.

2. Information We Collect

Blue Mountain Networks may collect and maintain personal information that customers provide or that is reasonably necessary to establish, maintain, bill for, schedule, troubleshoot, restore, or support subscribed Services. Depending on the Service or customer interaction, this information may include:

- Name and service or account contact information.
- Telephone and mobile telephone numbers.
- Customer account information or customer relationship management (CRM) identifiers.
- Service appointment, scheduling, and customer support information.
- Records associated with service communications, including Transactional Service SMS communications.

3. How We Use Information

Blue Mountain Networks uses personal information as reasonably necessary to provide, maintain, schedule, troubleshoot, restore, bill for, and support subscribed Services; communicate service and account information; administer customer support and service appointments; operate and maintain communications systems; prevent fraud or misuse; comply with applicable law or legal process; and protect Blue Mountain Networks' rights, property, customers, or operations.

4. How We Disclose Information

Blue Mountain Networks may disclose personal information when specifically authorized or required by applicable law or legal process, when reasonably necessary to protect Blue Mountain Networks' rights, property, or operations, or when circumstances indicate that individual or public safety may be at risk.

Blue Mountain Networks may also disclose limited information to service providers acting on its behalf when reasonably necessary to provide Services, deliver communications, operate or maintain systems, provide customer support, prevent fraud or misuse, comply with applicable law, or protect legal rights.

Telephone Service Disclosures

For Local Telephone Service, Long Distance Telephone Service, and VoIP Service customers, Blue Mountain Networks may disclose a customer's name, address, and/or telephone number in connection with Caller ID functions, telephone directories, and 411 and 911 Services. Blue Mountain Networks may also disclose personally identifiable information to telephone companies serving the end users a customer calls when necessary to complete those calls. Customers may contact Blue Mountain Networks regarding removal of information from one or more applicable services, subject to any applicable fees.

5. Transactional Service SMS Privacy

A. SMS Service Communications

Blue Mountain Networks may collect or maintain a customer's mobile telephone number when the customer provides or confirms that number in connection with establishing, maintaining, scheduling, billing, troubleshooting, restoring, or receiving support for Blue Mountain Networks Services.

Blue Mountain Networks uses customer-provided mobile telephone numbers to deliver Transactional Service SMS messages directly related to the customer's active Services. These communications may include service outage notifications, planned maintenance notifications, appointment scheduling and confirmations, technician arrival notifications, service restoration updates, billing or account notices, and customer support communications.

When a Blue Mountain Networks representative collects or updates a customer's mobile number, the representative informs the customer that the number may be used for service-related text messages. Blue Mountain Networks does not use the Transactional Service SMS program to send advertising, telemarketing, promotional offers, sales messages, or other marketing communications.

B. Mobile Information and Data Sharing

In connection with Transactional Service SMS communications, Blue Mountain Networks may collect and maintain a customer's mobile telephone number, name, account or customer identifier, SMS communication records, service appointment information, support history, and other information reasonably necessary to provide and support subscribed Services.

Blue Mountain Networks does not sell, rent, share, or otherwise provide customers' mobile telephone numbers or SMS messaging consent information to third parties or affiliates for their marketing or promotional purposes.

Blue Mountain Networks may disclose limited mobile or account information to service providers acting on its behalf only as reasonably necessary to deliver SMS messages, operate or maintain messaging systems, provide customer support, prevent fraud or misuse, comply with applicable law or legal process, or protect Blue Mountain Networks' rights, property, customers, or operations. Such disclosures do not permit those service providers to use customers' mobile information for their own marketing or promotional purposes.

C. Message Frequency and Charges

Message frequency varies based on service activity, including outages, planned maintenance, appointments, technician visits, restoration events, billing or account activity, and customer support interactions. Message and data rates may apply.

D. SMS Preferences

Customers may stop receiving Transactional Service SMS messages by replying STOP to any Blue Mountain Networks SMS message. Once an opt-out request is processed, Blue Mountain Networks will send a final confirmation message and will not send further SMS messages through this program unless messaging permission is subsequently re-established.

Opting out of SMS does not prevent Blue Mountain Networks from communicating service or account information through other available contact methods. Customers may reply HELP for assistance or contact Blue Mountain Networks Customer Support through its published support channels.

Additional information concerning the Transactional Service SMS program, including program terms and carrier disclosures, is available in the Blue Mountain Networks SMS Terms & Conditions.

6. Security

Blue Mountain Networks uses reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, disclosure, alteration, or destruction. No method of electronic transmission or storage can be guaranteed to be completely secure.

7. Changes to This Privacy Statement

Blue Mountain Networks may update this Privacy Statement from time to time. The most current version will be made available on the Blue Mountain Networks website and will become effective upon publication unless otherwise stated.

8. Contact Information

Questions regarding this Privacy Statement or Blue Mountain Networks' privacy practices may be directed to:

Blue Mountain Networks

2180 SE Kelli Blvd

Hermiston, OR 97838

Website: bluemountainnet.com

Customer Support: 541-370-3000

Email: support@bluemountainnet.com