

# DISH Fiber Privacy Policy

## **Scope of Policy**

DISH Fiber Internet L.L.C. and its affiliates (collectively, “DISH”)<sup>1</sup> gathers certain information about its customers for the services it provides. DISH may share that information as necessary to meet business goals and legal obligations as well as to provide services to you. DISH protects the information it obtains about its customers and we require our vendors and those we share it with to protect it as well.

*This policy does not apply to satellite-based video or satellite-based high-speed internet services provided by DISH Network L.L.C. You can review the privacy statements for those services at [www.dish.com/legal](http://www.dish.com/legal).*

## **What information does DISH gather when you sign up for service or visit our websites?**

DISH obtains certain information about you when it provides its services. That information falls into two categories: (1) information voluntarily supplied by you when you sign up for service or use our website(s); and (2) tracking information recorded as users use our service(s) or navigate through our website(s).

In order to use some features on our web site(s) and service(s), for example, to process requests for new service or to make changes to existing service, visitors need to register and provide certain information as part of the registration process. DISH may ask, for example, for your name, email address, street address, zip code, driver’s license and credit card or other financial account information. Supplying this information is voluntary but if you choose not to supply it, we may be unable to provide you with the services you are requesting.

When you submit personally identifiable information over our website(s) or when signing up for our service(s), DISH will use such for the purposes described at the time you submit the information. DISH may also use the information to make you aware of other products and services of interest. If you wish to remain anonymous, you are free to take advantage of the publicly available content on our website(s) without registration.

DISH generates aggregate reports for website visitors to measure the performance of the applicable website. These reports do not contain personally identifiable information.

When an individual visits any Internet site, a unique address called an “IP address” is recorded. DISH does not release any information about the collection of this address when you visit our website(s) to any third party except under court order. DISH archives the log files to create aggregate statistical reports, detect errors at our website(s), and for security reasons.

IP reports for advertisement clicks on our website(s) are shared with the advertiser and advertising networks. This information may be stored by DISH or its affiliates and/or by the advertisers and

---

<sup>1</sup> For purposes of this Policy, the term “DISH” includes one or more affiliates of DISH Fiber Internet L.L.C. as well as the underlying network vendors and suppliers of the foregoing entities.

advertising networks. However, advertisers usually have this information already since their server captures it when a person clicks on an ad. This is done to verify billing for ads. No additional information associated with a specific user is provided by DISH to advertisers.

### **Disclosure of Personally Identifiable Information**

DISH considers the personally identifiable information contained in our business records to be confidential. We may disclose personally identifiable information about you when it is necessary to conduct a legitimate business activity related to the services we provide you. We may also disclose personally identifiable information about you to others who work with us, such as service providers and vendors, when it is necessary to conduct a legitimate business activity related to the services we provide you. We may be required by law or legal process to disclose specific personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel.

### **What information does DISH record for its high-speed internet services?**

When you use your high-speed internet service, we maintain logs of the total amount of data that a user transmits and receives. We also capture the date, time and length of time that a user accesses the Internet through our services, including their IP address at the time.

DISH uses information on the use of its network to manage the customer experience, plan network development and to keep our services running in a reliable and efficient manner. For example, we monitor the network for viruses, to control spam, prevent service attacks, to ensure compliance with our Acceptable Use Policy and Subscriber Agreement and to guard against illegal or inappropriate activity, including, without limitation Digital Millennium Copyright Act violations.

In limited circumstances, we may review the content of the data (such as websites visited, files transmitted or applications used) or in the cases of fraud or harassment, to repair a problem we detect or that is raised by a customer or when law enforcement makes a valid request for the content of specific broadband traffic.

Most of the information we obtain that is attributable to a specific user or a user's session is kept only for a matter of hours or days. If DISH detects patterns in traffic that create concern about potential harm to the network, we may retain the traffic data for longer periods of time or if we are reviewing the impact of applications on the network. We may also retain for longer periods logs of the amount of data transmitted or received and the date, time and duration of Internet access.

- *Children's use of DISH Internet Services:* We understand that children may use our high-speed internet services. DISH urges parents and guardians to monitor what your children are doing on the Internet and the sites they visit. DISH does not knowingly collect personally identifiable information about children under the age of 13 and does not wish to collect any such information. For more information about online safety, visit the [www.OnGuardOnline.gov](http://www.OnGuardOnline.gov), the Federal Trade Commission's resource for Internet safety.

## **Recording reviewing or monitoring your interactions with DISH**

In order to ensure that you receive the best possible customer experience and that our employees are properly trained, DISH sometimes reviews your communications with us. Those communications may include email correspondence and records or listening to or recording, for training purposes, your calls with customer service or repair personnel.

## **Does DISH share customer information?**

Yes. DISH may share information within its corporate structure as permitted by applicable law. DISH engages other companies to help supply, administer and maintain the network and to market, sell and bill our services and we share the appropriate information with them. DISH shares information with companies that provide us with credit evaluations or collect our unpaid bills.

We will share information with other providers in the case of fraud, harassment, a threat to our network or other unlawful activity. DISH may also provide information to government agencies (other than law enforcement) to assist with communications assistance programs. When the law allows, we share information with law enforcement in emergencies or to protect our rights, property or network. We also comply with lawful requests for information from both law enforcement and private parties. We are required by law to share names, addresses and phone numbers with emergency service providers whether that information is publicly available in directories or not.

## **Can customers access information about themselves?**

DISH customers have three ways to access their service information:

- through your bill whether you receive it electronically or via the US Mail;
- online if you have established an account; or
- by calling customer service at 1-800-454-0843.

## **How long will DISH keep my information?**

How long DISH retains specific information varies by business requirements and applicable state and federal law and regulations.

## **How can I contact DISH about this policy?**

Any questions or concerns about this policy or how we implement it can be sent via email to [fiber@dish.com](mailto:fiber@dish.com) or by writing us at:

DISH Fiber Internet L.L.C.  
Attn: Commercial Services  
9601 S Meridian Blvd  
Englewood, CO 80112