

dishNET Wireline L.L.C. Privacy Policy

Scope of Policy

dishNET Wireline L.L.C. (“dishNET”) gathers certain information about its customers for the services it provides. dishNET may share that information as necessary to meet business goals and legal obligations as well as to provide services to you. dishNET protects the information it obtains about its customers and we require our vendors and those we share it with to protect it as well. ¹

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.

What information does dishNET gather when you visit our websites?

dishNET 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 navigate through the website(s).

In order to use some features on our web site, 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. dishNET 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 this website, dishNET will use it for the purposes described at the time you submit the information. dishNET 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 without registration.

dishNET generates aggregate reports for web site visitors to measure the performance of the website. These reports do not contain personally identifiable information.

¹ For purposes of this Policy, the term “dishNET” includes its underlying network vendors and suppliers.

When an individual visits any Internet site, a unique address called an "IP address" is recorded. dishNET does not release any information about the collection of this address to any third party except under court order. dishNET archives the log files to create aggregate statistical reports, detect errors at the website, and for security reasons.

IP reports for advertisement clicks are shared with the advertiser and advertising networks. This information may be stored by dishNET or its affiliates and/or by the advertisers and 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 or ads. No additional information associated with a specific user is provided to advertisers.

Disclosure of Personally Identifiable Information

dishNET 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 dishNET 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.

dishNET 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.

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 dishNET 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 dishNET Internet Services:** We understand that children may use our High-Speed Internet services. dishNET urges parents and guardians to monitor what your children are doing on the Internet and the sites they visit. dishNET 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, the Federal Trade Commission's resource for Internet safety.

Recording reviewing or monitoring your interactions with dishNET

In order to ensure that you receive the best possible customer experience and that our employees are properly trained, dishNET 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 dishNET share customer information?

Yes. dishNET may share information within its corporate structure as permitted by applicable law. dishNET engages other companies to help market, sell and bill our services and we share the appropriate information with them. dishNET 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. dishNET 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?

dishNET 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 855.347.3474.

How long will dishNET keep my information?

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

How can I contact dishNET about this policy?

Any questions or concerns about this policy or how we implement it can be sent via email to Regulatory@dishnetwireline.com or by writing us at:

dishNET Wireline L.L.C.
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