



Mi-Fiber, LLC Privacy Policy

Mi-Fiber, LLC (hereinafter “Mi-Fiber”) recognizes the importance of confidentiality and in protecting customer privacy. Mi-Fiber has established guidelines and procedures for how your information is collected and maintained to protect against misuse or unauthorized release.

Information Collected

In the course of providing our services to you, the customer, Mi-Fiber may collect certain personal information about you including: your name; home, work and e-mail addresses; home, work and cellular telephone numbers; credit, credit card, debit card and bank account information; social security and driver’s license numbers; billing and payment information; records of damage and security deposits; records of maintenance and repairs; data on the broadband (high speed) Internet or telephone equipment installed in your home or office, whether personal property or property of Mi-Fiber; the service options you have chosen; the programs, features and services you have chosen; and other information from third parties that is commercially available.

We may also gather information about how you use our services, including technical information about your use of Mi-Fiber’s network, products, services, and website, and about the equipment that is used, such as configuration, device ID, device status, serial numbers, and software. For example, we may maintain logs of the total volume of Internet data a user transmits, and the date, time and length of time customers access the Internet through our services. We may also collect personal information you provide when visiting Mi-Fiber’s web site. We may also keep notes of customer contacts and inquiries. Personal information does not include public or published listing information.

Mi-Fiber will *not* collect information from any personal communications. Mi-Fiber will not read/listen, retain, or disclose the content of your email messages, instant messages, voice over Internet calls, or online chats. Email messages may be scanned to assure they are secure to be opened on the network, they are not spam, or they are not harmful to the user. Mi-Fiber may also track numbers dialed and addresses emailed.

Use and Sharing

Mi-Fiber uses this information to initiate, maintain, and improve service to you and communicate about our services. This information is also used for billing purposes and may be used if you have customer service questions. Mi-Fiber uses the information for network management and planning. For example, Mi-Fiber monitors its network for malicious attacks, spam, viruses, and violations of its acceptable use policy. Mi-Fiber reviews network usage and traffic volumes and may review the content of network data, including applications used, files transmitted, and websites visited. Mi-Fiber will also share information as necessary to protect its rights, property, and the safety of its customers and third parties.

Mi-Fiber is affiliated with GRM Networks and SCC Networks and shares information among these companies as allowed by law, for example to bill for services, maintain its network, and provide customer support. Mi-Fiber will collect and use the information which Mi-Fiber deems necessary to provide our services with the expected quality and efficiency. Mi-Fiber will retain personal information as long as necessary to suit its business purposes, or as the law may require. Personal information is to be kept confidential by Mi-Fiber, only to be used for the business purpose of providing the services



contracted for and other related business purposes. Personal information may be further used to detect fraud or investigate any unauthorized uses of our services.

Mi-Fiber will occasionally use third party providers for various services to be used by our customers. Mi-Fiber reserves the right to provide these business partners with various pieces of personal information in the interest of providing the best services possible. Our business partners are required by Mi-Fiber to maintain or exceed the level of confidentiality used by Mi-Fiber as pertaining to your personal information. Mi-Fiber does not permit other third parties access to your personal information without your consent except as required by law. If at any point, you, while using our services, become a customer of a third party vendor, you have the responsibility of reviewing that vendor's privacy policy, as it may differ from Mi-Fiber.

Mi-Fiber reserves the right to verify customer credit standing, which may include disclosing personal information to the credit reporting agencies.

Legal and Governmental Disclosures

Mi-Fiber may be required by law to disclose certain personal information to governmental entities or third parties pursuant to legal process. Mi-Fiber also reserves the right to report to appropriate law enforcement or government agencies any activities that Mi-Fiber reasonably believes to be harmful or unlawful. In certain situations, a governmental entity may obtain and issue a warrant, summons, or subpoena to retrieve information such as a customer's name; address; records of Internet usage; an IP address, or any similar record; and any means for payment for our services.

Time Period for Holding of Information

As mentioned above, Mi-Fiber reserves the right to maintain records of customer's personal information for as long as may be necessary to serve our business purposes. This may extend beyond the termination of your account. When Mi-Fiber determines it no longer needs the information to serve a business purpose, it will be destroyed.

Changes to this Privacy Policy

This Privacy Policy may be updated at any time and for any reason, such as to reflect changes in the law and evolving technology, by amending the online version of the relevant document and giving Customer 30 days advance notice. The notice may be provided on your monthly bill, as a bill insert, by email, by posting on our website, or by other written communication. Your continued use of Mi-Fiber's services following any such change indicates your acceptance of the change(s). The current version of the privacy policy replaces and supersedes all previous versions.

Effective Date of this Privacy Policy

This Privacy Policy is effective as of August 23, 2017.

Contacting Us

If you have questions about this Privacy Policy, please email us at: info@mi-fiber.net, or write to us at:

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