

Section: Confidentiality

Effective: November 16, 2011

Revised:

WEBSITE USER INFORMATION PRIVACY

POLICY

This Privacy Policy governs the manner in which Range Telephone Cooperative, Inc. ("Range") collects, uses, maintains, and discloses information collected from User (each, a "User") of the <http://rangeweb.net> website ("Site"). This Privacy Policy applies to the Site and all products and services offered by Range.

PURPOSE

To provide guidelines and acceptance of terms for the use of Range's website.

DEFINITIONS

Customer Proprietary Network Information means:

- (A) information that relates to the quantity, technical configuration, type, destination, and amount of use of a telecommunications service subscribed to by any customer of a telecommunications carrier, and that is made available to the carrier solely by virtue of the carrier-customer relationship; and
- (B) information contained in the bill pertaining to telephone exchange service or telephone toll service received by a customer of a carrier; except that such term does not include subscriber list information.

Non-personal Identification Information means collection of non-personal identification information about Users whenever they interact with Range's Site. Non-personal identification information may include the browser name, the type of computer, and technical information about Users means of connection to Range's Site, such as the operating system and the Internet service providers utilized and other similar information.

Personal Identification Information means collection of personal identification from Users in a variety of ways, including, but not limited to, when Users visit Range's site, respond to a survey, fill out a form, and in connection with other activities, features or resources Range makes available on its Site. Users may, however, visit Range's Site anonymously. Range will collect personal identification information from Users only if they

voluntarily submit such information to Range. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

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DEFINIITIONS (continued)

Pretexting means the practice of pretending to be a particular customer or other authorized person in order to obtain access to a customer's call detail or other private communications records.

Subscriber List Information means any information:

- (A) identifying the listed names of subscribers of a carrier and such subscribers' telephone numbers, addresses, or primary advertising classifications (as such classifications are assigned at the time of the establishment of such service), or any combination of such listed names, numbers, addresses, or classifications; and
- (B) that the carrier or an affiliate has published, caused to be published, or accepted for publication in any directory format.

Third Party Websites means that Users may find advertising or other content on Range's Site that link to the sites and services of its partners, suppliers, advertisers, sponsors, licensors, and other third parties. Range does not control the content or links that appear on these sites and is not responsible for the practices employed by websites linked to or from its Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and service may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to Range's Site, is subject to that website's own terms and policies.

Web Browser Cookies may be used by Range's Site to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes tracks information about them. Users may choose to set their web browser to refuse cookies, or to alert them when

cookies are being sent. If they do so, note that some part of the Site may not function properly.

PRACTICE

How Range Uses Collected Information

Range collects and uses User's personal information for the following purposes:

- I. To improve customer service.
 - (a) User information helps Range to more effectively respond to customer service requests and support needs.

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PRACTICE (continued)

- II. To improve level of service.
 - (a) User information helps Range measure and monitor network performance and the performance of Internet connections.
- III. To administer a content, promotion, survey or other Site feature.
 - (a) To send Users information they agreed to receive about topics Range thinks will be of interest to them.
- IV. To send periodic e-mails.
- V. The e-mail address Users provide for order processing will only be used:
 - (a) To send them information and updates pertaining to their order;
 - (b) To respond to their inquiries, and/or other requests or questions;
 - (c) To send them e-mails that may include Range news, updates, related product or service information, etc. if they opt-in to Range's mailing list.

It should be noted that that if at any time the User would like to unsubscribe from receiving future e-mails, Range provides detailed unsubscribe instructions at the bottom of each e-mail. The User may also elect to contact Range via its Site to unsubscribe from receiving future e-mails.

How Range Protects User Information

Range adopts appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of User personal information, username, password, transaction information and data stored on Range's Site.

Sharing User Personal Identification Information

Range does not sell, trade, or rent User's personal identification information to others. Range may share generic aggregated demographic information not linked to any personal identification information regarding visitors and Users with our business partners, trusted affiliates, and advertisers for the purposes outlined above under "How Range Uses Collected Information".

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PRACTICE (continued)

Sharing User Non-Personal Identification Information

Range may collect non-personal identification information about Users whenever they interact with its Site. Range may from time to time automatically measure and monitor network performance and the performance of Internet connections in order to improve the level of service. Range does not share information collected for the purpose of network or computer performance monitoring or for providing customized technical support outside of Range or its authorized vendors, contractors, and agents.

Third Party Websites

Users may find advertising or other content on Range's Site that link to the sites and services of its partners, suppliers, advertisers, sponsors, licensors, and other third parties. The sites and services are subject to that website's own terms and policies as noted in the 'Definitions' section of this policy.

Customer Proprietary Network Information

Customer Proprietary Network Information ('CPNI') does not include Subscriber List Information as noted in the 'Definitions' section of this policy. Range considers the personal information contained in its business records to be confidential. Range has chosen to not use CPNI data to specifically target customers that may benefit directly from Range or affiliate products or services. Range also does not seek to use this information to tailor service offerings to fulfill unique customer needs.

Range has employed procedures and safeguards in order to achieve reasonable measures designed to discover and protect against pretexting. For customer-initiated telephone inquiries, a correct password that matches what is on file will be required before information may be provided. If the customer does not provide the correct password, Range will only release the requested data by calling the number of record or mailing the information to the address of record for the account. For in-person visits to Range's business office, Range requires that the customer present a valid photo identification. For online access to customer records, a password is required.

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PRACTICE (continued)

Changes to Website User Privacy Policy

Range has the discretion to update this privacy policy at any time. When it does, Range will note the revision date on the policy. Users are encouraged to frequently check Range's Website User Information Privacy Policy for any changes/modifications to stay informed about what Range is doing to protect the personal information it collects.

Acceptance of Terms

The User signifies acceptance of this policy by using Range's Site. Continued use of the Site following posting of changes/modifications to the policy will be deemed as acceptance of those changes/modifications by the User.

Contacting Range

If the User has any questions about the Website User Information Privacy Policy, the practices of Range's Site, or their dealings with this Site, they may contact Range at:

Range Telephone Cooperative, Inc.
<http://rangeweb.net>
PO Box 127
Forsyth, MT 59327
406-347-2226
Rob@rangetel.coop

RESPONSIBILITY

Range treats customer privacy as a serious issue. Range is proud of its long history of reliable, trustworthy service and is vigilant in the steps that will be taken to ensure customer privacy.

The **Supervisor** will ensure that employees receive the proper training and proper implementation of the policy.

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RESPONSIBILITY (continued)

The **Director of Government Relations and Regulatory Affairs** is responsible to notify management of federal changes concerning issues related to this policy.

The **General Manager** is responsible for advising and assisting the Supervisor as required.

Employees are responsible for ensuring compliance to rules established when collecting, using, maintaining or disclosing information collected from Website Users.