

Online Privacy Policy

Updated: December 30, 2006

Welcome

Visitors

Below is an outline regarding how we use the information that Genext may obtain from you as a website visitor to any of the Genext owned or controlled websites. Please also refer to our Terms of Use for other information concerning use of our website. By using our website, you hereby accept this Online Privacy Policy.

Genext Customers

This Online Privacy Policy applies only to the use of our websites. If you are a subscriber of Genext TV, High Speed Internet or Telephone service, a detailed description of your Privacy Rights as a Genext Customer is also available to you. Our Subscriber Agreements and Acceptable Use Policy are also available here online.

We welcome you to our website. Please take a moment to read about your privacy rights in its use.

Information We Collect

It is our policy to only collect the personally identifiable information (information that identifies you individually) necessary to better provide the services of our websites and improve your experience as a visitor.

Genext Customers

If you are a customer of Genext, this personally identifiable information may include your name, address, age, telephone numbers, account number, social security number, user IDs, passwords, email addresses and other information as provided to us online or as a customer of Genext. It is our policy to retain such information only as long as necessary for our business purposes or as law may require. We take all reasonable measures to protect your account information from unauthorized access.

Website Visitors

When you access our website, we automatically collect access log information regarding your visit, including information such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store emails sent and received unless left in a Genext mail account or user file. As further explained below, we may be required by court order to disclose such information if left on our system.

Online Registrants

In visiting our website, if you register with us or participate in a contest, survey or online transaction, we may ask for specific personally identifiable information. If such information is requested, we will inform you how it will be used and you will have the opportunity to elect not to participate.

Cookies

We, or vendors that advertise on our websites, often use "cookies" to collect information about your visit to our website and to manage information regarding your particular preferences. A "cookie" is a small computer code added to a file on your computer as a record of your visit. It does not collect or provide your name or any other personal information about you. It can, however, be used by the website that placed it to note certain information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address, to better tailor the site to your preferences. It may also be used to recognize you when you log in as a registered user or as a repeat visitor to our website. This allows us to tailor our site by remembering any options you have selected. We may share non-personal information obtained from the varying kinds of cookies and web beacons (see below) with vendors, advertisers and others. You ultimately control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

Third-Party Cookies and Web Beacons

These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the advertisement's provider. They may use a form of code called a "web beacon" or "clear GIF." These are usually contained in a transparent image on a page or in an image on an email message and serve as a way to gather information about your visit, such as your Internet Protocol Address and information or statistics regarding your visit. As with cookies, you can use your browser settings to control web beacons.

Advertisers and Other Websites

We do not control the privacy policies of advertisers or of websites you may link to from our websites or by using our services. You should review their websites for questions about their Internet security and privacy.

Use and Sharing

Use Policy

We consider any personally identifiable information we receive about you to be confidential. It is our policy to use any personally identifiable information only in providing our websites and our security, communications and entertainment services - from sales and installation, to operations, administration, advertising, marketing, support, network provision, maintenance, communications with you, billing, collection and in other ways related to our services. We may also use such information in dealing with fraud and unauthorized use of our services. Genext may associate personal account information with data from third parties about you or similar persons to better predict your product and service preferences for use in programming, advertising transactions and to better market our services to you.

Aggregate Information

We use aggregate information about our customers and website visitors for a variety of purposes. Such aggregate information does not identify individual customers. We may share such aggregate and related demographic information with third parties.

Retention Policy

Genext may retain personal customer information in its regular business records as long as he/she is a customer or until no longer needed for business or legal purposes. Security measures regarding this information are discussed below.

Sharing Policy

It is our overall policy not to disclose to others outside of Genext and our affiliates, vendors and business partners, any personally identifiable information about our customers without their prior written or electronic consent. We do not sell or provide your personal information to parties unconnected with the services we provide without your permission.

Special Exceptions

We reserve the right to disclose any personally identifiable information in our possession if we have the reasonable belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our Terms of Use, our Acceptable Use Policy or related standards; or (5) act in an emergency to protect your safety or that of another. We may also share such information in the event in which we sell or transfer all or a portion of our business operations or merge or combine with another organization.

Third Parties

We occasionally use affiliates, vendors or third party partners in association with our websites and may provide personally identifiable information about users for such purposes. In providing such information, we require that the affiliate, vendor or third party maintain at least the same level of confidentiality that we maintain for such information; any use may not exceed that needed to provide its service.

Internet Communications

Unless addressed to us, we do not read email messages, online chats, instant messages or other online communications that reside on or pass through our Service. We may, in certain circumstances, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are scanned electronically to identify and filter out likely spam, viruses and other related problems that could harm your equipment, the network or other users.

Law Enforcement

Legal Requirements

As a provider of Internet communications services, we may receive legal requests for customer information from government and law enforcement personnel. We may also receive discovery requests in civil litigation. In all cases, our policy is to cooperate as required by law, providing only such information as the law requires. This information is generally sought by subpoena served on Genext. Under current law, many criminal subpoenas may require that we not disclose or notify you of the request. Due to this fact, we cannot assume any duty to notify you of receipt of any legal requests.

Internet Information

Current law provides that personal account and other information concerning use of our High Speed Internet services may be subpoenaed by governmental entities. In such cases, you may not be entitled to notice of such a request. The content of Internet communications may not generally be sought through use of a subpoena. The law does permit us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

Internet Security

Taking Proper Precautions

Maintaining the security of your own personal computer is an essential part of protecting your own privacy and helps us protect our Service, our subscribers and the Internet community. You should use and update your antivirus software, firewall and your operating system regularly to prevent unauthorized access by others and harm from the various types of viruses. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. Always know who you are dealing with before responding with personal information. To avoid these and other attacks, we encourage you to visit our website at <http://www.genext.net> or the Federal Trade Commission ("FTC") for more information on how to protect yourself. Genext may take protective action related to your service or, on occasion, contact you directly with information that will assist in this effort.

Personal Information

We use "Secure Socket Layer" encryption technology when collecting certain personal information through our websites. Such protection can be identified by looking for "https" in the Internet URL or page address or a closed lock symbol if you use Internet Explorer. We protect personally identifiable information found in our most sensitive databases within controlled and secure environments with restricted access. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

Access by Others

It is possible for use of the Internet to be accessed or intercepted by third parties. We cannot control Web sites or Internet services operated by third parties and recommend that you review the terms of service and privacy policies of such Web sites and services.

Spam

Genext works hard to prevent and block spam and encourage your help by preventing unauthorized access to your computer. The law permits companies like Genext to use email to send transactional or relationship messages, such as in confirming that a service has been established or providing information regarding changes in service. If you prefer, you may opt-out of marketing messages we may send by notifying us in response to any that you may receive.

Children's Privacy

Our websites are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow persons under the age of 18 to provide any personal information on our websites. Children should always ask for permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at abuse@genext.net and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or by visiting its website at <http://www.ftc.gov>.

Customer Access to Information

If you are a customer of Genext, you can confirm the accuracy of some of your account information by contacting an authorized Customer Care representative.

Your Enforcement Rights

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Available remedies may include the right to seek relief in a civil action filed under federal law.

Changes in Policy

Further advancements in the Internet, the law, our offerings and websites may cause us to change this Online Privacy Policy from time to time. Any such changes will be prospective and will not affect information collected prior to the change in policy.

How to Contact Us

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