

TRICO FIBER PRIVACY POLICY

This Privacy Policy is designed to inform customers of Trico Fiber (hereinafter referenced as “Trico Fiber”, “Trico” or the “Company”) about the information collected, used, and shared through websites and services offered by the Company. Trico Fiber is a division of Trico Electric Cooperative, Inc. This Policy applies to broadband services and related services from Trico Fiber and does not apply to electric services. Trico is deeply committed to protecting the privacy of its customers (“you”). Our commitments to you include that:

- We do not sell information about you or your internet usage, such as the websites you visit and searches you conduct.
- We will not share information about you or your internet usage except in the limited circumstances more fully described herein. We do not use or share customer information with any unaffiliated third-party entities. Only certain third-party partners or vendors who assist Trico Fiber in providing and/or improving its services or products who may require access to customer information in providing these support services are provided such access. All of these third-party support entities are prohibited from using your customer information for any purpose unrelated to the specific support services requested by Trico, and all are required to maintain the confidentiality of your information.
- We provide all of our customers choices as to how we market our services and products to you. We will make commercially reasonable efforts to honor your request to remove your name from our telephone, mail, email, and/or text messaging distribution lists.
- When we share your information with third-party business partners, we ensure that they treat such information in a manner consistent with this Privacy Policy or their own Privacy Policies that you accept.
- We use numerous security techniques designed to protect customer information from unauthorized access.
- We will notify you of any major revisions to this privacy policy. Our goal is to never surprise you.

More details on the Company privacy practices are provided below.

How We Collect and Use Information

Trico limits the collection, use, retention, and disclosure of personal information to what is reasonably necessary and proportionate to achieve the purposes for which the personal information was collected or processed. The Company also limits secondary use to that which is compatible with the original purpose of the personal information collection. When you use our services, website or SmartHub customer portal/app, other applications (apps), you may provide us with two types of information: personal information that you knowingly choose to disclose that is collected on an individualized basis, and information that is collected on more of an aggregate basis as you and others use our services, website and SmartHub portal/app, as well as other apps (including Trico IQ). You may also be required to provide certain personal information to us when you elect to use certain products or services by: (a) registering for an account, (b) entering a sweepstake or contest sponsored by us or one of our partners, (c) signing up for special offers from selected third parties, (d) sending us an email message, and (e)

submitting your credit card or other payment information when ordering and purchasing products and services. We will use your information for, but not limited to, communicating with you in relation to services and/or products you have requested from us. Trico uses information about customers in defined and responsible ways in order to manage, provide, and improve its products, services, and operations for its customers. This information will be used for internal purposes only and will not be shared with any third party. It shall not be used for any improper or unlawful purpose. Trico retains customer information for such periods of time as required by law or regulation or as reasonably necessary to provide services.

We collect the information described below as you use our services and website, including our SmartHub customer portal.

Personal Information. We collect certain personal information about you, such as your name, address, telephone number, and email address, when you provide it to us when you order service, send us email, or register to receive news or public information. We use this information to provide and improve our services and to offer you other Trico Fiber products and services.

Account Information. We may collect certain information from you in order to bill for the services we provide you. We may also maintain records regarding the services you purchase from us.

Technical Information. We, or third parties on our behalf, may collect certain technical information when you visit our website, such as your computer or device's browser and operating system, information about the web page from which you came, and the time you spent on different pages within the site. We use this information to evaluate the performance and efficiency of our services or to otherwise improve those services.

Internet Usage Information. By virtue of providing you Internet access service, we may collect certain information about your internet usage, including the websites you visit and how long you visit them. We also may collect information about the equipment used by you to connect to the Internet. We use this information exclusively to deliver Internet access services to you, to improve the value or quality of those services, and to manage our broadband network facilities and related equipment. We will never use this information for marketing without your consent and we will not share it with unaffiliated third parties except with your express consent. **Please be advised that if you use applications, websites, and/or services provided by third-parties (including third-parties that contract with Trico) they may require you to agree to additional terms regarding your data and privacy. Trico does not control those terms or the actions of those third-parties, and expressly disclaims any liability for the actions of those third-parties.**

Customer Proprietary Network Information. By virtue of providing you telephone service, we may collect certain information known as Customer Proprietary Network Information (CPNI), which includes information such as the type and quantity of the services to which you subscribe; the equipment and facilities used; and the numbers, dates, times, and duration of the voice calls you place. Any CPNI information related to you will not be used, accessed, or disclosed for the purpose of marketing service offerings which fall outside the categories of service to which you as the customer already subscribe, without first obtaining your approval (consistent with established Federal Communications Commission "opt-out" and "opt-in" approval processes).

How We Use Cookies

A cookie is a small, encrypted data string that our server writes to your hard drive and that contains your unique Trico Fiber, trico.coop, or <https://trico.coop/trico-fiber/> User ID (additional websites operated by Trico are included and this is not an exhaustive list). We also may rely on analytics tools offered by third-party companies that utilize cookies or other tracking mechanisms. Cookies are used to deliver web content specific to your interests and to control access to your personal shopping cart after your initial entry. The cookie permits the server to recall information from your previous visit. The cookie is not used to access or otherwise compromise the data on your hard drive. With most browsers, you can choose to change your browser settings to disable cookies. Please be aware that cookies may be required to complete certain functions on the Trico Fiber website pages and related applications.

How We Share Information

Except as provided below, we do not share the customer information we collect.

Personal Information. In some circumstances, we may share personal information with unaffiliated third parties that we have partnered with to provide services in order to deliver and improve our services. We ensure that each of our business partners treats such information in a manner consistent with this Privacy Policy.

Account Information. We may provide account information to third parties as necessary to provide our services to you or for billing purposes. We also provide you with access to your account information upon request, but only to the person whose name appears on the account. If you instruct us in writing to release your account information to someone, we will honor your request and provide that information. If other individuals need to have access and control of your account, those persons must be jointly listed or identified as such on the account by the customer whose name appears on the account.

Technical Information. We may share technical information with partners and certain service providers that help us deliver our services. When we share information in this manner, we contractually limit their use and disclosure of the information for the specific purpose for which we shared it.

Internet Usage Information. We will not share your Internet usage information except in the limited circumstances described below.

In addition to the above, we may share the information we collect (i) with your permission; (ii) as required by law or regulation; (iii) to investigate or defend against third-party claims or allegations, (iv) to protect our rights, property, and personal safety, or that of our customers or others, or (iv) as part of any merger, acquisition, sale of company assets or transition of service to another provider. We also may share aggregate or anonymized information.

Trico services are supported by various vendors, including Calix to view the policies of Calix, including how they manage privacy and data, please visit www.calix.com.

How We Protect Information

We have various appropriate security measures in place to protect against the loss, misuse and alteration of information under our control, including, for example, the use of encryption. No measures,

however, can guarantee 100% security. As a result, we cannot guarantee that we will prevent every unauthorized attempt to access, use, or disclose personal information.

What Choices You Have

Because we appreciate the trust you have placed in us, we continually look for ways to enhance our business relationship. From time to time, we may inform you about a product or service. We strive to limit our offers to those we think you would appreciate receiving. We, however, want every contact you have with us to be a positive experience. So, if you would prefer not to receive any value-added services, offers and opportunities, just let us know by contacting Trico Fiber at privacy@trico.coop.

Children's Information

We do not knowingly collect information from children under 13 without verifiable parental consent. We believe that parents should supervise children's on-line activities and recommend that parents consider using available parental control software that can assist with creating a child-friendly on-line environment and preventing children from disclosing individually identifiable information without parental knowledge or consent.

Links to Third-Party Sites

We are not responsible for content or privacy policies of other sites. You should keep this in mind when accessing sites through links on the Trico Fiber website.

Changes to this Privacy Policy

We constantly strive to improve the services we offer and may from time-to-time update these Privacy Policy provisions in connection with that effort. We also at times, for technical or regulatory purposes, are required to make changes to our systems and/or practices relating to either the collection or use of customer information which may require changes to this Policy. Be assured that Trico will notify you of any material revisions to this Policy, as needed, to preserve your privacy rights as they relate to your customer information.

Trico Fiber welcomes your questions or comments regarding this Privacy Policy. If you believe at any time the Company is not adhering to these Policy terms, please contact us as at: privacy@trico.coop.