

CABLE TELEVISION PRIVACY POLICY

Trans-Video's cable service provides its subscribers ("You" or "Customers") with an exciting array of video programming options, including services in which Customers choose to interact with Trans-Video or others via Trans-Video's cable system. Trans-Video values your privacy and considers personally identifiable information contained in our business records to be confidential. The following statement applies to You as a subscriber to Trans-Video's video programming and informs Customers of the information that Trans-Video collects, how Trans-Video uses, maintains and protects that information, the limited cases where Trans-Video may disclose some of that information, and your rights under the Cable Communications Policy Act of 1984 ("Cable Act"). This cable television privacy policy does not apply to Trans-Video's internet services or voice services customers. Trans-Video may modify this privacy statement at any time. We will notify you of any material changes through written, electronic or other means permitted by law. If you find the changes unacceptable, you have the right to cancel service. If you continue to use the service following the notice of the changes, we will consider that your acceptance of and consent to the changes.

What type of information does Trans-Video collect?

Trans-Video collects both personally identifiable information and non-personally identifiable information about You when you subscribe to Its video services. Trans-Video uses its cable system to collect personally identifiable information about You only when (a) it is necessary to provide our services to You and (b) to prevent unauthorized reception of services. Trans-Video will not use the cable system to collect Your personally identifiable information for other purposes without Your prior written or electronic consent. Trans-Video also collects personally identifiable and non-personally identifiable information about You when You voluntarily provide information to Trans-Video, as may be required under applicable and from third parties, as described in this Policy. Personally identifiable information is any information that identifies or can potentially be used to identify, contact, or locate You. This includes information that is used in a way that may be personally identifiable, including linking it with identifiable information from other sources, or from other personally identifiable information that can easily be derived, including but not limited to name, address, phone number, fax number, e-mail address, birth date, spouses or other relatives, drivers license or State ID number, financial profiles, social security number, bank account information, and credit card information. Personally identifiable information does not include information that is collected anonymously (i.e. without identification of the individual or household) or demographic information not connected to an identified individual or household.

Non-personal information, which may or may not be aggregated information about our Customers and may include information from third parties, does not identify individual Customers. Trans-Video may combine third party data with our business records as necessary to better serve our Customers. Examples of non-personal information include MAC addresses or other equipment identifiers, among other data. The cable system may automatically collect certain non-personal information

when a Customer uses an interactive or transactional service. This information is generally required to provide the service and is used to carry out requests a Customer makes through a remote control or set-top box.

In certain cable systems, our set-top boxes automatically collect information that may be used to determine which programs are most popular, how many people watch a program to its conclusion and whether people are watching commercials, as well as other audience-measurement focused information. Our processes are designed to track this information and audience statistics on an anonymous basis. Information such as channel tuning, the time the channel is changed, and when the set-top box is "on" or "off" is collected at a secure database in an anonymous format so that we can not tell what any particular household or individual was watching. Trans-Video or our contractors or agents may from time to time share the anonymous information with our advertisers, content providers or other third parties with whom we have a relationship. We will not provide our advertisers, content providers, or other third parties with personally identifiable information about You unless we have received your consent first except as required by law.

Why does Trans-Video collect personally identifiable information?

Trans-Video collects and uses personally identifiable information to provide You with accurate and high quality customer service, keep You informed of new or available products and services, properly deliver services to You for billing, invoicing and collections, to better understand how the service is being used, to improve the service, detect unauthorized reception, use, and abuse of Trans-Video's services or violations of its policies or terms of service to prevent fraud, to manage its cable system network, and to comply with applicable federal and state laws and regulations as well as general administration. If a Customer uses an interactive or transactional service for example responding to a survey or ordering a pay-per-view event, the cable system will collect certain additional personally identifiable information, such as account and billing information or Customer provided locale and service preferences, to properly bill Customer for the services purchased and to provide Customer with a more personalized experience. Some of the information collected from Customers may include data on viewing habits. We may provide anonymous data to third parties who may combine it with other information to conduct more comprehensive audience analysis for us and for television advertisers. This data helps program networks and cable operators decide on which programs, channels, and advertising to carry. Trans-Video may also use that information to distribute targeted advertising to You without having disclosed any of Your personally identifiable information to the advertisers. These advertisements may invite interactive or transactional follow-up from You. By using any of Trans-Video's interactive services Customer consents to our collection of this additional information. We will not provide our advertisers, content providers, or any other third party who is not acting on Trans-Video's behalf with personally identifiable information about You unless we have received Your consent first ,except as required by law.

In addition, certain information such as Customers connection to our system is automatically collected to, for example, make it possible for Customers' digital boxes to receive and process the signals for the services Customer orders. We also collect this information so we may provide updates, upgrades, repairs or replacements for any of our cable service-related devices or software used in providing or receiving cable services. Additional information also allows Trans-Video to tailor our cable and other services, as well as develop and market new services, to better fit customer needs. Trans-Video also uses personally identifiable information to maintain our accounting and tax records.

Trans-Video may also collect personally identifiable information from third parties to enhance our customer database for use in marketing and other activities. Trans-Video also collects personally identifiable information from third parties to verify information You have provided us and collects personally identifiable information from credit reporting agencies to, for example, determine your creditworthiness, credit score, and credit usage. Trans-Video also may maintain research records containing information obtained through voluntary subscriber interviews or surveys.

Who sees, the information collected by Trans-Video?

Trans-Video will only disclose personally identifiable information to others if (a) Customer provides written or electronic consent in advance, or (b) it is permitted or required under federal or applicable state law. Specifically, federal law allows Trans-Video to disclose personally identifiable information to third parties: (a) when it is necessary to provide Trans-Video's services or to carry out Trans-Video's business activities; (b) as required by law or legal process, or (c) for mailing list or other purposes, subject Your ability to limit this last type of disclosure. To provide services and carry out our business activities, certain people have authorized access to Your information, including our employees, and third parties that provide and/or include billing and collection services, installation and customer service subcontractors or agents, program guide distributors, software vendors, program and other service suppliers for audit purposes, marketers of Trans-Video's products and services, third party auditors, our attorneys and accountants, and or strategic partners offering or providing products or services jointly on behalf of Trans-Video. The frequency of disclosures varies according to business needs, and may involve access on a regular basis. Trans-Video restricts third parties use of Your information to the purposes for which it is disclosed and prohibits third parties from further disclosure or use of your personally identifiable information obtained from us whether for that third parties' own marketing purposes or otherwise. Only anonymous information is disclosed to audience measurement services.

For Customers who subscribe to Trans-Video video services only, where a government entity is seeking personally identifiable information of a customer, the Cable Act requires a court order and that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order, any claims made in support of the court order. At such proceeding, the Cable Act

requires the government entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the prosecution of the case. If you subscribe to other Trans-Video services such as internet or telephone services, the same requirements do not apply. Instead, in some situations Trans-Video may disclose personally identifiable information about you to representatives of government or to comply with a court order without your consent and without advance or any notice to You, except that in such situations, disclosure shall not include records revealing Customer's selection of video programming from a cable operator. Also, in certain situations (such as with those who owe, or are owed welfare or child support) state welfare agencies may obtain the names, addresses and certain other customer information as it appears in Trans-Video's subscriber records under the authority of an administrative subpoena. This information may be provided without a court order and Customer does not have to be given notice and the opportunity to contest such disclosure. Trans-Video may also use or disclose personally identifiable information about You without Your consent to protect our customers, employees, or property, in emergency situations, and to enforce our rights under our terms of services and policies, in court or elsewhere. In some instances where there are valid legal requests for orders for disclosure of Your information, we may notify You of the requests or orders and then it may be up to You to object or take specific action to prevent any disclosures pursuant to those requests or orders.

As part of its business activities, if Trans-Video enters into a merger, acquisition, or sale of all or a portion of our assets, Trans-Video may transfer Customers personally identifiable information as part of the transaction.

Unless Customer objects in advance, federal law also allows Trans-Video to disclose through "mailing lists" personally identifiable information, such as customers name, address, and the level of customers service subscription to non-affiliated entities including advertisers and marketing entities for non-cable related purposes, including product advertisement, direct marketing and research. Under no circumstances will Trans-Video disclose these advertising entities the extent of the customers viewing habits or the transactions Customer makes over the system.

Can I prohibit or limit Trans-Video's use and disclosure of my personally identifiable information?

If you do not want your name, address, or other personally identifiable information disclosed to third parties in a mailing list as explained above please call (802) 485-3811. The customer can not opt out of customer measurement data.

How long does Trans-Video maintain personally identifiable information?

Trans-Video will maintain personally identifiable information about Customer as long as Customer is a subscriber to Trans-Video's services, as long as necessary for the purpose for which it was collected, and as long as necessary to comply with laws governing our business. These laws include but are not limited to tax and

accounting requirements that require record retention. Trans-Video will also maintain personally identifiable information to satisfy pending requests or orders by a subscriber to his/her information or pursuant to a court order. Trans-Video will destroy Customer's personally identifiable information when the information is no longer necessary for the purposes for which it was originally collected, when there are no longer pending requests for such information, and when it is no longer necessary to retain the information under applicable laws.

How does Trans-Video protect customer information?

Trans-Video takes the security of our customer's personally identifiable information seriously. Trans-Video takes such actions as are reasonable and necessary to prevent unauthorized access by entities other than Trans-Video to personally identifiable information. Trans-Video uses security and/or encryption technology to secure certain sensitive personally identifiable when it collects such information over the cable system. Trans-Video restricts access to its customer database and secures the content by use of firewalls and other security methods. Trans-Video limits access to databases containing personally identifiable information to those specifically authorized employees and agents of Trans-Video, and other parties identified in the 'Who sees the information collected by Trans-Video?' section. However we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

Can I see the information that Trans-Video collects about me?

You have the right under the Cable Act to see your personally identifiable information that Trans-Video collects and maintains. The information that Trans-Video has about its customers is maintained at 25 Depot Square in Northfield, Vermont. If you would like to see Your information, please send a written request to:

Trans-Video
25 Depot Square
Northfield, Vermont 05663

Trans-Video will be glad to make an appointment for you to come in to the office during business hours. If your review reveals an error in our records Trans-Video will correct it. You may also be able to access certain information about you or your account over the system depending upon the information you have provided. (i.e. information Customer has provided to process an order made via the system, etc.)

Can other parties collect information from me over the cable system?

Unless You provide written or electronic consent, third parties not affiliated with Trans-Video that provide goods and services, programming or other content over our cable system or through our interactive video programming service are prohibited from collecting and using Your personally identifiable information for their own purposes without your consent. If you consent to the collection, these providers can only use your personally identifiable information to fulfill your order or request. They can not disclose Your personally identifiable information for any

other purpose and they may not use Your information to directly contact You or to solicit sales of other goods and services to our customers.

What can I do if I believe Trans-Video has violated my rights?

The Cable Act provides You with a civil cause of action for damages, attorneys fees and costs in Federal District Court should you believe that Trans-Video has violated any of the Cable Acts limitations on the collection, disclosure, and retention of personally identifiable information.

What if I have questions?

If you have questions about our privacy protections and policies, please call us at (802) 485-3811.