

Customer Proprietary Network Information (CPNI) Policy

HIGHLINE respects your privacy and observes the privacy rules established by the Federal Communications Commission (FCC). Under federal law, you have the right to confidentiality of information regarding the telecommunications services to which you subscribe, and HIGHLINE has the duty to protect that confidentiality. This confidential information includes such things as specific telecommunications services you purchase, the number of services purchased, who your provider is for a service, call detail records, and charges related to services purchased. This information is referred to as Customer Proprietary Network Information (CPNI). CPNI does not include your name, address, or telephone number. However, that information is otherwise considered personally identifiable information.

HIGHLINE does not sell your account information or provide details of your telephone calls to other parties unless required by law enforcement. HIGHLINE is authorized by the FCC to market, without approval, services to our customers within the categories of telecommunications service to which those customers subscribe. From time to time, HIGHLINE may market additional features to customers who subscribe to one or more of the service categories and do so through our subsidiaries.

Federal regulations require that telecommunications customers be given the opportunity to decline if the provider plans to use CPNI to market communications-related services outside of those to which customers subscribe. Communications-related services include Internet in addition to local and long-distance. Declining to receive these offers will not affect any of your current services. If you decide to opt out of having your CPNI accessed or used for marketing communications-related services outside of those to which you subscribe, please let us know within 30 days by e-mail.

Send an e-mail message to info@highlinefast.com; we will need your name, telephone number(s), and the effective opt-out date. This information will be kept on file, and your CPNI will not be used for marketing any communications-related services outside of those to which you subscribe unless you expressly revoke your opt-out notification by the method listed above. Please be aware that if we do not hear from you after 30 days have passed, we will presume that you have not opted out; however, you may notify us at any time if you change your mind.

SMS Communications and Consent

By providing your mobile telephone number to HIGHLINE, you consent to receive text messages from HIGHLINE regarding your account, services, appointments, billing notifications, service updates, outage notifications, and other customer service-related

communications. With your express consent, HIGHLINE may also send promotional and marketing text messages regarding products, services, special offers, and other communications-related services.

Message frequency may vary. Message and data rates may apply. Consent to receive marketing text messages is not a condition of purchasing any HIGHLINE product or service.

You may opt out of receiving marketing text messages at any time by replying STOP to any text message or by contacting HIGHLINE at 888-212-0054. For assistance, reply HELP or contact HIGHLINE directly. Your mobile telephone number and related information will be maintained and used in accordance with applicable federal and state laws, including FCC CPNI regulations and HIGHLINE's privacy practices.

If you have any questions or would like additional information regarding our use of CPNI, please contact HIGHLINE at 888-212-0054.