



PRIVACY POLICY

Veracity Networks, LLC, a Delaware limited liability company, with its principle offices at 170 W. Election Road, Draper UT, 84020, together with its operating companies and affiliates (herein collectively referred to as “we,” “us,” “Company,” or “Veracity”) herein referred to as "Customer," “You,” or respects the privacy of every individual and has published this Privacy Policy to explain how we collect and use information from Veracity customers (herein referred to as "Customer" or “you”) as well as visitors to our websites (“Visitors”). This Policy applies to all Customer Information as well as all web sites owned and operated by Veracity, including www.veracitynetworks.com. We may revise this Policy from time to time, and will notify you of any revisions by changing the “last updated” date at the bottom of this Policy.

Our websites and Services are provided in the U.S., governed by U.S. laws and intended for domestic use by U.S. based Visitors, Customers and End Users. We make no representation that materials available on this site or through any Service are appropriate or available for use in locations outside the United States, and accessing them from territories where their contents are illegal is prohibited. Those who access this site from other locations are responsible for compliance with local law.

Veracity is committed to upholding a high standard when it comes to privacy and security, and want you to know how we use information collected from our customers and from visitors to our websites.

Customer hereby acknowledges that Customer has read, and is familiar with, Veracity’s Privacy Policy (“PP”) listed below. Customer hereby acknowledges that any violation of the PP by Customer shall entitle Veracity to terminate or suspend the Services provided hereunder to Customer.

1. Information We Collect Through Our Websites

We collect some information automatically when you visit our websites, including information about pages visited, your computer’s IP address and browser type. This is non-personal identifiable information is typically used for administrative purposes. We also collect personally identifiable information that you voluntarily provide to us through our websites, for example when you make a purchase.

Veracity websites allow visitors to submit personally identifiable information in connection with certain activities or transactions, such as making a purchase or paying for services, submitting an employment application, requesting product or service information, sending an e-mail to Veracity, and other activities or transactions in which a visitor voluntarily submits personal information.

On Veracity websites where visitors voluntarily submit questions, comments, feedback, suggestions, ideas or the like, Veracity treats visitors' submissions as non-confidential and non-proprietary, and any information becomes the property of Veracity and can be used by Veracity for any purpose without the expectation of any compensation. Veracity assumes no obligation to protect such information from disclosure.

2. Information We Collect from Our Customers

We collect personally identifiable information from our customers, including their names, addresses, billing/payment information, phone numbers, email addresses, and other information for business administration and service. In addition, during the course of providing services to our Customers, we collect information about their use of the Services, including type of service and calling activity; that information is known as "Customer Proprietary Network Information," (herein after referred to as "CPNI") and is subject to special rules. From time to time we obtain information such as class or type of service, technical characteristics, billing records, location of service, IP address and other information pertaining to Customers.

For account security, verification or tax purposes, Veracity may also request federal tax ID information, purchase order number, and information about the individual(s) responsible for business account administration. Additionally, in the course of providing telephony services, Veracity obtains information such as class or type of service, technical characteristics, billing records, location of service and other information. This type of information also is considered CPNI. The FCC has deemed your name (individual or business), address and telephone number, (which, is regarded as "subscriber list information") and not subject to CPNI regulation.

3. Use of Personally Identifiable Information

We use personally identifiable information to process customer orders as well as provide and bill for services. We also use personally identifiable information that has been provided to us by a website visitor to carry out the purpose or respond to the request for which it was given, such as a request for information about our services. In addition, we may contact our customers and visitors to inform them about our products and services, as well as communications-related services offered by third parties with whom we have a relationship. You may opt out of such marketing communications at any time by contacting us @ CustomerServiceGroup@veracitynetworks.com.

Be aware information disclosed in a public space, including on any blog, bulletin board or social media site may be available to others who visit that space. Veracity cannot safeguard any information that is disclosed or stored in these or other locations. You acknowledge and understand that you have no expectation of privacy or confidentiality in the content you submit for profiles or to such interactive features, whether or not it contains personally identifiable information about you.

The submission of your personally identifiable information constitutes your acknowledgment that you have read and understood this Privacy Policy and agree to its terms. You also acknowledge and consent to our collection, storage, and processing of such personally identifiable information.

4. Exceptions and Limitations

Veracity may disclose personally identifiable or other information to our suppliers

and partners when necessary to do business with you, or when required by law or in connection with the prevention of fraud or other illegal or harmful activities.

There are times when, in order to comply with applicable laws, regulations, court or administrative orders, subpoenas or other matters, Veracity must disclose information, including Personally Identifiable Information (“PII”) and CPNI. Veracity cooperates fully with state, local, and federal officials in any investigation relating to any content, including personal or private electronic communications transmitted to Veracity or purported unlawful activities of any user of any Veracity Site or service, and takes reasonable measures to protect our proprietary rights. If necessary to comply with law or cooperate with law enforcement activity, Veracity may disclose PII or CPNI of visitors and/or Customers. Veracity reserves the right to, and will, share information when it believes, in its sole discretion, it is necessary to prevent unlawful use of communications services, when necessary to repair or restore network outages, in emergency situations (e.g. 911 calls; matters of public safety, etc.) or to protect the security or integrity of Veracity.

Veracity may monitor and/or disclose communications of any kind over its networks (i) to satisfy any law, regulation, or government request (e.g. response to private or law enforcement-issued subpoena); (ii) if such monitoring and/or disclosure is necessary or appropriate to operate Veracity (e.g. recording of Customer Care calls); or (iii) to protect the rights or property of Veracity or others (e.g. to prevent fraud, infringement of rights, etc.). Additionally, in connection with the potential sale or transfer of any of its interest in Veracity, Veracity reserves the right to sell or transfer visitor or Customer information to a third party that (i) concentrates its business in communication products or services, (ii) agrees to be Veracity's successor in interest with regard to the maintenance and protection of information collected and maintained by Veracity, and (iii) agrees to the material obligations of this Privacy Notice. Furthermore, we may or may not recognize the do-no-track headers from some or all browsers.

5. Children

Veracity abides by the United States' Children's Online Privacy Protection Act (CORPA) and other applicable laws relating to the use of children's data. Children below the age of majority should consult with their parents or guardians before furnishing any data to us. Parents should consider using one of a number of available parental control tools that provide a child-friendly, on-line environment and can prevent children from disclosing PII without parental consent. If a child has provided personal information without the consent of a parent or guardian, that parent or guardian should contact us to request that the information be deleted from our records.

6. Directory Information and Caller ID

Subscriber information is made available for telephone directories and to display Caller ID information where available. Customers subscribing to Veracity local telephone service are given the opportunity to request that their name, number and address be or not be published in directories, be made available through directory assistance or appear in "Yellow Pages" or other similar business directories. Such requests may require payment of additional fees. Please contact your local Veracity service representative for more information. A Customer's name and number may, where available, be transmitted and displayed on a Caller ID device unless the Customer, subject to compliance with Caller ID rules, has elected to block such information. Please note that Caller ID blocking does not

prevent the display of a caller's number when dialing certain business numbers, 911, 900 numbers, or toll-free 800, 888, or 877 numbers.

7. Cookies

We use "cookies," which are small files stored on your computer and used to track certain information about your visit to our websites. You may set your browser to reject cookies, but this may limit some functionality of our sites.

There are different types of cookies which are used to do different things, such as letting you efficiently navigate between different pages on a website, remembering preferences you have given and helping us to identify ways to improve your overall website experience.

Due to their core role of enhancing and enabling usability or site processes, disabling certain cookies may prevent you from using certain aspects of our website. Broadly speaking, there are two different types of browser cookie:

Session cookies – these types of cookies are stored in the computer's memory during a user's browsing session and are automatically deleted when the browser is closed or the session is deemed to have ended. Session cookies usually store a session ID that is not personally identifiable to users, allowing the user to move from page to page without having to log-in repeatedly. They are widely used by commercial websites; for example, to keep track of items that a user has added to a shopping basket.

Persistent cookies – Persistent cookies are stored on a user's computer and are not deleted when the browser is closed. They can be used to retain user preferences for a particular website, allowing those preferences to be used in future browsing sessions. A unique ID is usually assigned to the user's browser and typically configured to identify a user for a prolonged period of time.

The following classification of cookies used on our website is based on the International Chamber of Commerce guide for cookie categories:

Strictly necessary cookies

'Strictly necessary' cookies let you move around the website and use essential features such as ensuring connectivity to the right service or when we make any change to the way our website works. No information about you is retained for future use or remembering where you've been on the internet. Accepting these cookies is a condition of using this website as they are required for the proper operation of our website. If you prevent them, we cannot guarantee how our website will perform during your visit.

Performance cookies

We use performance cookies to collect information about how visitors use our website, which parts of the website you like and what types of content you view. By using our website, you agree that we can place these types of cookies on your device. We use the information to improve our website and enhance our user experience. All information these cookies collect is aggregated and therefore anonymous.

Functionality cookies

Functionality cookies remember choices you make to improve your experience. By using the website, you agree that we can place these types of cookies on your device. These cookies allow the website to remember choices you make (such as content

preferences, language or the region you are in) and provide enhanced, more personalized features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize. They may also be used to provide services you have asked for such as commenting on a blog. The information these cookies collect may be anonymized but cannot track your browsing activity on other websites.

8. Third Party Sites

Our websites may contain links to other websites that are owned and operated by third parties. Some of our services also make third party services and material available directly to Customers, provide hyper-text links to other websites, over which we have no control and may contain privacy provisions that are different from those provided herein. Veracity is not responsible for and expressly disclaims any and all liability for the privacy policies or practices of other websites to which you choose to link from our websites. Our Privacy Notice does not cover such third parties, their sites or their collection and use of information.

9. Data Minimization and Access

Veracity will take reasonable steps to collect the minimum amount of personal information necessary to accomplish the specific purpose and will provide reasonable access to individuals regarding the personal information we hold about them. Veracity's standard practice is to delete information when there is no longer a legitimate business purpose for retaining it.

10. Security

Veracity uses appropriate and necessary administrative, technical, and physical safeguards to protect the personally identifiable information it collects about visitors and customers. We use security techniques designed to protect your information from unauthorized access, including firewalls and access control procedures. We have security measures in place to protect against the loss, misuse and alteration of information under our control. Veracity employees are bound by non-disclosure agreements designed to prevent them from disclosing any PII or CPNI. Further, Veracity employees must abide by all state and federal laws and regulations in the performance of their job duties. Our policies also limit access to PII to only those employees, contractors, agents or representatives that require the information to perform their jobs or assist Veracity with providing products and services to you.

When Veracity collects credit card information, it is used solely to bill Customers for the products and services they receive. Veracity does not share credit card information except as may be necessary to process Customer transactions. Veracity employs customary web-based security and encryption protocols, such as user identity verification/login policies Secure Socket Layer (SSL) and Secure Electronic Transaction (SET), to secure transmission of that information. If your browser does not support use of such secure connections, or if you prefer not to send your credit card number over the Internet, please contact Customer Care.

However, as effective as modern security practices are, no physical or electronic security system is impenetrable. Veracity cannot guarantee the security of its systems or databases, nor can Veracity guarantee that information supplied by you will not be

intercepted while being transmitted over the Internet. Veracity is not responsible for the unlawful or unauthorized actions of third parties.