

MTC values your business and respects your privacy. This policy summarizes what information we collect from you online and how we use and disclose that information. MTC also collects personal information from customers offline. To learn more about our privacy practices you should also review the MTC Privacy Policy.

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### **What information does MTC collect about me online?**

We collect personal information when you visit our Web sites, request products and services, when you install our applications, register for an account to use our applications, and when you use our online services. Specifically, this information includes:

- Your name, email address, location, and phone number.
- Browser information and session cookies related to your access and use of our applications.
- Data insights MTC attains based on correlation and analytics of your information collected in providing our applications, which may be used in aggregated and disaggregated formats or to obtain trend analytics, to provide the application; and
- Use of the above-described collected information in aggregated and disaggregated formats to enhance our current application or to provide new application features

In addition, when you visit a MTC web site, our servers automatically log certain technical information, such as the name of your Internet Service Provider (ISP), your IP address, browser type, and operating system. We use Internet technologies to learn more about how our Web sites are used, such as how often certain pages are viewed, and how much time users spend on those pages. This information is not used in a form that identifies you.

Through our affiliate relationship with LR Communications, MTC offers High-Speed Internet services to our customers. As part of our ongoing efforts to improve our service, someone acting on behalf of MTC may collect information about how you use this

service and the Internet information will not be used in a personally identifiable form except under the following circumstances: if we have reason to believe that an account is being used in a manner that violates the Subscription Agreement, the Acceptable Use Policy, or any applicable law or regulation; to protect the integrity of our services or network; to assert or defend our legal rights or those of a third party; pursuant to a lawful request from a government or legal authority, or where we have a good faith belief that it is needed to prevent harm or provide assistance to a third party.

### **How does MTC use personal information collected online?**

In general, MTC uses personal information collected online to provide products and services and to operate our business, for example, for billing and collection activities. We use personal information collected online to address your questions and concerns, to understand how you use our products, services, and applications to give you information about our products and services, to improve our services and to fulfil any other purpose authorized by you and reasonably required for the services, products, and applications. MTC also uses personal information collected online to comply with laws and regulations, to assert or establish our legal rights, and to defend our legal interests.

### **Does MTC share personal information collected online with third parties?**

MTC discloses personal information collected online to affiliates and to others, including our business partners and vendors, to provide the products and services you request and to enhance those products and services. We may share personal information collected online with the government or third parties who make a lawful request for it. We may also disclose personal information collected online to others to assert and defend our legal rights, and as otherwise authorized or required by law.

### **Can I change my personal information collected by MTC?**

You are welcome to review and change personal information you provide to us in the following ways:

- **Manage your account information by phone or through online contact**  
You may contact a Customer Service Representative at (620)897-6200 to discuss and review the information we have in our records. You can contact MTC customer service online by clicking on the [“Contact Us”](#) icon throughout our site which will take you to the online contact form. We will ensure your information is accurate and complete.

### **What are cookies and how do I disable them?**

Cookies are files placed on your computer by most Web sites including ours. The files help the Web site “remember” you, allowing us to personalize your visit. Your browser stores the cookie information on your hard drive and each time you return to our site, the cookie helps us serve up the offers that are available to you.

### **Why does MTC uses cookies?**

Cookies help us provide and collect information about your past activities on our site. The information helps us provide you benefits such as the following:

- Show you only the products that are available in your area.
- Help us improve our site and your experience using it.
- Make accurate product recommendations.
- Remember your username so you don't have to enter it repeatedly.

### **Cookies and your information security.**

Cookies do not enable us to see information or files on your computer. We also do not use cookies to "spy" on you as you use non-MTC Web sites. Cookies only allow us to "remember" you while you use our site.

### **Does MTC link to other Web sites?**

**Yes.** Our Web sites may contain links to other Web sites. We are not responsible for the content or privacy practices of those Web sites. For this reason, we encourage you to review the privacy policies of other Web sites before providing them personal information.

### **Does MTC collect information about children online?**

The Children's Online Privacy Protection Act (COPPA) applies to Web sites that direct their services to children under the age of thirteen and collect personal information from them or who have actual knowledge that they are collecting personal information from children under thirteen. MTC does not intentionally collect personal information from children, nor do we market to or target content to children. Before you allow your children to go online without your supervision, we encourage you to establish a set of rules that you can all agree on.

### **When does MTC update its online privacy policy?**

From time to time, MTC may update this policy and/or our policies to reflect changes in our business, evolving technology, and changes in the law. We will notify you of any material changes by posting a notice on our web site for 30 days prior to making the change.

### **How can I contact MTC?**

For questions about our privacy policies, please call our business office at (620)897-6200 or toll-free at (877) 216-9951. You can also contact MTC through our online [contact form](#).

This is a policy of MTC's practices and is not a contract between MTC and our customers for any purpose, including private or governmental litigation, nor regulatory action.

