

PRIVACY POLICY

West Texas Rural Telephone Company and its subsidiary, W T Services (collectively WTRT) are committed to protecting the privacy and security of the information provided by Customers.

Personal Information. Customers and visitors can generally browse our websites anonymously without providing any personal information. However, there are cases where we may request information from people visiting our websites. When personally identifiable information is collected, you will know because you will need to provide the requested information through the completion of a form. Personally Identifiable information may include a visitor's name, address, telephone number and email address. We will not collect any personally identifiable information unless the Customer or visitor provides it to us voluntarily. If you choose not to give information we request, you can still visit our website, but you may be unable to access certain services.

WTRT will not sell, share or rent this information to others in ways other than as set forth in this Privacy Policy. This Privacy Policy does not apply to the use or disclosure of information that is collected or obtained by us through means other than our websites.

Log Files. Our log tracking collects visitors' IP addresses to analyze trends, administer our websites, track visitor movement, and gather broad demographic information to help determine the type of information visitors are interested in seeing on our websites. This tracking only collects IP addresses and not personally identifiable information. Visitors are not personally identifiable within our log files. WTRT only uses this information for internal purposes and does not share this information with non-affiliated companies or institutions.

Cookies. A "Cookie" is a piece of information that is sent from a WTRT web server to a visitor's browser and stored on the visitor's hard drive. The Cookie stores information that allows WTRT websites to remember a Customer or visitor the next time he or she visits a WTRT website. The applicable party may choose to disable Cookies by changing his or her browser settings; however, such party may not be able to access some of the information or features on our websites after doing so.

Ordering Services. When ordering Services online, WTRT will request certain information from a Customer to complete an order. The Customer's information will include name, address, telephone number, email address, payment information and other information as may be requested by WTRT in the order form. This information is used for billing purposes, fulfillment of orders, ongoing account maintenance and upgrades.

Security. When asked to enter certain sensitive information (such as credit card number and/or social security number), that information is encrypted and is protected

through third party security systems. Access to customer information is restricted to WTRT and underlying parties through their respective developers, network operations personnel and other qualified employees or agents (such as billing clerks or customer care representatives). In addition, the servers on which WTRT stores personally identifiable information are kept in a secure location. While we use reasonable efforts to safeguard the confidentiality of your information, WTRT will have no responsibility for disclosure of any information obtained due to errors in transmission or the unauthorized acts of third parties.

Sharing of Personal Information. Collected personal information is only used for the business purposes of WTRT and its subsidiary and is not shared with external, non-affiliated companies except as provided in this Privacy Policy. WTRT may partner with other parties to provide specific services, such as billing solutions, which are designed to enhance the functionality of our products and services. When a customer signs up for these services, WTRT will only share names or other contact information that is necessary for the third party to provide these services.

We may share statistical or aggregated non-personal information about our customers with business partners and other third parties. No personal information is supplied in these cases. This data is used to customize our website content and advertising to deliver a better experience to our users.

Correction/Updating Personal Information. If a Customer needs to update or change personal identification information, WTRT will help the Customer to correct, update or remove personal data provided to WTRT. The Customer can update or change personally identifiable information by contacting WTRT directly.

Notification of Changes. If we make any changes to the WTRT Privacy Policy, we will post those changes on our websites, so Customers are informed of what information we collect and how we use that information.

Links. WTRT websites may contain links to other websites. WTRT is not responsible for the contents or privacy practices of these websites. We encourage our visitors and customers to read the privacy policy of each website they visit. This Privacy Policy applies solely to information collected on WTRT websites.

Policies for Children. WTRT DOES NOT KNOWINGLY SOLICIT, COLLECT OR USE ANY PERSONAL INFORMATION FROM VISITORS UNDER 13 YEARS OF AGE. NO INFORMATION SHOULD BE SUBMITTED TO OUR WEBSITES BY GUESTS UNDER 13 YEARS OF AGE, AND VISITORS UNDER 13 YEARS OLD ARE NOT ALLOWED TO APPLY FOR OUR PRODUCTS OR SERVICES.

Special Cases. WTRT reserves the right to disclose personal information in special cases, when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other

website users, or anyone else that could be harmed by such activities. We may disclose personal information without notice to you in response to a subpoena or when we believe in good faith that the law permits it or to respond to an emergency situation. In the event WTRT or its subsidiaries or affiliates or their assets are sold, merged or otherwise involved in a corporate transaction, your personal information will likely be transferred as part of that transaction. We reserve the right to transfer your information without your consent in such a situation; provided that we will make reasonable efforts to see that your privacy preferences are honored by the transferee.

Specific areas or pages of our websites may include additional or different provisions relating to collection and disclosure of personal information. In the event of a conflict between such provisions and this Privacy Policy, such specific terms shall control.

Questions. If you have any questions or concerns about this Privacy Policy or the privacy practices of WTRT, please contact us at our corporate offices at 806-364-3331.