

## **MegaPathWholesale.com Privacy Policy Statement**

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### **Privacy Policy**

Your privacy is very important to us and we want to make your experience on the Internet as enjoyable and rewarding as possible. This Privacy Policy describes how MegaPath collects information from users of MegaPath services (the "Services") and visitors to MegaPathWholesale.com, how we use the information we collect, and the choices available to you regarding the collection and use of such information. Please read this Privacy Policy carefully. This policy is effective August 5, 2011.

### **Collection and Use of Information**

Visitors to our website are asked to provide certain information when they attempt to pre-qualify for our Services, such as telephone number and address. In combination, your address and telephone number are the only sources to help us determine the type of DSL service and speed we can provide to you because DSL technology is distance-sensitive and location-dependent. Users are also asked to provide certain information when they sign up for our Services, such as name, address, telephone number, billing information (such as a credit card number) and email address. The personal information collected from a user during the registration process is used to manage each user's account (such as billing and collections) to complete the ordering process and to provide our Services.

MegaPath may use this information to contact you in a number of ways. We may send offers through email, phone or regular mail for MegaPath products and services, or offers on behalf of selected affiliates. You may exercise your options to not receive any promotional marketing offers via email through the means provided in the email or by calling 1-877-MEGAPATH. In such cases, customers will continue to receive administrative emails from MegaPath. MegaPath may also contact users to request additional information and feedback. In addition, MegaPath purchases services from third parties and may need to provide information to those third parties in order to provide Services.

MegaPath may also automatically collect and analyze information regarding the use of MegaPath's services and web site activities. Information collected may include, but is not limited to, web site traffic volume, frequency of visits, type and time of transactions, type of browser and operating system. For example, we automatically record your IP address so we can establish a broad understanding of site traffic patterns. This information is logged to help diagnose technical problems, administer the site, and improve the quality and types of service delivered. MegaPath may also collect, track and analyze information that does not personally identify a user in aggregate form. This aggregate data will be used at MegaPath's discretion and may be shared with third parties, but with no personally identifiable information attached.

MegaPath may employ companies and people to perform tasks on its behalf, and will need to share personal information with these third parties to do so. These third parties do not receive any right to use such personal information beyond what is necessary to perform these tasks. MegaPath may release or exchange personal information if required to do so, to comply with applicable laws, or to enforce its rights or agreements, or prevent fraud, or reduce credit risk. For more information, see our Special Cases section below.

## **Children's Privacy**

We do not knowingly collect personal information from children under the age of 13. Our customer agreements for the purchase of our DSL services require users to warrant that they are 18 years or older.

## **Voluntary Surveys**

We may periodically conduct both business and individual surveys. We encourage users to participate in these voluntary surveys because they provide us with important information that helps us to improve the types of services we offer and the manner in which we provide them to you. Your personal information and responses will remain confidential, even if the survey is conducted by a third-party.

We may take the information we receive from individuals responding to our surveys and combine (or aggregate) it with the responses of other users to create broader, generic responses to the survey questions (such as gender, age, residence, industry sector, or other demographic information). We then use the aggregated information to improve the quality of our services to you, and to develop new services and products.

## **Special Cases**

It is MegaPath's policy not to use or share the personal information in ways unrelated to the ones described above without providing an opportunity to opt out or otherwise prohibit such unrelated use. However, MegaPath may disclose personal information or information regarding use of its Services, if, for any reason and in our sole discretion, we believe that it is reasonable to do so, including: to satisfy laws, regulations or other legal requests for such information; to disclose information that is necessary to identify, contact or bring legal action against someone who may be violating our Acceptable Use Policy or other policies; to operate the Services properly; or to protect MegaPath, our Services, our employees, or our users.

## **"Cookies" and "Beacons"**

A "cookie" is a small data file that can be placed on your hard drive when you visit certain web sites. MegaPath uses cookies to collect, store, and sometimes track information for statistical purposes to operate and improve the products and services we provide and to manage our network and property. Also, we use cookies to gather information about your preferences as you navigate through the site. This helps us tailor and improve the information we present to you, so you enjoy an exceptional customer experience every time you visit. If you choose to disable cookies in your browser, you can still access most of MegaPath's web pages although you may not be able to complete certain activities.

MegaPath may also use "beacons" or "clear gifs", which are small pieces of code, on an anonymous basis. These beacons may be included in outgoing email messages or in our web site or our My Account web pages. This helps MegaPath determine which emails have been seen and which pages within our web site and My Account have been visited.

### **Your California Privacy Rights**

You may obtain information on MegaPath's Privacy Policy with respect to MegaPath's use of personal information by submitting requests to:

MegaPath  
Legal Department  
2220 O'Toole Avenue  
San Jose, CA 95131-1326  
or by email to: [policyrequest@megapath.com](mailto:policyrequest@megapath.com)

### **Third Party Sites**

MegaPath's web site may contain links to third party web sites not associated with MegaPath. MegaPath is not responsible for the privacy practices or content of such sites. Users will need to review the policy statements of these web sites to understand their privacy policies.

### **How to Access or Modify Your Information**

MegaPath offers users the opportunity to access or modify most of the information provided during registration. The exception to this is a primary or default email address. To access or modify such information, visit the My Account web pages at <http://my.covad.com>

### **Revisions to This Policy**

MegaPath reserves the right to revise, amend, or modify this policy and our other policies and agreements at any time and in any manner. Any revision, amendment, or modification will be posted on our web site: [www.MegaPathWholesale.com](http://www.MegaPathWholesale.com).