



Privacy Notice

This notice is being provided in accordance with the Cable Communications Policy Act of 1984, a Federal law that requires all cable operators to notify subscribers of the collection, use, and disclosure of personally identifiable information regarding cable subscribers. The privacy requirements of the Federal law as described below apply to all services provided by RS Fiber Cooperative.

RS Fiber Cooperative collects certain personally identifiable information from each cable and other services subscriber. This information consists of data such as the subscriber's name, address, and selection of cable services and programming. We also keep records of how many outlets and the type we have installed, your payment history and any complaints that you have made to us about our service(s) (including how they were resolved), any letters between us, and visits to your home for maintenance or installation. The information is collected and used only for billing and other legitimate practices related to rendering cable and other services provided by RS Fiber Cooperative and detecting the unauthorized reception of cable communications. RS Fiber Cooperative does not utilize its cable system to gather any other types of personally identifiable information without the prior consent of the subscriber.

Personally identifiable subscriber information collected by RS Fiber Cooperative will be disclosed only under the following circumstances: To cable system employees, other RS Fiber Cooperative employees, agents and program suppliers when necessary to render cable or other services provided by RS Fiber Cooperative to the subscriber. To debt collections agencies for the purpose of collecting money owed by a subscriber.

Unless a subscriber has requested that such information not be disclosed, the subscriber's name and street address (but not your e-mail address) may be disclosed for mailing lists and similar purposes. RS Fiber Cooperative will obtain consent before disclosing any other information.

The law requires that we do not provide your name or street address if you send a letter asking us not to. Generally, personally identifiable information will be maintained by RS Fiber Cooperative for as long as necessary. After such time, if the purpose for which such information was collected has been accomplished, RS Fiber Cooperative will destroy the information. As a subscriber, you may inspect any personally identifiable information collected by RS Fiber Cooperative and relating to you during normal business hours. Please notify us in advance of your visit so that the information can be collected and made available for your inspection. You have the right to correct any error in such information.

The Cable Communications Policy Act of 1984 sets forth limitations on the personally identifiable information that can be collected and disclosed by cable operators such as RS Fiber Cooperative. Unless written or electronic consent is obtained from the cable subscriber, RS Fiber Cooperative cannot use its cable system to collect personally identifiable information other than information necessary to detect unauthorized reception of cable communications. Similarly, unless written or electronic consent is obtained, RS Fiber Cooperative cannot disclose any personally identifiable information except as necessary in connection with rendering cable or other service; when required under a court order; or when disclosing lists maintaining the names and street addresses of subscribers who have not objected to such disclosure. With respect to court orders seeking disclosure of personally identifiable information, RS Fiber Cooperative is required to notify the affected subscriber prior to releasing the requested information. In most cases where governmental entities attempt to obtain a court order requiring disclosure, the affected subscriber will receive notice of the court proceeding and will be afforded an opportunity to contest the government entity's request in court. With respect to the disclosure of lists containing the names and street address of subscribers you may exercise your right to prohibit the release of your name and address on these lists by notifying RS Fiber Cooperative in writing of your desire to not have such information disclosed. As a subscriber, you have the right to bring civil action in a United States District Court if your privacy rights are violated. The law provides for specific penalties against any cable operator found to have violated these rights.

Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:
RS Fiber Video and Phone Technical Support
Toll Free: **(866) 213-6881**

Closed Captioning Complaints:
RS Fiber
Rochelle Pervisky
Vice President Regulatory
310 Main Avenue
Gaylord, MN 55334
Email: closedcaption@rsfiber.coop