



## CUSTOMER PRIVACY POLICY —

### A. Customer Privacy Policy:

At Triad Wireless, we uphold the privacy of our customers by refraining from the collection or disclosure of their information. Any alterations to this policy will be promptly communicated on our website, along with the effective date of such changes.

Additionally, Triad Wireless reserves the right to intercept and disclose transmissions over our facilities to safeguard our rights or property, comply with legal obligations, respond to court orders or subpoenas, or in instances where individual or public safety is at risk.

### B. Account Security Policy:

As a customer, you are accountable for safeguarding the information necessary to access or modify your account, including passwords, PINs, and secret answers to security questions. In the event that this information is acquired by a third party (without our involvement), it will be assumed that you have authorized their use of the information and access to your account. Consequently, you may be held liable for any charges incurred through account transactions, added services, content purchases, or access to programming. Suspected incidents of unauthorized access or disclosure should be promptly reported to Triad Wireless through our Customer Care hotline, by visiting our main office, or by written correspondence. In cases where fraudulent activity is suspected or detected, Triad Wireless reserves the right to suspend account access, implement additional security measures such as two-factor authentication, and take necessary actions to maintain account integrity in accordance with our security policies.