

PRIVACY POLICY

How FiberFed collects, uses and protects information · Ver.1 · Effective 2026-10-18

This Policy explains what information **Trinity Network Consultants, LLC d/b/a FiberFed** ("FiberFed", "we") collects, why, who we share it with, and the choices you have. It applies to our services, our website and our dealings with customers, prospective customers and website visitors.

It is a **posted document**, not a signed one. **We may change it on 30 days' posted notice**; superseded versions stay posted, and the version in force when information is collected governs that collection.

***Two different rules apply to two different services.** Information about your use of our **voice service** is *customer proprietary network information* and is protected by federal law — Section 4 says what that means and what choice you have. Information about your use of our **internet service** is not covered by those federal rules, and Section 5 explains how we treat it anyway.*

1. WHO THIS POLICY COVERS

This Policy covers **our customers, the people who use our services at a customer's premises, people who ask us for a quote, and visitors to our website.**

Where we provide service to a business or other organization, that organization is our customer.

Information about its employees and users is generally the organization's to manage, and requests to access or delete it should go to that organization first. We will help a customer respond to a request from one of its own people.

We do not provide services to children, and we do not knowingly collect information from anyone under 13.

2. WHAT WE COLLECT

2.1 Information you give us. Contact details — name, organization, service and billing addresses, telephone numbers and email addresses — for you and for the contacts you nominate, and the information a credit application or a funded program requires.

2.2 Payment information. The details needed to take payment. **Card details are handled by our payment processor; we do not store full card numbers.**

2.3 Information about your service. The addresses we serve, the services and equipment provided, and the network addresses assigned to you.

2.4 Information generated by using the service. Usage and performance information about the service and, for voice service, **call detail records** and the registered location used for emergency calls.

2.5 Support information. Your requests, tickets and other communications with us.

2.6 Website information. Information you type into a form, and information collected automatically through cookies and similar technologies, described in Section 11.

2.7 What we do not do. We do not inspect the content of your communications except as Section 7 describes, and we do not use your use of our services to target advertising.

3. WHY WE USE IT

We use the information above to:

- provide, install, maintain, repair and support the services;
- bill you, collect payment, and handle disputes;
- protect our network, our customers and others, and detect and stop fraud and abuse;
- meet legal, regulatory, tax, emergency-calling and funding-program obligations;
- tell you about your service, and about other FiberFed services — subject to Section 4 for voice information and Section 10.4 for calls and texts;

- operate and improve our website.

4. VOICE INFORMATION (CPNI)

4.1 What it is. When you use our voice service, federal law (47 U.S.C. § 222) protects **customer proprietary network information** — information about the quantity, technical configuration, type, destination, location and amount of your use of the service, and the information on your bill about it. **Your name, telephone numbers and address are not CPNI.**

4.2 How we use it without asking you. We use CPNI to provide, bill, maintain, repair and protect the voice service; to protect against fraud, abuse and unlawful use; to respond to your requests; and where the law requires it — including delivering emergency calls and responding to lawful process.

4.3 Marketing. We may use CPNI to offer you services within the category you already buy from us. **To use it to market services outside that category, we will ask you first.**

4.4 Your choice. You may tell us at any time not to use your CPNI for marketing. **Saying no costs you nothing** — it does not affect your service, your price or the support you receive, and your decision stays in force until you change it. To exercise it, contact us using Section 12.

4.5 We do not sell CPNI, and we do not share it for anyone else's marketing.

4.6 Protecting it. We authenticate callers before discussing call detail, and we notify you and the authorities of a breach of CPNI as the law requires.

4.7 Emergency calling. To route an emergency call, the registered location for the line or device is shared with the providers that complete the call and with emergency services. **Keep your registered location current.**

5. INTERNET SERVICE INFORMATION

Internet service is not subject to the CPNI rules in Section 4. We treat your internet usage information as confidential anyway:

- we use it to run, protect and repair the network, and to bill you where your plan is usage-based;
- **we do not sell it, and we do not share it with data brokers or advertisers;**
- we do not inspect the content of your traffic except as Section 7 describes;
- where we share network performance information, it is **aggregated and does not identify you.**

6. WHO WE SHARE IT WITH

We share information only:

- with **service providers and network partners** that help us deliver, support and bill the services and operate our website — each only what its work needs, and **only for that work;**
- with **providers that complete calls**, including emergency calls, and handle number porting;
- with **funding-program administrators**, where a service is funded under a program that requires it;
- with **professional advisers**, and with a **buyer or financing party** in connection with a sale, merger or financing, subject to this Policy;
- with **authorities**, as Section 7 describes; and
- **with your consent or at your direction.**

7. LAW ENFORCEMENT, LEGAL PROCESS AND MONITORING

7.1 Legal process. We disclose information where a subpoena, warrant, court order or other lawful process requires it, and where the law otherwise permits or requires it.

7.2 Notice to you. **Where we are lawfully able to, we will tell you** that we have received process seeking your information, so that you can respond to it. We will not tell you where the law or the order forbids it.

7.3 Emergencies. We may disclose information without process where we believe in good faith that there is a risk of death or serious physical injury.

7.4 Monitoring. As the Acceptable Use Policy states, we may monitor the network for maintenance, security and service quality. **That monitoring is directed at the network, not at the content of your communications**, and we do not read, listen to or record the content of your communications except where the law requires it or you ask us to.

8. HOW LONG WE KEEP IT

We keep information for as long as you are a customer, and after that for as long as we need it to bill, collect, resolve disputes and meet our legal obligations.

Category	Kept for
Account, contract and billing records	7 years after the account closes
Records of services funded under E-Rate or Rural Health Care	10 years
Support tickets	3 years
Website enquiries and quote requests	3 years
Other information	as long as needed for the purpose it was collected for, or longer where the law requires

When we no longer need information, we delete it or render it non-identifying.

9. HOW WE PROTECT IT

We use reasonable administrative, technical and physical safeguards appropriate to the information. **No system is perfectly secure, and we do not promise that ours is.** Where a breach affecting your information occurs, **we will notify you and the relevant authorities as the law requires**, and for CPNI as Section 4.6 requires.

10. YOUR CHOICES AND RIGHTS

10.1 Everyone. You may ask us what personal information we hold about you, ask us to correct it, ask for a copy, and ask us to delete it, subject to the records the law requires us to keep. You may unsubscribe from marketing email at any time; **we will still send you service, billing and legal notices**, because those are part of the service.

10.2 How to make a request. Contact us using Section 12. We will verify who you are before we act. If we refuse, we will say why.

10.3 No retaliation. We will not deny you service, charge you a different price, or give you a lesser service because you exercised a right under this Policy.

10.4 Calls, texts and marketing consent. We contact customers by telephone, text and email about their account and service. **We place marketing calls or texts using an autodialer or a prerecorded or artificial voice only to a number whose owner has given us prior express written consent**, on the form where the number is collected. Giving that consent is **not a condition of buying anything**. You may withdraw it at any time by replying STOP to a text, by following the opt-out in the message, or by contacting us using Section 12.

11. COOKIES AND THE WEBSITE

We and our service providers, including Google and Meta, use cookies and similar technologies on our website for analytics and advertising — to measure and record how visitors use the website, and to show and measure our ads on other websites. These providers may collect information about your online activity over time and across different websites. You can control cookies through your browser settings and the providers' own tools: how Google uses this information is described at <https://policies.google.com/technologies/partner-sites>, and you can opt out of

interest-based advertising, including Meta's, at <https://optout.aboutads.info>. **Our website does not respond to browser "Do Not Track" signals.**

Our website is not the service. **Nothing on it collects your network traffic.**

12. CONTACTING US

Trinity Network Consultants, LLC d/b/a FiberFed

440 US Hwy 377 N, Unit 102, Argyle, TX 76226

Telephone: 855-342-3737

Privacy enquiries: fflegal@fiberfed.com

Write to us at that address marked **Privacy**, or use the email address above, for any request under this Policy, including a CPNI marketing opt-out or a request under Section 10.

13. CHANGES TO THIS POLICY

We may change this Policy. **A change takes effect 30 days after we post it**, and we will post the new version at a new versioned address and keep the old one reachable. Where a change materially reduces the protection given to information we already hold about you, **we will tell you directly** — by email to your notice address, or on your invoice — and not only by posting.

This version: Ver.1, effective 2026-10-18.