



## HardyNet Network Usage Privacy Policy

HardyNet, LLC, (“Provider”) affords full access to all lawful content, services and applications available on the Internet and does not routinely monitor, inspect or store the network activity and traffic of its Internet service users. However, Provider reserves the right to monitor bandwidth, usage, transmissions and content for purposes of protecting the integrity of the network and Provider’s Internet access service through reasonable network management practices.

Provider may collect equipment information to identify the equipment customer is using on the network, including, but not limited to: equipment type, serial number, settings, configuration and software. Provider may also collect performance information to examine the operation of the equipment, services and applications the customer may use on the network, including, but not limited to: IP addresses, URLs, data transmission rates and latencies, location information, security characteristics, and information about the amount of bandwidth and other network resources customer is using in connection with uploading, downloading or streaming data to and from the Internet.

Network traffic, activity, performance information, and equipment information monitored or collected by Provider is done so for the sole purpose of reasonable network management purposes.

As a general rule, the Provider does not release customer account information to unaffiliated third parties without your permission unless we have a business relationship with those companies where the disclosure is appropriate. Nonetheless, there are exceptions to this general rule. For example, Provider might provide information to regulatory or administrative agencies so that they can accomplish their regulatory tasks (such as responding to a customer complaint) or provide such information when we determine that such disclosure may maximize the efficiencies of our own processes (such as correcting mailing addresses). At all times, however, the Provider will comply with legal requirements, such as a subpoena or court order or other similar demand, associated with either criminal or civil proceedings.

Please note that we will only disclose account information to the customer whose name appears on the account. However, you may alter this policy by instructing us in writing to release your account to someone else. Once that written release from you is received by us, we will honor your request and provide that information to the third party that you have noted until the release which you have sent is cancelled in writing by you.

The Provider’s network management practices as discussed herein are intended solely to provide the best online experience possible for all of Provider’s customers by safeguarding our network and its users from spam, viruses, phishing, and other unwanted or harmful online content and activities. Provider’s network management practices are not intended, nor implemented, to block consumers from accessing the content and applications of their choice, deprive consumers of their entitlement to competition, or discriminate against or in favor of certain network traffic. End users with questions, concerns or complaints regarding Provider’s network management practices are encouraged to contact Provider for issue resolution.

The Provider does not sell customer information to third parties.

### Contact Us

If you have any questions regarding Provider’s Privacy, please contact Provider at:

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1-800-838-2497  
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