

# FOCUS

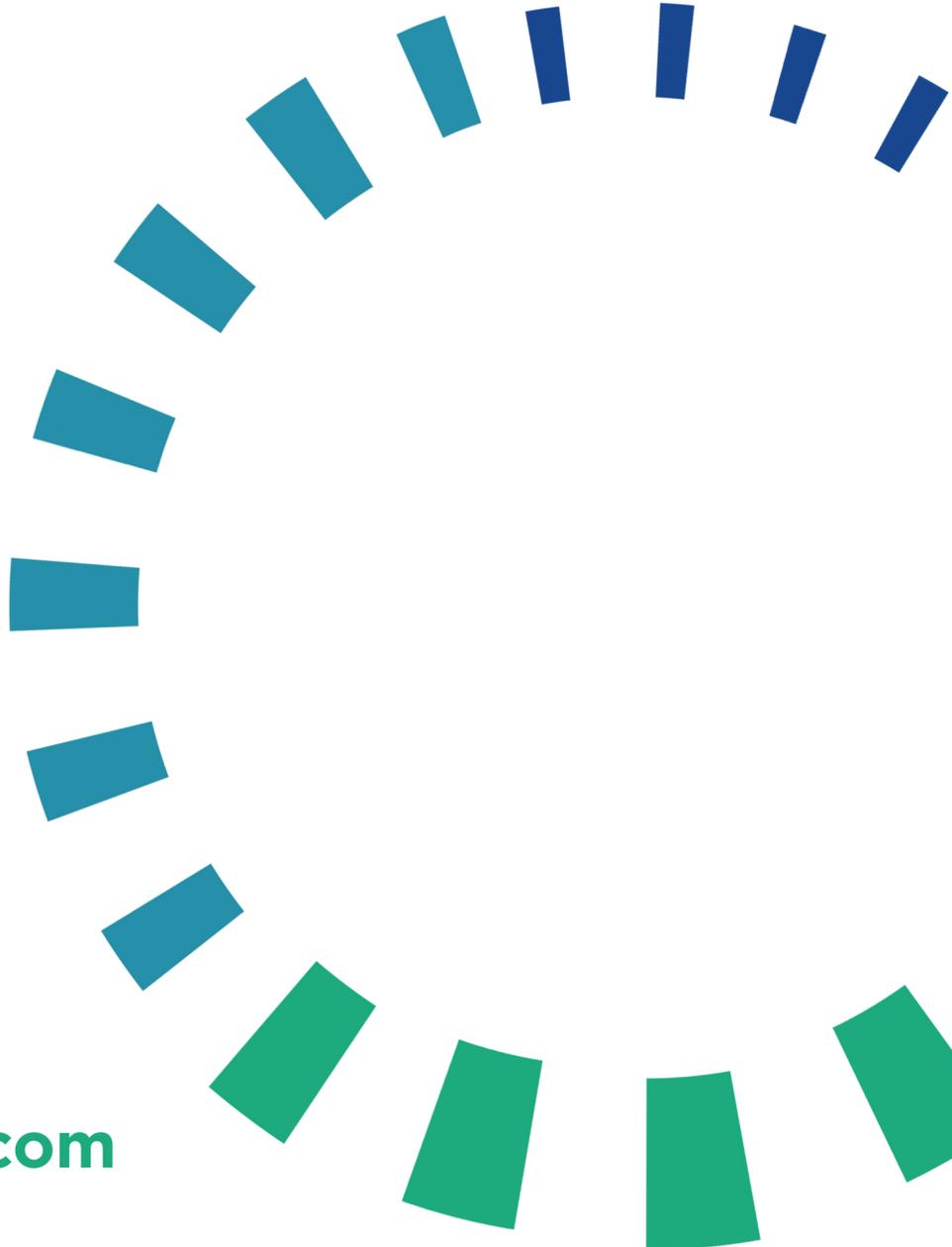
B R O A D B A N D

## 2026 Disclosure Statements

**Customer Care:**  
888-367-2862

**Repair Line:**  
833-663-1241

**[focusbroadband.com](https://focusbroadband.com)**



## FOCUS Broadband – Privacy Information

As a customer of FOCUS Broadband, you are entitled to know what we do with the personal information that we receive about you. We consider our treatment of such information to be a part of the trust you place in us by using our Voice and Internet Services. We provide this notice to better answer questions you may have, but our basic privacy policy remains the same. We keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure, and destroy it when no longer needed. While we cannot cover here every situation where your personal information may be affected, we have included those we believe are of most interest. By law, we tell you annually about our privacy policy, and you can find additional and updated information at any time by visiting our website at [www.focusbroadband.com](http://www.focusbroadband.com). You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission ([www.ftc.gov](http://www.ftc.gov)), and the Federal Communications Commission ([www.fcc.gov](http://www.fcc.gov)). If you receive your bills electronically, FOCUS Broadband reserves the right to provide this notice to you similarly. If you receive this notice electronically and have difficulty opening or printing the notice, you may contact FOCUS Broadband to obtain a copy of the notice or you may visit our website at [www.focusbroadband.com](http://www.focusbroadband.com) to obtain a copy.

### INFORMATION WE COLLECT

*Personally Identifiable Information* – In providing services to you, we obtain certain “personally identifiable information,” that is, information that identifies you individually (“your information”). Your information may include name, service address, billing address, telephone number(s), social security number, driver’s license number, premium services you have selected, demographic information, user ID(s), password(s), email address(es), correspondence, and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided, and other service-related functions. In providing our services, we may also collect information about your phone system(s), computer hardware and software, modem(s), router(s), settings, and other preferences to aid in customer support. It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business relationship or as the law may require. We take reasonable precautions to identify you or your authorized representative when we receive an inquiry about your account. We also take reasonable steps to protect your information from unauthorized access. We sometimes collect personal information for special reasons, such as in surveys or registering at our websites. In these instances, you will be notified before it is collected, told how it will be used and may elect not to participate.

*Internet Services* – Like most Internet service providers, we automatically collect certain general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store online messages sent and received unless left in your FOCUS Broadband Internet account file. Since we cannot control websites or Internet services provided by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our Online Privacy Policy on our website at [www.focusbroadband.com](http://www.focusbroadband.com).

*Voice Services* – We provide telephone services by Internet Protocol (IP) technology. We do not listen to or record your calls. We do, however, monitor certain calls to our staff for quality purposes. If you object to this, you may come to either of our six offices, or contact us at 888-367-2862, to speak with a customer care representative. In providing telephone services, we do receive usage information, including numbers called and received and duration of calls. We retain this information if required by some authorities or for billing purposes and treat all such information as private.

## USE AND SHARING

*Use Policy* – We consider your information confidential and use it only in providing our voice and Internet services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with you, billing and collection, and for accounting and tax purposes. We may also use such information in dealing with fraud and unauthorized use of our services or when required under the law. We use aggregate information about our customers and their usage for a variety of purposes. Such aggregated information does not identify individual customers. We may share such aggregate information with third parties to better offer product and services preferences to you, but we will not share your own information with aggregated information or with information from others.

*Sharing Policy* – It is our policy not to disclose any personal identification information about you to others outside of FOCUS Broadband and our affiliates, vendors, and business partners without your prior consent, except as permitted by law. We do not sell or provide your personal information to parties unrelated to the services we provide without your permission. As a further measure, you can affirmatively opt out of such sharing by writing to the return address on your billing statement, or you may contact us online at [www.focusbroadband.com](http://www.focusbroadband.com). You can also notify us in either way if you prefer not to receive certain types of marketing contacts from us.

*Special Exceptions* – We reserve the right to disclose your information if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our Website Terms of Use, our Acceptable Use Policy or related standards; (5) act in an emergency to protect your safety or that of another. We may also share or transfer your information along with your account as a part of any sale or transfer of all or a portion of our business operations, merger, or combination with another organization. In such a case, you will be notified of any changes in policy.

*Outside Parties* – FOCUS Broadband sometimes uses affiliates, vendors, or partners to provide our services and may provide your information for such purposes. We require that outside parties maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share your information with other third parties without your consent. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

*Retention Policy* – FOCUS Broadband may retain personal customer information in its regular business records if you are a customer or until no longer needed for business, tax or legal purposes. Our security measures for this information are discussed below.

*Voice Services* – Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone services. This information is known as "Customer Proprietary Network Information" or "CPNI," and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. In offering our range of local and long-distance telephone, we do use your telephone service information to offer services and pricing plans. In addition, consenting to allowing us to use your CPNI will help us offer you the best and most up-to-date services, including video and data services. If you do not want us to use your CPNI for this purpose, you may contact us at 888-367-2862 or [www.focusbroadband.com](http://www.focusbroadband.com). Your consent will remain in effect until you notify us you want to revoke or change your permission, or as limited by law. Your choice will not affect the services you now receive. We do not disclose this information to unrelated parties, except as required by law.

*Directory Listing* – We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. These and certain other telephone services offered are subject to a tariff or contractual terms that limit our liability in the event of such errors.

*Internet Services* – We do not read your email messages, instant messages, online chats, "voice-over-Internet" calls or the

content of other online communications that reside on or pass through our service. We may, however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network, or other users.

## **INTERNET SECURITY**

*Taking Proper Precautions* – Maintaining the security of your personal computer is an important part of protecting your own privacy and of helping us protect our network and customers’ service. You should follow our Authorized Use Policy and use and regularly update your antivirus software, firewall and your operating system to prevent unauthorized access by others and harm from viruses. You should regularly back up your computer to preserve your files, including email or other messages you want to keep. People with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before clicking on an Internet link or giving personal information. To avoid all these and other forms of attack, we encourage you to visit our website at [www.focusbroadband.com](http://www.focusbroadband.com) or the Federal Trade Commission (“FTC”) at [www.ftc.gov](http://www.ftc.gov) for regular updates and tips on protecting yourself. The management of FOCUS Broadband may take protective action related to your service or contact you directly with information from time to time to help with this effort. While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. Once communications enter the Internet, it is possible for them to be accessed by third parties over whom we have no control. Moreover, since we cannot control the websites or services operated by third parties, you should review their terms of service and privacy policy. *Spam* – FOCUS Broadband tries to prevent and block spam, and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up to date on ways to avoid and combat spam by watching for advice and tips on our website. We may use email to send transactional, or relationship messages related to your service. If you prefer, you may opt out of other marketing messages we may send by notifying us in response to any you may receive. *Cookies* – A third-party ad server that places ads on our websites may use “cookies” to collect anonymous information concerning your preferences. A “cookie” is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system, and Internet Protocol (“IP”) address. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit any personalization available to you. *Third-Party Cookies and Web Beacons* – These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the ad’s provider. They may use a form of code called a “web beacon” or “clear GIF.” These are usually contained in a transparent image on a page or in an image on an email message and serve to gather information about your visit, such as your IP address and information or statistics about your visit. As with cookies, you can use your browser settings to control web beacons with vendors, advertisers, and others.

## **LAW ENFORCEMENT & LEGAL REQUESTS**

*Information Disclosure* – We regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, we operate by providing such information as the law requires. The laws concerning your privacy and government access change from time to time and may affect how we are required to respond. Under current law, many criminal subpoenas require that we not disclose or notify you of

the request. Due to this fact and the volume of requests we receive, we do not assume any duty to notify you of receipt of any legal requests. *Internet Information* – Your account records and information concerning your Internet access may be subpoenaed by a governmental agency or by others through the courts. Internet messages and files shared over “peer-to-peer” services often include your IP address, and you can be identified in this way if we receive a lawful subpoena. As with telephone interception, details concerning your Internet access and the content of communications can be obtained by law enforcement through a court order or similar authority. In addition, the law permits us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay. *Telephone Information* – Current law requires law enforcement to obtain a court order or other similar authority for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information. Voice-over-Internet services are subject to similar interception standards. Law enforcement can also subpoena account and call record information.

### **COMMUNICATION METHODS**

We may use various methods to communicate with you to share information related to your business relationship with us. We may use emails, SMS text messages, push notifications, phone calls and other methods for various purposes, including transactional updates, marketing communications, and service-related information. You may opt out of or manage your communications preferences by calling 888-367-2862 to talk with a representative. You may also opt out of SMS text messages by replying “STOP” to any of our SMS messages. At the time you establish service with us, we will ask you to provide an email address and mobile phone number we can use to share information with you. You may update the email address or mobile phone number we have on file by contacting one of our representatives at 888-367-2862. We are committed to protecting your personal information and will take all reasonable steps to ensure its security.

### **SECURITY OF INFORMATION**

We are aware of the many recently publicized instances of customer information security breaches and continue to work on new ways to protect your information. For our most sensitive databases, we use encrypted formats within controlled and secure environments that have restricted access. Nevertheless, although we endeavor to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

### **CHILDREN’S PRIVACY**

The websites provided by FOCUS Broadband are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the address found on your monthly bill and we will delete this information. You can find more information about protecting children’s privacy by contacting the FTC or visiting its website at [www.ftc.gov](http://www.ftc.gov).

### **CHILD PORNOGRAPHY**

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

### **CUSTOMER ACCESS TO INFORMATION**

You may check the accuracy of personal information in your account by contacting a customer care representative. We also make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct, upon prior request and at your own cost, during business hours at the FOCUS Broadband offices listed under *Contacting Customer Care*.

## **YOUR ENFORCEMENT RIGHTS**

You can enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information.

## **OTHER TERMS AND CHANGES IN POLICY**

Other terms and conditions affect our service offerings, including our Authorized Use Policy for High-Speed Internet service, Tariffs, and the Terms of Use for our websites. Changes in our service offerings, the law and policy may cause us to make changes to this and other policies from time to time. Any changes will be posted on our website at [www.focusbroadband.com](http://www.focusbroadband.com)

## **Annual Do Not Call Registry Notice**

In an effort to reduce the number of unwanted telemarketing calls, the FCC has provided telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, for inclusion in the national Do Not Call (DNC) registry administered by the FTC. You may register or revoke registration of your number without charge by calling the FTC's toll-free number, 888-382-1222 from the telephone number you are registering or revoking, or via online by visiting the FTC's website located at [www.donotcall.gov](http://www.donotcall.gov). The FCC/FTC rules contain an "established business relationship" exception that permits a company that has such a relationship with you, like FOCUS Broadband IP Voice, to call you even if your number is on this national DNC list. For more information, see [www.fcc.gov/cgb/donotcall](http://www.fcc.gov/cgb/donotcall) and [www.ftc.gov](http://www.ftc.gov).

## **911 Service and Electrical Power**

FOCUS BROADBAND'S TELEPHONE SERVICE REQUIRES ELECTRICAL POWER TO WORK. YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE, IF ELECTRICAL POWER IS LOST. Additionally, other circumstances may limit the availability of 911 services. These circumstances include disconnections, suspensions, or interruptions in your broadband internet connection, modifications to your equipment, the relocation of your equipment, adding new phone numbers or changing your existing phone number(s), disruptions in the network services of FOCUS Broadband's underlying E911 provider, network congestion, disruptions, or other problems associated with FOCUS Broadband's network, and the suspension or termination of your account with FOCUS Broadband for non-payment of charges.

## **Contacting Customer Care**

To contact Customer Care, please call 888-367-2862 or stop by one of our customer care centers:

640 Whiteville Road, Shallotte (Mon-Fri, 8am-6pm, Sat, 9am-5pm)

1780-9 Chandler's Lane, Sunset Beach (Mon-Fri, 8am-5pm)

1201 Dickinson Drive, Leland (Mon-Fri, 8am-5pm)

2230 New Britton Highway, Whiteville (Mon-Fri, 8am-5pm)

1855 NC Highway 53 West, Burgaw (Mon-Fri, 8am-5pm)

4891 Long Beach Road, Suite 2, Southport (Mon-Fri, 8am-5pm)

## **Contacting Repair Service**

To contact our Repair Department, please call us at 833-663-1241, twenty-four (24) hours a day. After normal business hours, a trained representative will assist you. Service issues requiring on-site technicians may be addressed the next business day. Service issues may also be reported by visiting [www.focusbroadband.com/repair](http://www.focusbroadband.com/repair).

## Service Maintenance Policies

Appointments for service calls are scheduled in two-hour windows during normal business hours. We cannot cancel a service call after the close of business on the day prior to the scheduled service appointment. Excluding conditions beyond our control, such as natural disasters, power outages, civil disturbances, and severe or unusual weather conditions, technicians begin working on service interruptions promptly or no later than twenty-four (24) hours after the interruption becomes known. We begin work to correct other service problems the next business day after being notified of a problem.

## Your Bill

FOCUS Broadband will bill you for your services every month in advance, and your bill will be sent to you on approximately the same date each month. If you add or remove services between monthly billings, the pro-rated charges or credits will display in the "Other Charges and Credits" section of your bill. Payment in full for all billed charges, including taxes and fees, must be received by the date indicated on your bill to avoid late fees and other charges. If you see a charge on your bill that you did not authorize, please contact us immediately. All charges appearing on your bill are considered valid unless you file a dispute with us. You have 90 days from the date of the bill to dispute any charge(s). If you do not file a dispute, you agree to pay all charges on your bill, according to the rates, terms, and conditions contained in FOCUS Broadband's Subscriber Agreement. You may initially contact us via phone to discuss your dispute, but to preserve all your rights to dispute resolution, you must file your dispute via email to [contact@focusbroadband.com](mailto:contact@focusbroadband.com) or by mail to FOCUS Broadband Customer Care, P.O. Box 3198, Shallotte, NC 28459. Our goal is to resolve any dispute to your satisfaction. If a refund is due to you because of a dispute you filed, a refund will be issued no later than your next bill following resolution of the dispute. Any refund due will first be applied to any outstanding new charges. If there is an amount remaining after applying the refund to new charges, you may request a refund. Otherwise, FOCUS Broadband will apply the refund to any future charges billed to your account. If your service(s) are disconnected for non-payment of charges, there will be a \$5 fee for reconnection of service. A \$25 fee applies for each item that is returned due to nonsufficient funds.

## Miscellaneous Charges

Premise Visit Charge: \$60.00

Returned Check Fee: \$25.00

Reconnect after disconnecting for non-payment: \$5.00

*\*Miscellaneous charges are billed per occurrence.*