

Beyond Privacy and Customer Proprietary Network Information Policy

1. PURPOSE

As a customer of Beyond you must provide us certain information in order for Beyond, its affiliates or associated parties to provide video, high-speed internet and/or voice services to you. This Beyond Privacy and Customer Proprietary Network Information Policy (“Privacy and CPNI Policy”) addresses the collection, use and disclosure of your personally identifiable information by Beyond. Applicable law may place certain limitations on Beyond’s collection and use of your personally identifiable information including, but not limited to the following:

- i. Process we follow to collect personally identifiable information about our customers;
- ii. Nature of personally identifiable information we collect;
- iii. Conditions and circumstances under which Beyond may disclose personally identifiable information;
- iv. To whom your personally identifiable information may be disclosed;
- v. Period during which Beyond must maintain your personally identifiable information;
- vi. Times and places where you may have access to your personally identifiable information; and
- vii. Your rights concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person, but does not include aggregate data that does not identify a particular person or persons.

In addition, applicable law may provide additional privacy protections for certain information related to Beyond’s voice services including, but not limited to the following:

- i. Information about the quantity, technical configuration, type, destination, location, and your amount of use of voice services; and
- ii. Billing information concerning the voice services you purchase and use.

Voice information, when matched to your name, address, and telephone number is known as customer proprietary network information (“CPNI”). This policy describes Beyond’s collection, protection and use of your CPNI. Beyond has a duty to you and a requirement under applicable law, to protect the confidentiality of CPNI. We will also honor any restrictions applied by state regulation or law, to the extent applicable. **BEYOND MAY USE YOUR CPNI**

TO MARKET ADDITIONAL PRODUCTS AND SERVICES TO YOU AND UNLESS OTHERWISE NOTED, WE WILL ASSUME THAT YOU APPROVE OF OUR USE OF YOUR CPNI UNLESS YOU CONTACT US TO DENY OR RESTRICT YOUR APPROVAL.

For purposes of this Privacy and CPNI Policy, “affiliate” means any entity that controls, is controlled by, or is under common control with Beyond, and the term Beyond’s “associated parties” means Beyond’s officers, directors, employees, affiliates, suppliers, their agents or representatives, or any other provider or its agents or representatives that furnishes services in connection with Beyond. In this Privacy and CPNI Policy, the terms “Beyond,” “we,” “us,” or “our” refer to Beyond, its affiliates or associated parties that provide the video, high-speed internet and voice services in your area. The term Customer, “you” or “your” refers to you as a customer to one or more Beyond services.

2. COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION

2.1 Applicable Types of Personally Identifiable Information

This Privacy and CPNI Policy applies to personally identifiable information that Beyond, its affiliates or associated parties that Beyond have collected using our video, high-speed internet or voice network in connection with our provision of video, high-speed internet, voice or other services. Except as otherwise noted this notice applies to Beyond’s video, high-speed Internet and voice services as provided for by applicable law. This notice only covers information that is collected by Beyond in connection with the provision of our video, high-speed Internet and voice services to you as a customer to one or more of these services. It does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with them. The privacy policies for these other products, services, and websites should be consulted to learn how they handle your personally identifiable information.

2.2 Purpose for Beyond’s collection of Personally Identifiable Information

As a video services provider, Beyond is authorized to use the video system to collect personally identifiable information concerning any customer for the following purposes:

- i. To obtain information necessary to render video and other services to our customers; and
- ii. To detect unauthorized reception of video services communications.

Beyond is prohibited from using the video services system to collect personally identifiable information concerning any customer for any purposes other than those listed above without the customer’s prior written or electronic consent.

Applicable law authorizes Beyond to use, disclose, or permit access to individually identifiable CPNI in our provision of the following:

- i. Telecommunications services from which this information is derived; and
- ii. Services necessary to, or used in, the provision of these services, including the publishing of directories.

Beyond is prohibited from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

2.3 Type of Personally Identifiable Information and CPNI Collected by Beyond

Beyond collects information from you at several different points when you initiate and use our services. Some of this information is personally identifiable information, but much of it is not. We collect certain personally identifiable information that our customers furnish to us in connection with the provision of video, high-speed internet, voice or other services. In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. These records include some, but typically not all, of the following information:

- i. Name;
- ii. Service address;
- iii. Billing address;
- iv. Email address;
- v. Telephone number;
- vi. Driver's license number;
- vii. Social security number;
- viii. Bank account number;
- ix. Credit card number; and
- x. Other similar account information.

With respect to phone services, examples of CPNI collected by Beyond include information typically available from voice service related details on your monthly bill, including, but not limited to the following:

- i. Location of service;
- ii. Technical configuration of service;
- iii. Type of service;
- iv. Quantity of service;

- v. Amount of use of service;
- vi. Calling patterns; and
- vii. Other information contained on your bill for local and long distance services.

CPNI does not include your name, address, and telephone number. However, that information is also subject to certain protections as described below in Section 4.3, To Whom Beyond May Disclose Personally Identifiable Information.

Beyond also collects and maintains certain other information about your account. For example, this information may include:

- i. Billing, payment, and deposit history;
- ii. Additional service information;
- iii. Customer correspondence and communications records;
- iv. Maintenance and complaint information;
- v. Records indicating the number of television sets, set-top boxes, modems, or telephones connected to our video services system; and
- vi. Additional information about the service options you have chosen.

Some of our services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and service the secondary accounts. During the initial provisioning of our services, and during any subsequent changes or updates to our services, Beyond may collect technical information about your televisions, set-top boxes, computer hardware and software, cable modems, telephones, and/or other video services or other service-related devices, and customization settings and preferences. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our facilities as well as your landlord's name and address.

2.3.1 Customer Use of Interactive or Transactional Services?

When you use our interactive or other transactional services such as video on demand, our systems may automatically collect certain information about your use of these services. Most of this information is not personally identifiable information and it is simply used, for example, to carry out a particular request you make using your remote control, set-top box, or other equipment. This may include information required to change your television channel, review listings in an electronic program guide, pause or fast forward through certain on demand programs, or invoke a calling feature, among other things. It may also include other information such as the time you actually use our services, the use of other features of our services, which menus and menu

screens are used most often and the time spent using them. In order to carry out a particular request you make to watch a pay-per-view program or purchase a product, service, or feature, Beyond may collect certain personally identifiable information. This information typically consists of account and billing information such as the pay-per-view programs or other products, services, or features ordered so that you may be properly billed for them.

Some of our systems may collect limited anonymous, aggregate information using set-top boxes and other equipment. Beyond uses this aggregate information to monitor several aspects of our service, including, but not limited to the following:

- i. Which programs are most popular;
- ii. How many people watch a program to its conclusion;
- iii. Whether people are watching commercials.

As described below in Section 3.4, Combination of Personally Identifiable Information with Third Party Information, we may provide certain anonymous, aggregate information to third parties such as audience measurement firms, for example, that may combine it with other aggregated demographic information (such as census records) to provide us with audience analysis information. We use this information to improve our video services and other services and make programming and advertising more relevant to our customers. We may also use this information to distribute relevant programming and advertising to you without disclosing personally identifiable information about you to programmers or advertisers. Some of these programs or advertisements may invite your participation, which you can accept or decline by using your program guide commands or by following any special instructions on your video screen.

3. Beyond's USE OF PERSONALLY IDENTIFIABLE INFORMATION AND CPNI

3.1 Collection and Maintenance of Personally Identifiable Information and CPNI

Beyond collects, maintains, and uses personally identifiable information and CPNI as permitted by applicable laws. We use this information primarily to conduct business activities related to providing you with our video, high-speed Internet, voice and other services, and to help us detect theft of service. Generally speaking, Beyond may use personally identifiable information in connection with the following:

- i. Billing and invoicing;
- ii. Administration;
- iii. Surveys;
- iv. Collection of fees and charges;
- v. Marketing;
- vi. Service delivery and customization;
- vii. Maintenance and operations;
- viii. Technical support;
- ix. Hardware and software upgrades; and
- x. Fraud prevention.

3.1(a) Beyond may use personally identifiable information to help manage the following:

- i. installation, configuration, operation, support, and maintenance of our services;
- ii. confirmation that you are receiving the level(s) of service requested and are properly billed;
- iii. identifying you when changes are made to your account or services;
- iv. making you aware of new products or services that may be of interest to you;
- v. understanding the use of, and identify improvements to, our services;
- vi. detecting unauthorized reception, use, or abuse of our services;
- vii. determining whether there are violations of any applicable policies and terms of service;
- viii. managing the network supporting our services;
- ix. configuring video services and other service-related devices; and
- x. complying with law.

3.1 (b) In addition, Beyond may use, disclose, and permit access to CPNI obtained from our voice service customers, either directly or indirectly, for the following:

- i. initiating, providing, billing, and collecting for telecommunications services;
- ii. protecting our rights and property;

- iii. protecting our customers and other users of our services, other carriers and other service providers from fraudulent, abusive, or unlawful use of, or subscription to, Beyond services;
- iv. providing any inbound marketing, referral, or administrative services to you during any call you initiate if you approve of the use of your personally identifiable information or CPNI to provide these services; and
- v. providing call location information concerning the user of a commercial mobile phone service.

3.2 Required Approval for Use of CPNI

With respect to voice services, unless Beyond obtains your approval in accordance with our policies described in Section 6.6, Consent Required for Marketing of Non-Communications Related Services, Beyond may not use CPNI to market products and services to you other than the communications-related services.

3.3 Collection and Storage of Personally Identifiable Information by Beyond

Beyond transmits, and may collect and store for a period of time, personally identifiable and non-personally identifiable information about you when you use our high-speed Internet and voice services to:

- i. send and receive e-mail, video mail, and instant messages;
- ii. transfer and share files;
- iii. make files accessible;
- iv. visit websites;
- v. place or receive calls;
- vi. leave and receive voice mail messages;
- vii. establish custom settings or preferences;
- viii. communicate with us for support; or
- ix. otherwise use the services and their features.

Our transmission, collection, and storage of this information is necessary to render the services. In certain situations, third-party service providers may transmit, collect, and store this information on our behalf to provide features of our services. These third parties are not permitted to use your personally identifiable information except for the purpose of providing these features.

3.4 Combination of Personally Identifiable Information with Third Party Information

Beyond may also combine personally identifiable information, which we collect as described in this notice as part of our regular business records, with personally identifiable information obtained from third

parties for the purpose of creating an enhanced database or business records. We may use this database and these business records in marketing and other activities related to our video services and other services. We also maintain records of research concerning customer satisfaction and viewing habits, which are obtained from customer interviews and questionnaires.

4. DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

4.1 Situations Where Disclosure May Be Required

Beyond considers the personally identifiable information contained in our business records to be confidential. Applicable law authorizes Beyond as a video services provider to disclose personally identifiable information concerning any customer for the following purposes if the disclosure is:

- i. necessary to render service, or conduct a legitimate business activity related to, the video service or other services provided to the customer;
- ii. required by law or legal process as outlined in Section 4.5, Disclosure Required by Law; or
- iii. names and addresses of customers for “mailing list” or other purposes (subject to each customer’s right to prohibit or limit this disclosure as outlined in Section 6.7, Beyond’s “Do Not Call” and “Do Not Mail” Lists.

Except as provided in this policy or as permitted by applicable law, Beyond will not disclose personally identifiable information concerning any customer for any purposes other than those listed above without the customer’s prior written or electronic consent.

4.2 To Whom Beyond May Disclose Personally Identifiable Information?

Beyond may disclose personally identifiable information as provided for in applicable law when it is necessary to render, or conduct a legitimate business activity related to, video services or other services provided by Beyond. These types of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention, for example. Beyond may also collect, use, and disclose customer information in non-personally identifiable or aggregate formats, such as surveys and service usage and other statistical reports, which do not personally identify you, your particular habits of using our services, or the nature of any transaction you have made using our services and network. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities.

4.3 Limited Disclosure to Third Parties

To the extent Beyond is authorized by applicable law to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for “mailing list” or other purposes, from time to time we may disclose your name and address for these purposes.

Beyond may also use or disclose your personally identifiable information without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as otherwise permitted by law.

4.3.1 Your Right to Limit Disclosure

You have the right to prohibit or limit this kind of disclosure by contacting Beyond as outlined in Section 7, Contacting Beyond.

4.3.2 Limitation on Content of Disclosure

Any “mailing list” and related disclosures that we may make are limited by applicable law to disclosures of customer names and addresses where the disclosures do not reveal, directly or indirectly the following:

- i. the extent of any viewing or other use by the customer of a Beyond service; or
- ii. the nature of any transaction made by the customer over our network or the network owned and/or operated by a Beyond affiliate or associated party..

Beyond may disclose personally identifiable information about you to our affiliates or associated parties. We may also disclose personally identifiable information about you to outside auditors, professional advisors, service providers and vendors, potential business merger, acquisition, or sale partners, and regulators. We make these disclosures as permitted or required by applicable law. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, the video services or other services we provide to you. We may be required by applicable law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel. We may also disclose certain personally identifiable information about you to third parties such as, for example, charities, marketing organizations, or other businesses, in connection with disclosures made for “mailing list” or other purposes as described in Sections 6.4 - 6.7.

4.3.3 Transfer of Personally Identifiable Information

If Beyond (or our affiliates) enter into a merger, acquisition, or sale of all or a portion of our assets, customers' personally identifiable information will, in most instances, be one of the items transferred as part of the transaction. If this notice will be changed as a result of a transaction, Beyond will provide you notice as described in Section 6.10, Changes to This Privacy and CPNI Policy.

4.4 When Beyond May Disclose Personally Identifiable Information in Connection with Voice Services

Beyond may disclose to others personally identifiable information in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- i. transmission of your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. (Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800, 888, 877, or 866 numbers.);
- ii. to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- iii. for the publication and distribution by Beyond, its affiliates or associated parties of printed telephone directories, Internet telephone directories, or other electronic telephone directories. Those telephone directories may include customer names, addresses, and telephone numbers, without restriction to their use.
- iv. To make customer names, addresses, and telephone numbers available, or cause such customer information to be made available, through directory assistance operators; and
- v. To provide customers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.

Once our customers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged and made available again in different formats by anyone.

Beyond takes reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur. There is a fee for customers who choose to have non-published or unlisted numbers.

4.5 Disclosure Required by Law

Beyond makes every reasonable effort to protect customer privacy as described in this policy. Nevertheless, we may be required by law to disclose personally identifiable information or CPNI about a customer without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order, or search warrant.

Video Services: For customers to our video services, applicable law may require Beyond to disclose personally identifiable information to a third-party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required to notify the customer of the court order. If the court order is sought by a governmental entity, the video services customer may be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the governmental entity is required to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

High-Speed Internet and Voice: For customers of our high-speed Internet and phone services, Beyond may be required to disclose personally identifiable information and CPNI to a private third party in response to a court order, and we may be required to notify the customer of the court order. Beyond may be required to disclose personally identifiable information and individually identifiable CPNI about customers to high-speed Internet and phone services to a government entity in response to a subpoena, court order, or search warrant, for example.

5. PROTECTION AND MAINTENANCE OF PERSONALLY IDENTIFIABLE INFORMATION BY BEYOND

Beyond follows industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the customer or us. However, Beyond cannot guarantee that these practices and our internal processes will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

Beyond maintains personally identifiable information about you in our regular business records while you are a customer to our services. We also maintain this information for a period of time after you are no longer a customer if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy the information according to our internal policies and procedures.

6. CUSTOMER ACCESS AND CHOICE

6.1 Customer Access to Personally Identifiable Information and CPNI

You may examine and correct, if necessary, the personally identifiable information regarding you that is collected and maintained by Beyond in our regular business records. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. We will correct our records if you make a reasonable showing that any of the personally identifiable information and/or CPNI we have collected about you is inaccurate.

To examine or correct your personally identifiable information, please contact Beyond as outlined in Section 7, Contacting Beyond.

Beyond may require a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will only be permitted to examine records that contain personally identifiable information about your account and no other account.

6.2 Access to Your CPNI

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information we have to you, or to any person designated by you, if we reasonably believe the request is valid. However, customers to our voice services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we don't furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us or our subsidiaries.

6.3 Costs of Retrieving Personally Identifiable Information and CPNI

Beyond reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

6.4 Customer Approval to Use CPNI to Market Additional Products or Services

In addition to Beyond, various affiliates, associated parties or other direct and indirect subsidiaries of Beyond offer many communications-related services. From time to time Beyond would like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs.

We would like your approval so that we, our agents, affiliates, associated parties, joint venture partners, and independent contractors may use this CPNI to let you know about communications-related services other than those to which you currently subscribe that we believe may be of interest to you. IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION. HOWEVER, YOU DO HAVE THE RIGHT TO RESTRICT OUR USE OF YOUR CPNI.

6.5 Withdraw of Beyond Right to Use CPNI for Marketing of Communications-Related Services

You may deny or withdraw our right to use your CPNI to market additional services related to the services you purchase by calling our customer service line at (866) 713-5182 during normal business hours.

If we do not hear from you within 30 days of you becoming a Beyond voice services customer, we will assume that you approve our use of CPNI for the purpose of providing you with information about other communications-related services. However, you may deny or withdraw this approval at any time as noted in this Section 6.5

6.6 Consent Required for Marketing of Non-Communications Related Services

Beyond also offers various other services that are not related to the services to which you subscribe. Some of those services, such as Beyond video services, may be considered to be non-communications related products and services. Occasionally, you may be asked during a telephone call with one of our representatives for your oral consent to Beyond's use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for Beyond to do so, Beyond may use your CPNI only for the duration of that telephone call in order to offer you additional services.

If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe. Any denial or restriction of your approval remains valid until your services are discontinued or you affirmatively revoke or limit such approval or denial.

6.7 Beyond's "Do Not Call" and "Do Not Mail" Lists

To ask Beyond to put your name on our "do not call" and "do not mail" lists so that you do not receive marketing or promotional telephone calls or postal mail from us or made at our request, you may contact Beyond as outlined in Section 7, Contacting Beyond.

You also have the right to prohibit or limit disclosure of your personally identifiable information for non-Beyond "mailing list" or other purposes as described above in this notice by contacting us as described immediately above.

If you prefer to contact Beyond in writing or by email instead of by telephone, be sure to include your name and address, your Beyond account number, and a daytime telephone number where you can be reached in the event we have any questions about your request. The written request should be signed by the person who is identified in our billing records as the customer. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, your notice must separately identify each account covered by the request.

6.8 Service-Related Email Communications from Beyond

We may send a welcome e-mail and sometimes other information to new customers to our services. We may also send service-related announcements to our customers from time to time. For example, we may send you an e-mail announcement about a pricing change, a change in operating policies, a service appointment, or new features of one or more of the video or other services you receive from us. You may not opt-out of these service-related communications. If you fail to check your primary e-mail address for service-related announcements, you may miss important information about our services, including legal notices, for example.

Beyond reserves the right to send you promotional or commercial e-mail as permitted by applicable law. You can manage the promotional or commercial e-mails Beyond may send to you by following the instructions contained in the e-mails or by contacting Beyond in one of the following ways:

- (a) Via e-mail at support@smartresort.com (or such other e-mail address as may be designated);
- (b) In writing at 1240 Commerce Drive Suite A Gulf Shores, AL 36542; or
- (c) By calling our customer service line at (866) 713-5182 during normal business hours.

Beyond may ask you for additional information to help us better inform you of the availability of special offers and promotions in your area. If you no longer wish to receive these e-mails you may opt-out of receiving them by contacting Beyond in one of the ways referenced above.

6.9 Reporting Violations of Privacy Rights

If you believe that you have been aggrieved by any act of ours in violation of applicable law, we encourage you to contact us directly at (866) 713-5182. You may also enforce the limitations imposed on us by applicable law with respect to your personally identifiable information through a civil lawsuit seeking damages, attorney's fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

6.10 Changes to This Privacy and CPNI Policy

We will provide you with a copy of this Beyond Privacy and Customer Proprietary Network Information (CPNI) Policy at the time we enter into an agreement to provide any service to you, and annually afterwards, or as otherwise permitted by law. You can view the most current version of this notice at the following website: www.smartresort.com or request a copy by calling our customer service line at (866) 713-5182.

We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law. If you find the changes to this notice unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will consider that to be your acceptance of and consent to the changes in the revised privacy notice. This includes your consent for any personally identifiable information that we may collect and use starting on the effective date of the revised notice, as well as for any personally identifiable information that we have collected prior to the effective date of the revised notice. However, we will only consider your continued use of the service to be your acceptance of and consent to changes in the revised privacy notice for changes made after the initial effective date of this revised notice.

7.0 CONTACTING Beyond

If you have any questions or suggestions regarding this Beyond Privacy and Customer Proprietary Network Information (CPNI) Policy, you may contact Beyond in any of the following ways:

- (a) Via e-mail a SPCustomerSupport@discoverbeyond.com (or such other e-mail address as may be designated);
- (b) In writing at 1240 Commerce Drive Suite A Gulf Shores, AL 36542; or
- (c) By calling our customer service line at (866) 713-5182 during normal business hours.

Revised and effective: January 21, 2008.