

Xtreme5G Privacy Policy

Effective: May 15, 2024

Your privacy is important to Xtreme5G. We value the trust you place in us when you use our products and services or interact with us. We take seriously the responsibility of protecting your privacy and the information collected about you. To provide the best possible products and services to you, and to tailor those products and services to best meet your needs and interests, we inevitably must collect information about you.

The Xtreme5G Privacy Policy (the "Privacy Policy") detailed below describes the types of information we collect and how we use that information.

This includes:

- Communicating our privacy practices in a manner that is accessible
- Not profiting from the transfer of your personally identifiable information to a third party
- Securing your information through the use of reasonable measures, including industry-standard practices and technical, administrative, and physical safeguards tied to the type and sensitivity of the information; and
- Giving you advance notice of any material changes to our privacy commitments and always posting our most current version of the Privacy Policy at www.xtreme5g.net

WHEN THE PRIVACY POLICY APPLIES

The Privacy Policy applies to the information we collect when you subscribe to or use Xtreme5G services.

WHAT INFORMATION WE COLLECT

In order to provide you with our products and services, we collect a variety of information about you when you interact with us or use our products. This information enables us to provide our services to you on a cost-effective basis and to tailor our products and services to best meet your needs and interests. For example, in order to provide timely and effective customer service, we gather information regarding when you called, the reason for the call, and what is the best way to get in contact with you. If you are an Xtreme5G customer and you allow others to access and/or use your accounts, we will collect information about those users' interactions with us as well.

Information You Provide to Us Directly or When You Create an Account

We collect information you provide to us when you establish a customer or user account, register to use and/or connect to our services and when you contact us or otherwise communicate with us, such as:

- contact information (e.g., name, address, email address, and phone number);
- usernames, passwords and other authenticating information associated with an Xtreme5G account;
- the service options you have chosen;
- information about your payment methods, such as your payment card number or bank account information;
- information related to a credit application for a product or service or to protect against fraud, which may include your Social Security number, driver's license number, or other government issued identifier;
- information we keep in our records when you correspond or otherwise communicate with us, including through our call centers, in-person, and through social media.

Information We Collect Automatically and Through Your Use of Xtreme5G

We automatically collect information about your use of Xtreme5G in order to deliver any of our services such as:

- information from any device installed by Xtreme5G including but not limited to the device identifiers, the number, types, and status of devices connected to our network, network addresses, operating system, and technical configurations of the equipment used with our services;
- network traffic data;

We automatically collect usage information to provide you with our products and services. The information we collect will depend upon the Xtreme5G services to which you subscribe, access, or interact. We limit the use and sharing of such information as described in this Privacy Policy and as required by law. For example, we may collect:

- call records, including the phone numbers that you call and that call you, and the times and dates of those calls

Information Obtained from Third Parties

We may collect information from third parties for purposes related to delivering our products and services to you

This includes information to verify data you have provided and from credit reporting agencies to determine your creditworthiness, credit score, and credit usage. If you rent your residence, we may have a record of whether landlord permission was required prior to our installing, as well as your landlord's name and address.

To Provide and Improve our Services, Products and Devices, Websites and Applications

We use the information we collect to:

- deliver, maintain and improve our services;
- fulfill requests for new service or changes to your account or the services you already receive;
- provide you with technical support and high quality customer service;
- create and administer an Xtreme5G account, including activating your service, billing, invoicing, and debt collection activities;
- authenticate or otherwise provide you access to your Xtreme5G service;
- provide updates, upgrades, repairs or replacements for any of our service-related devices or software used in providing or receiving services;
- manage and configure our device(s), system(s) and network(s);
- inform you of additional products and services that may be of interest to you;
- protect the security of the system, prevent fraud, detect unauthorized reception, use, and abuse of any Xtreme5G service, and to enforce any Xtreme5G policy or applicable terms of service;
- protect our rights, our personnel, our property, and the safety of others;
- maintain our accounting, tax and other records; and
- comply with applicable federal and state laws and regulations, as well as for the general administration of our business.

To Communicate With You

We use the information we collect to deliver and personalize our communications with you. We may use the information to remind you of a service appointment, to follow up with you after a service request, and to send you important service-related notices and announcements.

We may send you promotional communications for products and services that may be of interest to you through the mail, by phone or SMS. Some of these communications may be directed to you because of the Xtreme5G services to which you subscribe and some may be directed to you because of your general geographic location. For example, if we are launching a new service in limited areas, only residents of that particular area will receive that promotional communication.

WHEN AND WITH WHOM WE SHARE INFORMATION

We share information with others when it is necessary to provide you with the products and services you request, interact with, and to which you subscribe. We also share information with others when you direct us to do so, such as with other users on your account; when required by law or to respond to legal process; or to protect our property or rights or the safety of our employees, our customers, or other individuals.

We do not sell or otherwise share information that personally identifies our customers to third parties for those third parties' own use, such as marketing or advertising of their own products and services.

Account Holders and Other Authorized Users

We may disclose certain information about a customer's account and use of a service or feature to the primary account owner after appropriate authentication. The primary account owner may also authorize other users to access certain information on the account, which may include information about the primary account owner's use of the relevant service.

Governmental Entities or Pursuant to Valid Legal Process

We may disclose personal information to comply with valid legal process, including subpoenas, court orders or search warrants. In some instances where there is a valid legal request or an order for disclosure of information about you, we may notify you of such request or order and then it may be up to you to object or take specific action to prevent any disclosures pursuant to those requests or orders.

Third Parties

We do not sell to or share with third parties, for their own marketing or advertising purposes, any information that personally identifies our customers or other individuals who use our products, services, or applications;

If we enter into a merger, acquisition, or sale of all or a portion of our assets, we may transfer information about you, including information that personally identifies you, as part of the transaction.

HOW WE PROTECT YOUR INFORMATION

We take our responsibility to secure the information we collect and maintain seriously. We use reasonable security, including technical, physical and administrative controls, to secure the information we collect and maintain.

The Communications Act and CPNI

Section 222 of the Communications Act provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of the Xtreme5G telecommunications services, and information about your Xtreme5G service that is contained on your bill. This information, when linked to an identifiable customer of such service, is known as customer proprietary network information or "CPNI." CPNI does not include a customer's name, address, and telephone number

If you are a customer of a telecommunications service, we have an obligation under federal law to protect the confidentiality of CPNI and to provide you with information about how we use your CPNI and explain the choices you have. Those additional protections and the choices you have regarding the use and sharing of such information are reflected in this Privacy Policy.

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

We strive to keep our records accurate. If any of your information changes, please notify us so we can update our records.

WHAT HAPPENS IF WE CHANGE THIS PRIVACY POLICY

The most current version of our Privacy Policy is published and maintained at www.xtreme5g.net. The needs of our customers and the business may change from time to time and, when that happens, we may need to modify this Privacy Policy. Any changes will be posted at this website. If we make any changes that materially affect your rights or the ways in which we use or disclose information, we will attempt to notify you in advance through written, electronic or other means, as required by law.