

NUCONNECT BROADBAND CONSUMER LABEL POLICY

This Broadband Consumer Label Policy (“BCLP”) applies to NUConnect (“NUC”) Internet services (“Services”) delivered by Newport Utilities. This policy is designed to inform our customers and others (“Users”) on NUConnect’s standard of use for Broadband Consumer Label management. Examples used herein are non-exclusive, and are provided solely for guidance to Users. If you have questions about how NUConnect uses Broadband Consumer Labels, send an E-mail to NUConnect@NewportUtilities.com for clarification.

This Broadband Consumer Label Policy is also available online under “Privacy Policies” at www.NUconnect.com.

To view NUConnect’s Broadband Consumer Labels, mandated by the FCC, visit NUConnect.com/broadband-fcc-labels, view in your Newport Utilities SmartHub account, or request to see a physical copy at our main office. To learn more about the FCC’s Specifications for the Broadband Consumer Labels, visit <https://www.fcc.gov/sites/default/files/broadband-label-machine-readable-file-data-specifications.pdf>.

I. PURPOSE

The Federal Communications Commission (“FCC”) mandates that every broadband internet provider is required to provide Broadband Consumer Labels to residential customers for all internet plans. These labels are required to include:

- Provider and Plan Identifying Information
- Pricing Information: Cost and Fees
- Discount and Bundle Information
- Speed Metrics and Data Allowance
- Network and Privacy Policy Disclosures
- Provider Contact Information

The purpose of these labels is to provide transparency between the provider (NUC) and the Users regarding all required label information. Broadband Consumer Labels serve as a comparison point to help customers understand the differences between NUC’s internet plans.

II. LOCATION

Broadband Consumer Labels can be found at NUConnect.com/broadband-fcc-labels, in the customer’s SmartHub account under the “My Services” tab, as a physical copy at our main office, or by requesting a copy via email or paper mail by contacting NUConnect@NewportUtilities.com or (423)532-3555.

III. BUSINESS PRACTICES

NUC has provided the Broadband Consumer Labels at all points of sale (NUConnect.com, SmartHub, physical copy in-office, by request via email or paper mail). It is the responsibility of the customer to request to see NUC's Broadband Consumer Labels. It is also the responsibility of the customer to inquire for more information regarding comprehension of the labels if they are unclear. NUC has verified that all current labels match the current residential internet plans as of Oct. 10, 2024. NUC will add new labels as new residential internet plans become available, and will retire outdated labels as residential internet plans change or are discontinued. Labels will remain at all points of sale, as required by the FCC. NUC will retain training and informational materials for internal employees for as long needed to ensure proper usage of the Broadband Consumer Labels, but no less than 2 years from Oct. 10, 2024. Any training or related business practice documentation will be made available to the FCC upon request.

IV. DOCUMENTATION

NUC will document labels and relative information as follows:

- NUC will retain retired Broadband Consumer Labels for no less than 2 years from the date of retirement from public use.
- NUC will keep documentation of customer requests for copies of the labels. NUC will document in what form the label was given to the customer (physical copy in-person, emailed copy/link, or mailed physical copy to customer's chosen address), customer name and account number, and the dates of request and sending.

NUC is not required to send notifications of customers upon changes to the labels or this BCLP. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

V. PRIVACY

Any User interacting with our site and providing NUConnect with name, address, telephone number, e-mail address, domain name or URL or any other personally identifiable information permits NUConnect to use such information for commercial purposes of its own, including contacting Users about products and services which may be of interest. All information concerning users of NUConnect shall be kept in accordance with NUConnect's then-applicable Privacy Policy and the requirements of applicable law. NUConnect reserves the right to modify this BCLP at any time in its sole and absolute discretion. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

VI. NO WAIVER/SEVERABILITY

Any failure of NUConnect to enforce this Policy shall not be construed as a waiver of any right to do so at any time. If any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law, and any remaining portions will remain in full force and effect.

NUConnect reserves the right to modify this Broadband Consumer Label Policy at any time in its sole and absolute discretion. Changes and modifications will be effective when posted and any use of the Services after the posting of any changes will be considered acceptance of those changes.

This NUConnect Broadband Consumer Label Policy was last updated on October 8, 2024.