

Privacy Policy

Last updated: September 25, 2026

Plain English Summary

This Privacy Policy explains what personal information we collect, how we use it, who we share it with, and your rights regarding your data. We do not sell your network, service-usage, or account information, as applicable state law defines a sale. We do use information collected by cookies and pixels on our websites for targeted advertising through third-party advertising platforms, which some state laws treat as a sale; you can opt out through the "Cookie Settings" tool on our websites or by using a Global Privacy Control browser signal. You may access, correct, and delete your data as this Policy describes, whichever state you live in. This Policy describes the rights Company provides to all of its customers and the additional rights that particular state laws provide.

1. Introduction

The Core Fiber company whose network serves your Service Location, as identified on your order or invoice ("Company," "we," "us," or "our"), is committed to protecting the privacy and security of our customers' personal information. This Privacy Policy ("Policy") describes how we collect, use, disclose, and safeguard personal information in connection with the provision of our internet, voice, and related telecommunications services ("Services") and our websites. Capitalized terms not defined in this Policy have the meanings given to them in the Core Fiber General Terms & Conditions (the "General Terms").

This Policy applies to all personal information collected by Company, whether collected online (through our websites, customer portals, or mobile applications) or offline (through telephone interactions, in-person transactions, or written correspondence). By using our Services or accessing our websites, you acknowledge that you have read and understood this Policy. This Policy is incorporated by reference into the Agreement described in Section 1 of the General Terms, and Section 8 of the General Terms provides that Company's handling of Customer Information is governed by this Policy and, where applicable, the CPNI Policy.

2. Information We Collect

Company collects and processes the following categories of personal information in connection with providing Services:

Account and Identity Information. Name, service address, postal address, email address, telephone number, and payment information (credit or debit card numbers, bank account information, and billing address). For business customers, Company also collects the business name and federal employer identification number (FEIN). If you provide contact

information for additional persons on your account, such as a spouse or other authorized contact, Company collects the name, telephone number, and email address you provide for them.

Service Usage Information. Billing and payment history, service plan selections, maintenance and repair records, installation and service appointment history (including technician visit notes), and customer service interaction history.

Device and Network Information. Device identifiers (such as MAC addresses), network addresses (such as IP addresses), equipment performance data, number and types of devices connected to Company's network, Wi-Fi network information (including SSID and signal strength), device names and nicknames, Wi-Fi management application settings (including content filtering and parental control settings and any household profiles you create), and network traffic data (volume, time, and duration of use, source and destination addresses, domain name system (DNS) requests, and similar traffic metadata, but not the content of communications). Where Company delivers managed Wi-Fi equipment or a Wi-Fi management application through a third-party platform provider, that provider collects this information and makes it available to Company; the provider's own privacy policy also applies to information collected through its application.

Customer Proprietary Network Information (CPNI). Quantity, technical configuration, type, destination, location, and amount of use of telecommunications services. CPNI is subject to additional protections described in our standalone CPNI Policy.

Website Information. IP address, browser type and version, operating system, referring URLs, pages visited, date and time of visits, and information collected through cookies and similar tracking technologies (as described in our Cookie Policy).

Communications. Records of customer correspondence, including emails, text messages, chat transcripts, support tickets, recorded telephone calls (where permitted by law and disclosed at the time of the call), transcripts and summaries of those calls (which Company may generate using automated or artificial-intelligence tools), and other communications with Company's customer support and sales teams.

Installation and Premises Information. Information collected when Company installs or services equipment at your Service Location, including photographs of the installed equipment and the exterior of the premises, access instructions you provide (such as gate codes), and notes recorded by technicians about the premises and the work performed.

Voice Service Information. If you subscribe to voice Services, call detail records (which are CPNI), the address registered for 911 service, and, if you use Company's voicemail service, the voicemail messages left for you, which are stored on Company's or its service provider's systems until you delete them or your voice Service ends.

Government Program Eligibility Information. If you apply for a government assistance program through Company, the eligibility information and documentation you provide, which

may include household income, participation in other assistance programs, and identity information the program requires.

Feedback and Public Interactions. Survey responses, reviews and ratings you submit, and messages or posts you direct to Company through social media platforms.

Video Surveillance. Video recordings from security cameras at Company's offices and retail locations when you visit in person.

Information from Third Parties. Information Company receives from address and serviceability databases, the providers of Wi-Fi management platforms and other equipment or software used to deliver the Services, social media platforms when you interact with Company there, and government program administrators when you apply for an assistance program through Company.

2.1 Sensitive Personal Information

Under the privacy laws of the states in which Company provides Services, some categories of personal information are classified as "sensitive" and are subject to additional protections. The sensitive personal information Company may collect includes: financial account and payment card information, precise geolocation data (including your service address), and, where you apply for a government assistance program through Company, eligibility information that may reveal program enrollment or other sensitive characteristics.

Company limits its use of sensitive personal information to purposes reasonably necessary to provide the Services, process payments, verify identity, and comply with legal obligations. Company will obtain your consent before processing sensitive personal information for any purpose beyond providing the Services, processing payments, verifying identity, and complying with legal obligations. Where Company relies on your consent, you may revoke it at any time by contacting privacy@corefiber.com, and Company will cease the processing within fifteen (15) days of your revocation.

3. How We Use Your Information

Company uses the personal information it collects for the following purposes:

- (a) To provide, activate, maintain, and improve our Services, including provisioning, troubleshooting, and network optimization.
- (b) To process billing, payments, and collections, and to maintain accurate financial records.
- (c) To manage, secure, and maintain our network infrastructure, including monitoring for unauthorized access, network abuse, and service disruptions.
- (d) To provide customer support, respond to inquiries, and communicate with customers regarding their accounts and Services.
- (e) To market Company's products and services to existing customers, subject to applicable opt-out rights. Marketing communications regarding services within the

same category as those to which a customer already subscribes are conducted in accordance with FCC CPNI rules. Customers may opt out of marketing communications at any time as described in Section 10 of this Policy.

- (f) To comply with applicable federal, state, and local laws, regulations, and legal processes.
- (g) To detect, prevent, and address fraud, unauthorized use of Services, and threats to network security.
- (h) To conduct analytics, research, and service improvement initiatives, including analysis of aggregate and de-identified usage data.

Payment card data provided by customers is processed by PCI-DSS-compliant third-party payment processors. Company does not store complete credit card numbers or payment card security codes on its servers.

4. How We Share Your Information

Company may share personal information with the following categories of recipients and for the following purposes:

Affiliates. Company may share personal information with other Core Fiber companies and their affiliates for legitimate business and operational purposes, including coordinated service delivery, billing, and customer support.

Operational Service Providers. Company engages third-party service providers to perform functions on its behalf, including payment processing, network optimization, customer support tools, data analytics, marketing and customer relationship management (CRM) services, and IT infrastructure management. These service providers are contractually obligated to use personal information solely for the purpose of providing services to Company and have no independent right to use, share, or sell such data.

Advertising Platforms. Company's websites use cookies and pixels provided by third-party advertising platforms in the Targeted Advertising and Marketing cookie categories described in the Cookie Policy. Those platforms receive information about your browsing on Company's websites (such as IP address, device and browser identifiers, and pages visited) and use it to deliver Company's advertising to you on their platforms and to measure its performance. Because these platforms may use that information for their own purposes, this disclosure may constitute a "sale" of personal information, or "targeted advertising," under applicable state privacy law. Company does not disclose network traffic data, Service usage information, or CPNI to advertising platforms. You may opt out as described in Sections 10 and 11.2.

Business Transfers. In the event of a merger, acquisition, reorganization, restructuring, asset sale, or bankruptcy proceeding involving Company or its affiliates, customer personal information may be among the assets transferred to the acquiring entity. Company will provide notice of any such transfer in accordance with applicable law.

Law Enforcement and Legal Process. Company may disclose personal information when required by law, in response to a valid subpoena, court order, or other lawful legal process, or when Company has a good-faith belief that disclosure is necessary to protect the rights, property, or safety of Company, its customers, or the public.

Network Protection. Company may disclose information as necessary to enforce the Agreement (including the General Terms and the Acceptable Use Policy) and to protect the security, integrity, and availability of its network and Services.

Except for the website cookie and pixel data described under "Advertising Platforms" above, Company does not sell, rent, or disclose personal information to unaffiliated third parties for their marketing or advertising purposes. Company does not use network traffic data, Service usage information, or CPNI for targeted advertising and does not sell that information.

5. Cookies and Tracking Technologies

Company's websites use cookies and similar tracking technologies to facilitate website functionality, analyze usage patterns, and improve the user experience. For detailed information regarding the types of cookies used, how they are managed, and your choices regarding cookies, please refer to our Cookie Policy, which is part of this Privacy Policy.

Company's websites use cookies and pixels provided by third-party advertising platforms, in the Targeted Advertising and Marketing cookie categories described in the Cookie Policy, to deliver Company's advertising to you on third-party platforms and to measure its performance. This use may constitute a "sale" of personal information, or "targeted advertising," under applicable state privacy law. Company does not use network traffic data, Service usage information, or CPNI for these purposes. You may opt out through the cookie consent tool described below or by sending a Global Privacy Control signal, as described in Section 11.2. Company does not currently respond to Do Not Track ("DNT") browser signals; Company does honor universal opt-out preference signals, including the Global Privacy Control, as described in Section 11.2.

Company provides a cookie consent management tool on its websites that allows visitors to accept or reject non-essential cookies. Visitors may access the cookie preference center at any time via the "Cookie Settings" link in the website footer. Essential cookies required for basic website functionality cannot be disabled through the preference center. For details on the types of cookies used, see our Cookie Policy.

6. Children's Privacy

Company's Services and websites are not directed to children under the age of thirteen (13). Company does not knowingly collect personal information from children under thirteen (13) in accordance with the Children's Online Privacy Protection Act ("COPPA"). If Company becomes aware that it has inadvertently collected personal information from a child under thirteen (13), Company will promptly delete such information from its records. If you believe that a child under thirteen (13) has provided personal information to Company, please contact us at

privacy@corefiber.com so that we may take appropriate action. Company does not sell the personal data of any consumer it knows to be under sixteen (16) or knowingly process such data for targeted advertising.

7. Biometric Data

Company does not currently collect biometric data (including fingerprints, voiceprints, facial geometry, retinal scans, or other biometric identifiers) from customers in the ordinary course of providing Services. If Company introduces any service feature or authentication method that involves the collection of biometric data in the future, Company will:

- (a) provide specific notice and obtain affirmative opt-in consent before collecting biometric data, in compliance with the Colorado biometric identifier requirements (C.R.S. § 6-1-1314), the Texas Capture or Use of Biometric Identifier Act, the Washington Biometric Identifiers statute (RCW 19.375), and other applicable state laws;
- (b) disclose the purpose and duration of biometric data collection;
- (c) not sell, lease, or otherwise profit from biometric data; and
- (d) adopt a written biometric policy, available to the public, that establishes a retention schedule, deletion guidelines, and a protocol for responding to a security incident affecting biometric data; and permanently destroy biometric data on or before the earliest of the date the purpose for collection has been satisfied, twenty-four (24) months after the individual's last interaction with Company, or the expiration of any shorter period that applicable law requires.

8. Data Security

Company implements reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, and destruction. These safeguards include, but are not limited to, encryption of sensitive data in transit and at rest, access controls, employee training, and regular security assessments.

While Company strives to protect personal information, no method of transmission over the internet or method of electronic storage is completely secure. Company cannot guarantee the absolute security of personal information.

Customers are responsible for maintaining the security of their own account credentials, including passwords and PINs, and for controlling access to their accounts. Customers should notify Company immediately of any unauthorized use of their account.

Company will never request sensitive personal information (such as Social Security numbers, credit card numbers, or account passwords) through unsolicited email, text message, or telephone call. If you receive a suspicious communication purporting to be from Company requesting such information, do not respond and report it immediately to privacy@corefiber.com.

9. Data Retention

Company retains personal information for as long as necessary to provide Services, fulfill the purposes described in this Policy, comply with legal, tax, and regulatory obligations, resolve disputes, and enforce agreements. Retention periods vary by the type of information and the business and legal requirements that apply to it.

Upon expiration of the applicable retention period, personal information is securely deleted or de-identified in accordance with Company's data disposition procedures.

10. Your Marketing, CPNI, and Sale Choices

Your rights to access, correct, delete, and obtain a portable copy of your personal information are described in Section 11. This Section describes your choices regarding marketing, CPNI, and the sale of personal information.

Opt-Out of Marketing. You may opt out of receiving promotional emails by clicking the "unsubscribe" link included in such emails. You may opt out of promotional telephone calls and text messages by contacting Company at 855-267-3342 or by following the instructions provided in the communication. Please note that even after opting out, you may continue to receive transactional and account-related communications.

CPNI Choices. For information regarding your rights and choices with respect to Customer Proprietary Network Information, including opting out of the use of CPNI for marketing purposes, please refer to our CPNI Policy.

Do Not Sell/Share and Targeted Advertising. Company uses information collected by cookies and pixels on its websites for targeted advertising through third-party advertising platforms, which applicable state law may treat as a sale of personal information. You may opt out of that use at any time by rejecting the Targeted Advertising and Marketing cookie categories in the cookie consent tool (available via the "Cookie Settings" link in the website footer) or by enabling a Global Privacy Control signal in your browser, as described in Section 11.2. Company does not otherwise sell personal information, does not sell precise location data, and does not sell the personal data of consumers under sixteen (16). Where applicable law prohibits a sale regardless of consent, including the sale of precise location data and of the personal data of consumers under sixteen in Oregon, Company will not seek consent for it. If Company's practices regarding other personal information change in the future, Company will update this Policy and provide an opt-out mechanism prior to any sale of personal information.

11. Your U.S. Privacy Rights

11.1 Unified Rights Framework

Company provides the following privacy rights to all customers regardless of state of residence, reflecting the most protective standards across all applicable U.S. state privacy laws:

- (a) Right to Know / Access. You have the right to request that Company disclose the categories and specific pieces of personal information it has collected about you, the sources of collection, the business purposes for collection, and the categories of third parties with whom it has been shared. Company will also provide, on request, a list of the specific third parties, other than natural persons, to which it has disclosed your personal data.
- (b) Right to Delete. You have the right to request deletion of your personal information, subject to certain exceptions (e.g., completing a transaction, complying with legal obligations, detecting security incidents, exercising free speech).
- (c) Right to Correct. You have the right to request correction of inaccurate personal information. Company will respond to correction requests within forty-five (45) days.
- (d) Right to Data Portability. You have the right to receive your personal information in a commonly used, machine-readable format.
- (e) Right to Opt-Out. You have the right to opt out of: (i) the sale or sharing of personal information (Company's use of website cookie and pixel data for targeted advertising through third-party advertising platforms may constitute a sale; Company does not otherwise sell personal information); (ii) targeted advertising based on personal information; and (iii) automated decision-making or profiling that produces legal or similarly significant effects.
- (f) Right to Limit Use of Sensitive Personal Information. You have the right to direct Company to limit its use and disclosure of sensitive personal information to purposes necessary to provide the Services.
- (g) Right to Non-Discrimination. Company will not discriminate against you for exercising any privacy right, including by denying services, charging different prices, or providing a different level of service quality.

11.2 How to Exercise Your Rights

You may submit a request by: (a) emailing privacy@corefiber.com; (b) calling 855-267-3342; (c) submitting a request through Company's website at corefiber.com/legal; or (d) mailing a request to 4015 S Lincoln Ave, Suite 500, Loveland, CO 80537. You may designate an authorized agent to submit requests on your behalf by providing written authorization. Company treats a universal opt-out signal recognized under applicable law, including the Global Privacy Control, as a valid request to opt out of any sale of personal data and of any processing for targeted advertising. When Company's website receives a valid Global Privacy Control signal from your browser, Company disables the Targeted Advertising and Marketing cookie categories for that browser, as described in Section 5.2 of the Cookie Policy. You may also opt out of targeted advertising at any time through the cookie consent tool available via the "Cookie Settings" link in the website footer. Because the signal and the cookie consent tool operate at the browser level, you will need to opt out separately on each browser and device you use.

11.3 Verification and Response

Company will verify your identity before fulfilling a request by matching information you provide against account records. Company will respond to verified requests within forty-five (45) days. If additional time is needed, Company will notify you of the extension (up to an additional forty-five (45) days) and the reason. If a request is denied, Company will provide the reasons and information about how to appeal.

11.4 Appeals

If Company denies your privacy request, you may appeal by contacting privacy@corefiber.com within sixty (60) days of the denial. Company will respond to appeals within forty-five (45) days. If the appeal is denied, you may contact your state attorney general or applicable regulatory authority.

11.5 State-Specific Supplements

Certain states provide additional rights or impose specific requirements beyond those described above. Where applicable, Company complies with the specific requirements of all state privacy laws in effect in states where it provides Services, including but not limited to the Colorado Privacy Act, the Texas Data Privacy and Security Act, the Oregon Consumer Privacy Act, and the Washington My Health My Data Act. For state-specific inquiries, contact privacy@corefiber.com or visit corefiber.com/legal.

12. Data Breach Notification

Company maintains incident response procedures for data security breaches. In the event of a breach of personal information, Company will:

- (a) Investigate and contain the breach promptly upon discovery.
- (b) Notify affected individuals in accordance with applicable state breach notification laws, which are in effect in all fifty (50) states.
- (c) Company will provide notice within the time that applicable state law requires. Where federal law requires notice to law enforcement before customer notice, including for breaches involving customer proprietary network information, Company will notify customers as soon as that law permits.
- (d) Provide notification by email, postal mail, or, if contact information is unavailable, by posting a notice on Company's website.
- (e) Include in the notification a description of the breach, the types of information involved, steps taken by Company in response, and recommendations for protective action by the affected individual.
- (f) Where required by applicable state law, notify the state attorney general or other designated state authority concurrently with or prior to notifying affected individuals. Company maintains a current register of state breach notification requirements and designated recipients for all states in which it provides Services.

13. Data Processing Addendum

Business customers subject to data protection regulations (including, but not limited to, the Health Insurance Portability and Accountability Act ("HIPAA"), the Gramm-Leach-Bliley Act ("GLBA"), the Family Educational Rights and Privacy Act ("FERPA"), the General Data Protection Regulation ("GDPR"), or applicable state privacy laws) may request a Data Processing Addendum ("DPA") from Company. The DPA addresses data controller and data processor obligations, technical and organizational security measures, breach notification procedures, and sub-processor management. To request a DPA, contact Company at privacy@corefiber.com.

14. Changes to This Policy

Company may update or modify this Policy from time to time in accordance with Section 17 of the General Terms. Notice of material changes will be delivered by email or by notice on the customer's billing statement, and the current version of this Policy is posted at corefiber.com/legal.

15. Contact Information

If you have questions or concerns regarding this Privacy Policy or Company's privacy practices, please contact us at:

Privacy Inquiries: privacy@corefiber.com

Mailing Address: Core Fiber, 4015 S Lincoln Ave, Suite 500, Loveland, CO 80537

Telephone: 855-267-3342

Effective Date: This Policy takes effect as provided in Section 20 of the General Terms.

Related Documents

- General Terms & Conditions
- Cookie Policy
- CPNI Policy
- Acceptable Use Policy
- Data Processing Addendum (available upon request)