

NT Spark, LLC
FCC/FTC *Red Flag* Identity Theft Rules Compliance Statement

In compliance with the Federal Communications Commission's (FCC) Substantive Rules 16 C.F.R. §681.2(b)(5), NT Spark, LLC (referred to as the "Company") is providing this notice to advise you of your rights concerning identity theft and *Red Flag* Rules. The Company has developed and implemented a written Identity Theft Prevention Program to detect, prevent, and mitigate identity theft in connection with the opening of certain accounts or certain existing accounts. The program addresses methods of identifying, detecting, and preventing *Red Flags*.

As a telecommunications and broadband service provider, the Company is subject to certain requirements under the Fair and Accurate Credit Transactions Act of 2003 governing identity theft protection. The "*Red Flag Rules*" work closely with FCC Customer Proprietary Network Information (CPNI) regulations. The *Red Flag* regulatory requirements are largely consumer protection provisions, which set forth the circumstances under which we identify a "red flag", which is a pattern, practice, or specific activity that indicates the possible existence of identity theft. The Company will supplement these policies and procedures as necessary and appropriate to ensure compliance with the Federal Trade Commission's ("FTC") regulatory requirements.

In all markets where we provide services, we have a duty to protect the proprietary information of and personal information that is used in the extension of credit for the services we provide.

When we receive personal information, such as social security numbers, credit or bank card numbers, driver's licenses etc. we must ensure that we have taken the precautionary measures to protect this information from potential identity theft.

The Company makes every effort to detect *Red Flags*, such as by obtaining identifying information about and verifying the identity of a person opening an account. We also authenticate customers, monitor transactions, and verify the validity of change of account information requests. To prevent identity theft, we will not open a new account and will close an existing account and notify law enforcement if *Red Flags* are detected.

Any failure of the Company 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.

NT Spark, LLC reserves the right to modify this statement at any time. We will notify you of any material changes via written, electronic, or other means permitted by law, including by posting it on our website. If you find the changes unacceptable, you have the right to cancel the Services. If you continue to use the Services after receiving notice of such changes, we will consider that as your acceptance of the changes.

Effective: 07/01/2024

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