



PRIVACY POLICY

At DSL.net, Inc., we respect the privacy of our online customers and visitors to our Web site and are committed to handling any personal information obtained via our Web site in a responsible manner. The following describes our policy regarding how such personal information is gathered and subsequently used, if at all.

Collection and Use of Information.

In general, you can visit us on the World Wide Web without telling us who you are or revealing any detailed information about yourself. Our Web servers only collect domain names, IP addresses, referring URLs and/or user agent string information, and not the e-mail addresses, of visitors to our Web site. This data is used by us in aggregate with all site traffic in order to better understand general Web traffic patterns and broad visitor demographics.

We may also collect more detailed personal information from you, but only via online processes, forms and surveys that visitors knowingly complete. We will not sell or distribute your information to any third party for their marketing purposes. Rather, this information is used solely for the purpose for which it was submitted, to manage the internal operations and security of our Web site consistent with the terms of use and policies established from time to time governing this site and for other limited lawful purposes in connection therewith, including, without limitation, service qualification, provision of and/or billing for subscribed services, responding to sales inquiries, marketing/promotion of our products and services, product development, improvement of our Web presence, the development of profiles for receiving news alerts, feedback and the processing of rebates and/or contest entries. Such purposes may involve the disclosure of such information to unaffiliated companies or vendors where necessary for the limited purpose of processing your request, processing a transaction authorized by you or providing you with products or services. Furthermore, we may use, disclose or transfer certain personally identifiable information or other information about you (i) to obtain a credit report; (ii) to protect the confidentiality or security of your records; (iii) to comply with law enforcement, government mandate or other legal requirement if appropriate for your protection or in connection with an investigation or prosecution of possible unlawful activity or otherwise in compliance with applicable law or regulation; (iv) to our attorneys, accountants and regulators; (v) in connection with a sale of DSL.net or our assets, businesses or operations (or confidential discussions regarding such a potential sale, under non-disclosure agreement) and (vi) to protect our rights or to enforce our Acceptable Use Policies.

Certain information related to your telecommunications services account with us (such as to whom, where and when you make calls) may be "customer proprietary network information" or "CPNI." CPNI is protected by specific laws and regulations and, accordingly, we are committed to comply with such laws and regulations. Without your consent, we will only share or disclose your CPNI (i) to market to you services or products among the categories of services or products to which you currently subscribe, (ii) to initiate, render and bill and collect for our telecommunications services, (iii) to protect you or other carriers from illegal or fraudulent use of, or subscription to, our services or to protect our rights or property, (iv) to provide your call location information in certain specified emergency situations and (v) for other legally permissible purposes.

At times, we may conduct online surveys to better understand the needs and profiles of our visitors. When we conduct a survey, we will let you know if the information being collected is going to be used by us in a manner different than that described herein, at the time it is collected from you, so that you may knowingly determine whether to participate or not in the given survey.

Our policy is not to read or disclose private e-mail communications that are transmitted using our services except to respond, if directed to us, or as required to operate the service, and as otherwise set forth in the terms of use and policies established from time to time governing the service, or for other legally permissible purposes (including complying with law enforcement investigations).

DSL.net may make use of a technology called "cookies," in order to provide you with tailored information through our site. A cookie is a tiny element of data that a Web site can send to your browser, which may then be stored on your hard drive so the sending Web site can recognize the visitor when he/she returns to that site. Internet cookies save limited information, which can then be used periodically in current and subsequent site visits to customize users' experiences in accordance with their preferences. Depending upon your particular Web client software, you may be able to set your browser to notify you of, or decline, your receipt of a cookie. We may also use "beacons" or "clear gifs," which are small pieces of code, on an anonymous basis. These beacons may be included in outgoing e-mail messages or in our Web site. This helps us determine which e-mails have been seen and which pages within our Web sites have been visited.

Links.

Our Web site may contain links to other sites such as our sales and/or business affiliates. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content of, nor the privacy practices employed by, such other sites. Please note that our privacy policy applies only to this Web site and not to the Web sites of our advertisers or of other companies or organizations to which we link.

Security.

While we may add your information to our databases, and use it in furtherance of our business purposes, and may share it with certain of our suppliers, contractors, agents and other commercial affiliates for the purpose of providing service, we have implemented security measures to guard against the loss, misuse or alteration of information obtained from you by us over the Internet. We maintain physical, electronic and procedural safeguards designed to protect the confidentiality of personally identifiable information provided by you on and through our Web site. However, such precautions do not guarantee that our Web site is invulnerable to all security breaches. We make no warranty, guarantee or representation that use of our Web site is protected from all viruses, security threats or other vulnerabilities and that your information will always be secure. When doing business with others, such as advertisers to whom you can link from our site, you should consider the separate security and privacy policies of those other sites.

Your Use of User Identifications and Personally Identifiable Information.

You may not disclose any user identifications or passwords to any unauthorized person, or permit any unauthorized person to use your accounts. You will be responsible for any actions taken on your behalf by any person using your user identifications or passwords. If your user identifications or passwords have been compromised, we recommend that you change such user identification or password or notify us so that we may issue a new one.

If you modify certain of your account information via online tools, we will only retain such information as is necessary for us to resolve disputes, comply with governmental orders, perform troubleshooting, enforce our agreements with you and as otherwise reasonably necessary.

Your use of our online services constitutes your voluntary consent to the collection and use of your information, as described in this privacy policy and other written documentation provided to you or posted on this site regarding our services. If you do not want us to use your information as described herein, please contact us via U.S. mail at DSL.net, Inc., 545 Long Wharf Drive, 5th Floor, New Haven, CT 06511, or via e-mail at info@dsl.net, or via telephone at 1-877- 375-6691. However, be advised that without the use of your information, we may not be able to provide you the services, or the same quality of services, you request.

Chat Rooms.

This site may provide discussion areas so that customers and visitors can communicate and share ideas. Information disclosed in these areas becomes public information, so you should use caution when disclosing such information. These discussion areas may be monitored by us or law enforcement officials as appropriate in order to enhance the safety and respect for all of our customers and visitors, and off-topic, unlawful or otherwise inappropriate content of which we become aware may or may not be removed from the site during the course of such monitoring. We are not responsible for any information posted or remaining on these discussion areas, and we reserve the right to terminate or suspend any or all of such discussion areas at any time. The views expressed in these discussion areas are the views of those individuals who elect to participate in such discussions and not of DSL.net, and do not necessarily reflect our views on these covered matters.

Children's Policy.

We do not intend for this site to be used by children under the age of 13, nor do we seek to collect information about children under the age of 13. If you are under the age of 13, please do not provide us with information and promptly exit this site. We encourage parents or legal guardians to talk with their children about the potential risks of providing information over the Internet.

Policy Revisions.

Because of the evolving nature of the Internet, the technologies that we use and the way that we conduct business, we may amend this privacy policy from time to time in our discretion. We will post any revisions on this site. You are responsible for periodically checking this site to ensure your understanding of our most current privacy policy then in effect. By accessing or using our Web site, you acknowledge that you have read and accepted this policy and any other terms of use or policies posted by us. All references to DSL.net throughout this policy statement include, unless otherwise stated, all DSL.net affiliate companies, successors and assigns.

Contact Information.

We hope that you have a positive experience with our Web site. If you have any additional concerns or questions regarding our privacy policy, please contact us via e-mail at webmaster@dsl.net.