

At Ontera, we (1) respect our customers' privacy.

That's why we have our Ontera Privacy Statement. It sets out the principles that govern the collection, use and disclosure of our customers' personal information.

(2)

We've created this Web page to inform you about our privacy practices. We want you to understand the purposes for which we collect personal information about our customers. And we want to be sure that we have your consent to continue to collect, use and disclose your personal information for those purposes.

The following is a brief summary of our privacy practices.

Why we collect personal information

If you are an Ontera customer, Ontera has some basic information about you. We understand that some of this information is private, which is why we collect personal information only for the following purposes:

1.To establish and maintain a responsible commercial relationship with you and to provide ongoing service. For example, when you apply for service, we collect information that allows us to confirm your identity and credit history so that we can accurately bill and collect for the products and services that you receive from us. We may collect credit card or bank account information, if you prefer the convenience of pre-authorized payment for services.

2.To understand your needs and preferences. We maintain a record of the products and services you receive from us, and we may ask for additional information so that we can serve you better. For example, we will ask for your email address, if you wish to pay your bills electronically.

3.To develop, enhance, market or provide products and services. For example, we look at how our customers use our products and services, so that we can understand how to improve them. From time to time, we may review and analyze your use of our products and services to help us provide better product recommendations and special offers that we think will interest you.

4.To manage and develop our business and operations. For example, we analyze customer usage of our networks and facilities to help us manage them efficiently and plan for future growth.

5.To meet legal and regulatory requirements. For example, we may collect information in response to a court order, or to satisfy a request by the Canadian Radio-television and Telecommunications Commission (the “CRTC”) for information about a customer complaint and how it was resolved.

When do we disclose personal information?

There is a variety of circumstances where we may need to disclose some personal information about our customers. Here are some examples:

1.We may disclose a customer’s personal information to a person who, in the reasonable judgement of Ontera, is seeking the information as an agent of the customer. For example, we may provide information about a customer’s account to the customer’s legal representative if we are satisfied that that individual is requesting the information on behalf of the customer.

2.Subject to applicable CRTC regulations, customer information may be shared among Ontera departments to help us serve our customers better and to provide them with services which may combine services from different parts of our organization.

3.We may disclose a customer’s personal information to:

- another telecommunications company for the efficient and cost-effective provision of telecommunications services;
- a company involved in supplying the customer with communications or communications directory related services;
- a company or individual employed by Ontera to perform functions on its behalf, such as research or data processing; or
- an agent used by Ontera to evaluate the customer’s credit worthiness or to collect the customer’s account.

Any such disclosure of a customer’s personal information outside of Ontera is made on a confidential basis with the information to be used only for the purpose

for which it was disclosed.

1. Subject to applicable CRTC regulations, we may disclose a customer's personal information to a credit reporting agency.

2. We may disclose a customer's personal information to a public authority or agent of a public authority, if in the reasonable judgement of Ontera, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information. If a customer calls 911, we will provide the customer's name, address and telephone number to the emergency agency.

3. In conjunction with special offers or programs, we may disclose customers' personal information to our program partners, or to third-party agents responsible for administering such offers or programs. Any such disclosure is made on a confidential basis with the customer's express consent.

How do we protect your personal information?

In order to protect your personal information and your right to privacy, Ontera:

1. will not collect, use or disclose your personal information for any purpose other than those identified above, except with your consent;

2. will protect your personal information with appropriate security safeguards;

3. will protect the confidentiality of your personal information when dealing with other companies;

4. will strive to keep your personal information as accurate and up-to-date as is necessary for the purposes identified above; and

5. will honour any request you may make for access to your personal information.

What are your choices?

We would like to have your consent to continue to collect, use and disclose your

personal information for the purposes identified above. However, you do have choices and can refuse or withdraw your consent as follows:

1. You may have your name removed from our telephone, mail or Email marketing lists. We use these lists to inform you of relevant products, services and special offers that may be of benefit to you.

2. You may refuse to provide personal information to us. You may also withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. However, in either case, this may limit our ability to serve you.

If you have any questions or concerns about our privacy practices, please contact us by Email at privacy@ontera.ca. Otherwise, we will assume that we have your consent to continue to collect, use and disclose your personal information for the purposes identified above.

(1) On this site, the words “we” or “Ontera” refer to O.N.Tel Inc. carrying on business as Ontera. The words “we” and “Ontera” do not include independent dealers and distributors of Ontera products and services.

(2) The Ontera Privacy Statement does not limit the collection, use or disclosure by Ontera of information that is publicly available. This includes: (a) a customer’s name, address, telephone number, and Email address, when listed in a directory or available through directory assistance; and (b) other information about the customer that is publicly available.

The Ontera Privacy Statement does not apply to information regarding Ontera corporate customers. However, such information is protected by other Ontera policies and practices and through contractual arrangements. For more information about your privacy, write us at privacy@ontera.ca.

Copyright © 2004 NorthernTel Limited Partnership. All rights reserved.