

MILE HIGH NETWORKS LLC — PRIVACY POLICY

Effective Date: March 2026

Mile High Networks LLC ("Mile High Networks," "we," "us," or "our") operates broadband Internet services and the website at <https://milehighnetworks.net> (collectively, the "Services"). This Privacy Policy describes how we collect, use, disclose, and protect your personal information when you use our Services.

By using our Services, you agree to the collection and use of information in accordance with this Policy. This Privacy Policy is incorporated by reference into our Master Services Agreement ("MSA").

1. Information We Collect

(a) Personal Information

When you sign up for or use our Services, we may collect the following personal information:

- Full name
- Email address
- Phone number
- Physical address (service and billing addresses)
- Payment information (credit/debit card numbers, bank account details for ACH payments)
- Government-issued identification (when required for identity verification)

(b) Network and Service Data

As a broadband Internet service provider, we collect certain data related to the delivery of our Services, including:

- IP addresses assigned to your account
- MAC addresses of Mile High Networks Equipment
- Connection and session logs (connection times, duration, and data usage)
- Service performance data (signal strength, latency, throughput)
- Equipment status and diagnostic information
- DNS query logs (if using Mile High Networks DNS servers)

(c) Website Usage Data

When you visit our website, we may collect:

- Browser type and version
- Pages visited, time and date of visit, and time spent on pages
- Referring website addresses
- Device identifiers and operating system information
- IP address

(d) Cookies and Tracking Technologies

We use cookies and similar technologies on our website to operate the site, remember your preferences, and analyze usage. Types of cookies we use include:

- **Session Cookies** — required for site functionality; expire when you close your browser
- **Preference Cookies** — remember your settings and preferences

- **Security Cookies** — support security features and detect abuse
- **Analytics Cookies** — help us understand how visitors use our website (see Section 6)

You can configure your browser to refuse cookies or alert you when cookies are sent. Some website features may not function properly without cookies.

2. How We Use Your Information

We use the information we collect for the following purposes:

- **Providing and maintaining the Services**, including provisioning, billing, and customer support
 - **Network management and security**, including monitoring for malicious traffic, managing congestion, and maintaining service quality
 - **Communicating with you** about your account, service changes, outages, and billing
 - **Improving our Services** through analysis of usage patterns and service performance
 - **Compliance with legal obligations**, including responding to lawful requests from law enforcement
 - **Enforcing our agreements**, including the MSA, Acceptable Use Policy, and DMCA Policy
 - **Marketing our services** to existing customers (see Section 5 for opt-out information)
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3. How We Share Your Information

We do **not** sell your personal information to third parties.

We may share your information in the following limited circumstances:

(a) Service Providers

We may share information with third-party companies that perform services on our behalf, such as billing processors, network monitoring tools, and customer support platforms. These providers are contractually obligated to use your information only for the services they perform for us and to protect its confidentiality.

(b) Legal Requirements

We may disclose your information when we have a good faith belief that disclosure is necessary to:

- Comply with a legal obligation, subpoena, court order, or other lawful government request
- Protect and defend the rights or property of Mile High Networks
- Prevent or investigate possible wrongdoing or security threats
- Protect the personal safety of our customers or the public
- Protect against legal liability

(c) Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction. We will notify you of any such transfer and any changes to this Privacy Policy.

4. Data Retention

We retain your personal information for as long as your account is active and for a reasonable period afterward as necessary to:

- Fulfill the purposes described in this Policy
- Comply with legal and regulatory obligations
- Resolve disputes and enforce our agreements

Network and service data (such as connection logs and usage data) is retained for a period of **twelve (12) months** from the date of collection, unless a longer retention period is required by law or a pending legal matter.

After the applicable retention period, we will securely delete or anonymize your information.

5. Your Rights and Choices

(a) Access and Correction

You may access and update your personal information at any time by contacting us at support@milehighnetworks.net or by calling (928) 493-4420.

(b) Marketing Opt-Out

You may opt out of receiving marketing communications from us by:

- Following the unsubscribe instructions in any marketing email
- Contacting us at support@milehighnetworks.net
- Calling (928) 493-4420

Opting out of marketing communications does not affect service-related communications (such as billing notices, outage alerts, and policy updates).

(c) Do Not Track

Our website does not currently respond to "Do Not Track" browser signals. We will update this Policy if that changes.

6. Analytics

We use Google Analytics (GA4) to analyze website traffic and usage. Google Analytics collects data about your visits to our website, including pages viewed, time on site, and referral sources. This data is shared with Google, which may use it in accordance with its own privacy policy.

You can opt out of Google Analytics by installing the [Google Analytics Opt-Out Browser Add-on](#).

For more information about Google's privacy practices, visit: <https://policies.google.com/privacy>

7. Data Security

We implement commercially reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, disclosure, alteration, and destruction. These measures include encryption of sensitive data, access controls, and regular security assessments.

However, no method of transmission over the Internet or electronic storage is completely secure. We cannot guarantee the absolute security of your information.

8. Children's Privacy

Our Services are not directed to anyone under the age of 18. We do not knowingly collect personal information from children under 18. If you are a parent or guardian and believe your child has provided us with personal information, please contact us at support@milehighnetworks.net. If we become aware that we have collected personal information from a child without parental consent, we will take steps to delete that information.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We encourage you to review the privacy policy of any website you visit.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of material changes by posting the updated Policy on our website and, where appropriate, by email. The "Effective Date" at the top of this Policy indicates when it was last revised. Your continued use of the Services after any changes constitutes acceptance of the updated Policy.

11. Contact Us

If you have questions about this Privacy Policy or our data practices, contact us:

Mile High Networks LLC 8196 E Valley Road Prescott Valley, AZ 86314 Phone: (928) 493-4420 Email: support@milehighnetworks.net