



WAVE SOCIAL MEDIA POLICY

This policy is designed to guide interactions between WAVE and followers of the company's pages on various Social Media platforms, including **Facebook, Twitter, LinkedIn, and YouTube**. You can find links to all our official pages below*.

WAVE embraces Social Media not only as a popular communication tool, but as a way to establish a meaningful relationship with its audience, to open up an enjoyable and valuable dialogue, and to share various news and updates about the company and its affiliates. WAVE strives to help you and answer service-related questions via channels that are convenient for you.

To make the experience pleasant, please keep in mind that online communications are very similar to real life conversations. There is a real person, just like you, behind a "WAVE" screen name/icon. It's not an abstract company responding to your questions or commenting on your posts, it is a real person, a Wave employee. **Please be respectful and courteous!**

- **Language:**

- All official WAVE pages* on Social Media platforms are family-friendly, so posts and comments containing derogatory, offensive, profane language or swear words will be removed.
- Users who continuously publish offensive messages (more than three times) will be banned and the issue reported to Facebook.
- Users who intimidate or insult fellow followers or WAVE employees will be advised about proper language via private messaging. A second violation will result in an immediate ban and being reported to Facebook.

- **Content:**

- Posts slandering and/or discrediting the WAVE brand, as well as containing false and misleading information about WAVE or its products and services will be deleted; users posting such messages repetitively will be banned.
- Posts containing copyrighted material without proper authorization/approval and/or original source references will be removed.
- Posts containing private information about WAVE employees, affiliates, and/or representatives, as well as existing WAVE customers will be removed. Users publishing such information will be banned.

- Posts containing personal information, including a Wave account number, legal name, address, phone number, about the user publishing such a post, may be removed for security reasons. When communicating with a Wave customer service representative, please use a Private Message feature whenever possible.
- Posts containing crude or NSFW (not suitable for work) images and videos will be deleted.
- Posts containing links to websites presenting age-restricted materials, such as nudity, violence, pornography will be deleted. Users publishing such posts will be banned.
- English is the primary language of WAVE. Posts and comments written in a different language that cannot be translated via the Social Media platform's Translate option will be deleted. If you need to contact WAVE and require help of a translator, please call 1-866-WAVE-123 (1-866-928-3123).
- **Spamming:**
 - Posts and/or comments with the same or similar content that are posted multiple times (more than 2 times) on WAVE's page will be removed.
 - Comments to WAVE's posts that are irrelevant to the topic of original posts may be considered spam and will be deleted. WAVE customer service representatives will make judgment on a case-to-case basis as to which posts may result in deletion.
 - Links to third parties and messages that include promotional verbiage, known as "sales pitches," of all types will be deleted. Users posting such messages will be banned.

***Official WAVE pages:**

- Wave Facebook: <https://www.facebook.com/GoWaveConnects>
- Wave Twitter: <https://twitter.com/WaveConnects>
- Wave Business Twitter: https://twitter.com/wave_business
- Wave YouTube: <https://www.youtube.com/user/WaveBroadband>
- LinkedIn: <https://www.linkedin.com/company/wave-business>