

## **TERMS OF SERVICE**

### **BILLING & PAYMENT**

We may require subscribers to pre-pay for their first month of service, installation fee or equipment fee/deposit. Thereafter we will bill subscribers for their service a month in advance. Charges for additional items may be billed the following billing cycle and may be billed from a different company and therefore mailed separately from the subscriber's regular bill from us (for example, pay-per-view movies and events).

All bills are considered due upon receipt and are past due after the 10<sup>th</sup> of each month. Any bill not received in our office by the 15<sup>th</sup> of the month is subject to a \$3.00 late fee. Any account not paid in full by the 20<sup>th</sup> of each month may be subject to suspension or disconnect. If you know you will be late with your payment, please contact our office to arrange a grace period. Late fees may still be accrued during this period.

We do not prorate services. Any services installed on or before the 15<sup>th</sup> of each month will be billed for the full month's service; any services installed after the 15<sup>th</sup> of each month may not be billed for that month's service.

We bill on a month-to-month basis. We require that you pay for at least one month's service, even if you only keep that service for a few days.

Please report billing errors immediately to our main office. Any billing disputes must be reported to us within 30 days of receiving the bill in order to receive credit on your account.

All equipment provided by Limestone/Bracken Cablevision is the property of Limestone/Bracken Cablevision. Please return any equipment to us if you move or terminate your service. You may be charge a fee for any equipment not properly returned to our office. You are also responsible for any equipment stolen from or damaged in your home.

### **ESTABLISHING SERVICE**

Limestone/Bracken Cablevision requires our subscribers to come into our office to initially establish service. Each subscriber is required to provide us with a photo id and proof of address and pay all service fees and charges before installation can be scheduled. We will not install service for subscribers with past due/unpaid accounts.

### **SERVICE/PRICE CHANGES**

Limestone/Bracken Cablevision will notify subscribers 30 days in advance of any price or service changes unless provided otherwise by applicable law.

### **INSTALLATION & SERVICE CALLS**

We schedule work orders for service/installation at least one day in advance. We are unable to schedule specific appointment times. If we are unable to meet a scheduled appointment, we will attempt to contact you to reschedule the service call at a convenient time.

### **ADULT AT HOME POLICY**

Our installers and technicians may not enter your home to perform any work on our behalf unless a responsible adult over the age of 18 is present. We apologize for any inconvenience this may cause.

### **EQUIPMENT**

Limestone/Bracken Cablevision will repair/replace equipment we provide to you at no charge, so long as the necessary repairs/replacement are not the result of misuse, neglect, theft, etc. In those instances you will be charged for the value of that equipment. We will not perform work on equipment not issued by Limestone/Bracken Cablevision.

### **SERVICE PROBLEMS/COMPLAINTS**

We make every effort to provide quality, consistent service. It is the responsibility of each subscriber to report service problems to our office. While we monitor our system for major problems, some issues may be specific to your home/business and we may not be aware of those issues until reported to us. As soon as you make us aware of an issue we will make arrangements to correct the problem. Please contact our main office directly. We cannot be held responsible for, or make repairs on, problems we are not aware of.

### **MAINTENANCE**

Limestone/Bracken Cablevision technicians must perform periodic tests and repairs to the cable system. These tests and repairs may cause temporary loss of service to areas in which the work is being performed. We make every effort to notify subscribers of scheduled outages, but this is not always possible. If you experience loss of service please call our office; you will be informed at that time if your area is experiencing a maintenance outage. We will not prorate service charges for regular maintenance outages.

### **INTERRUPTIONS OF SERVICE**

Limestone/Bracken Cablevision maintains a high standard of operation in our cable system. Service interruptions due to unforeseen problems such as equipment failures, extreme weather conditions, power outages, auto accidents involving utility poles or underground utility pedestals, loss of signal from its origination point, etc. are beyond our control and will be repaired as soon as possible.

### **SUN SPOTS**

Twice a year, in February and October, activity from the sun disrupts our satellite reception. This natural phenomenon effects most cable and satellite providers in the United States and is beyond our control.

### **DISCONNECTION**

You may request services from us to be disconnected at any time. It is your responsibility to return any equipment to our office in order to discontinue billing and avoid future billing.

### **RELOCATING SERVICE**

If you are moving within our service area, please contact our office to arrange and appointment to relocate your services. Fees may apply for this work. It is your responsibility to move any

equipment from your old location to your new location. We try to schedule work as quickly as possible, but next-day appointments may not always be available. Not all services may be available in all areas. Any outstanding charges or credits will be transferred from your old service address to your new one. We will turn off service at your old service address and turn on service at your new address on the same day.

### **SPORTS BLACKOUTS**

Local and national sports events may be subject to blackouts per the respective league's broadcast rules. Therefore not all programming and service may be available in all areas.

### **NETWORK PROGRAMMING**

Limestone/Bracken Cablevision provides video and Internet services to our subscribers. We have no control over programming offered by individual stations in our channel line-up.

### **THEFT OF SERVICE**

Tampering with, or altering in any way, a cable system or equipment in order to receive unauthorized serviced is a Federal crime punishable by fines and/or imprisonment. Limestone/Bracken Cablevision periodically monitors our system for such unauthorized hook-ups and reports our findings to local law enforcement.