

**Products and Services Offered** - CAS offers a variety of video programming choices including most of the local television broadcast stations in your area. There are many services and features that you may purchase with CAS, which include access to the interactive programming guide and digital music channels. CAS also offers premium channels for additional movies, sports, and other special events. Various tiers of service offered by CAS may be sold separately or as a package with other tiers; however, as a prerequisite for subscribing to any of the video programming offered including premium channels, customers are required by law to subscribe to the basic service tier. CAS offers customers the option to rent or purchase equipment, such as cable set-top converters and remotes and/or CableCARD™ that may be needed to access the cable services you want with your TV equipment. Visit us at or call us at the number on your bill for more information about products and services in your area.

**Prices, Channels and Programming Options** - CAS provides its customer with a listing of the channel positions of the programming carried on its local cable system. That listing is also available on our website at [www.cascable.com](http://www.cascable.com). If you did not receive a channel lineup, please contact CAS on the number listed on your bill and one will be sent to you.

**Changes in Service or Prices** - Subject to applicable law, we have the right to change our services and prices at any time. As a CAS customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on or with your monthly bill, via email, on an information channel, as a newspaper legal notice, as part of this annual notice or some other written form. Additional information regarding such notices may also be found on the CAS website.

#### INSTALLATION AND SERVICE MAINTENANCE POLICIES

**Installation** - Standard installations are generally completed within 7 business days. Someone over 18 years of age must be home during any installation or repair of your cable television service. CAS employees are required to wear a CAS Employee shirt. CAS will make every reasonable effort to reschedule any missed service appointment at a convenient time for you. CAS will have no obligation to install, support, maintain, repair or replace any computer equipment, cable modem, phone, fax machine, cabling or other equipment that is not CAS equipment. CAS has the right to upgrade, modify and enhance the CAS equipment and software from time to time through "downloads" from our network or otherwise.

**Access to Customer Premises** - By ordering service, you agree to allow employees and agents of CAS access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. CAS is not deemed to have abandoned equipment that it does not remove. If you are not the owner of the premises at which equipment and software are to be installed, you warrant that you have obtained the consent of the owner of the premises of CAS personnel and/or its agents to enter your premises for the purposes described in this section. You will indemnify and hold CAS harmless from and against any claims of the owner of the premises arising out of the performances of this agreement.

**Moving** - Before you move, please call us on the phone number listed on your bill. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home if it is in our service area.

**Service Calls** - If you are experiencing trouble with your service, please contact our Customer Service Department. If a customer service representative (CSR) cannot resolve the problem with you over the phone, we will schedule a service technician visit. Technicians will be dispatched to address service problems on a prioritized basis. Emergencies such as fallen lines, violent storms, ice, or other weather related problems may interfere with service. We will make our best efforts to correct the situation as soon as possible. We do everything possible to ensure consistently reliable services, but from time to time, service outages can occur. Additional fees may apply when the problem is caused by the Customer or use of non-CAS cable equipment.

**CAS Cable Equipment** - The equipment that we provide to our subscribers is and shall remain the property of CAS and must be returned to us at any time service is discontinued for any reason, or any time that the company wishes to exchange such equipment. Failure to return CAS equipment may result in charges being applied to your account as specified in our equipment agreement or as permitted by law. We will replace or repair CAS equipment at no charge in the event of a failure due to normal use. Remote control devices can be replaced at our office. The customer is responsible for replacement of the remote control batteries in the event of battery failure.

#### HOW TO USE YOUR CABLE SERVICES

**Cable Service Support** - Customers may visit us at or call us at the telephone number on your bill for more information regarding the use of your CAS Cable service. (Customer support is available by phone Monday-Friday 8am-7pm and Saturday 8am-3pm).

**Compatibility of Set-Top Receivers or Converters** - Many newer television sets are labeled cable-ready. According to government rules, after July 1997, TVs sold in the U.S. cannot be called cable-ready unless they comply with new requirements, including the ability to properly tune channels.

Some TVs cannot tune all channels without some interference. If this is the case with your equipment, you may need to purchase or rent an electronic channel selection device (called a "receiver" or "converter"), or Digital Adapter. If you use a converter, you can only tune to one channel at a time and certain features on your TV that depends on channel tuning of these devices may not be available with this configuration. If you are not sure whether your TV is cable ready, you should review the equipment manual and instructions, or contact the manufacturer. If your equipment is not fully cable ready, you can still receive all standard cable channels offering non-scrambled or non-encrypted programming by renting or purchasing a simple set-top converter without descrambling or decryption capabilities. For a monthly fee, we rent set-top converters to our customers that will be compatible with the services you purchase from us. You may also purchase set-top converters at electronic stores or other retail outlets in your area. CAS uses state-of-the-art encryption methods to ensure the security of our system. Certain cable converters that have descramblers (so called "pirate boxes" or "black boxes") are illegal to sell, purchase or use on the cable system. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept, or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines or imprisonment. To the extent our encryption methods affect your reception of signals, we can supply to you special equipment that will enable the simultaneous reception of multiple signals. This equipment could include for example, a Digital Receiver (multiple set-top devices may be required), and signal bypass switches, which will allow simultaneous reception of any two encrypted signals and provide for tuning to alternative channels on a pre-programmed schedule. We will consult with you to determine your specific equipment needs. Upon request, we will attempt to provide you with the types of special equipment needed to resolve your compatibility problem. Please call us if you would like to discuss the type of special equipment needed (e.g. Accessible Receiver for blind or visually impaired customers) to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues. Charges will apply for purchase or lease of special equipment.

**CableCARD™** - Certain new TVs/display devices (sometimes referred to as DCR or UDPC devices) are sold with a port for a CableCARD™, which can substitute for a set-top channel converter. The current generation of these TVs/display devices cannot interact with the cards to allow you to use any interactive or two-way services that we offer, such as the CAS interactive programming guide. For more information, please contact us.

**Backup Power for Home Phone Services during Power Outages** - To avoid a disruption of home voice service during a power outage - and to maintain the ability to connect to 911 emergency services - we at CAS Cable offer you the option of purchasing backup power for your home phones. Additional backup batteries in 8-hour increments with a maximum of 2 additional batteries for a total of 24 hours of backup power for your home phones. CAS Cable's backup batteries allow you to continue to use your home voice services during a power outage. (Applies to directly connected land line phones only) 8-hour backup batteries for DOCSIS 3.0 modems cost \$19.95, 8-hour backup batteries for DOCSIS 3.1 modems cost \$69.95 and can be picked up at our business office. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note that there will be a \$50.00 charge for this service. Please follow the more detailed instructions included with your battery for proper use, storage, and care of your battery to ensure that it will function as needed during a power outage. Please contact CAS Cable for any questions you may have about the Backup Power Disclosure Rules.

#### BILLING PROCEDURES

**Charges and Fees** - Your monthly CAS bill provides the charges, due date, payments, and credits for your account, and may also contain special customer messages. Fees and charges are payable in advance once service is initiated. If you initiate a change in your services, you are subject to the applicable installation and/or charge associated with your new service selection. A late fee of \$2.00 is added to any bill amount unpaid after the due date. You should receive your monthly billing statement in the mail around the 20th of each month. Your cable fee is due by the 10th of the following month. If your payment is made with a non-sufficient fund check or credit card, you may be charged a fee for handling. When mailing your payment, please allow seven to ten days for delivery to our office. If we have not received your payment for two consecutive months, after the 10th of the second month, we will send a technician to your home to either collect the full amount due or disconnect. You will receive notice on your monthly bill if you are delinquent. There will be no other form of notification. Additional information for your area regarding CAS billing may be found at [www.cascable.com](http://www.cascable.com) or you may call us at the telephone number listed on your bill.

**Bill Payments** - CAS offers many different methods of bill payment. We accept payments online at [cascable.com](http://cascable.com), through the mail using the invoice from your monthly billing statement, by phone and also at our office. CAS also offers the ability to set up CAS Auto Pay, a convenient monthly payment solution that will automatically debit your Credit Card, Debit Card, Checking, or Savings account for monthly payment. Payments made with a customer service representative over the phone will incur a \$4 fee. To avoid that fee when making a phone payment, use our other convenient options.

**Service Interruptions** - If you report a service interruption which is caused by CAS and lasts for more than 4 hours in a given day, CAS shall give you a credit in the amount of the cost of each such day's video service as would be billed to you. If you report a service interruption which is not caused by CAS and lasts for more than 24 consecutive hours, CAS shall give you, for each hour of service interruption, a credit in the amount of the cost per hour video service as would be billed to you. Any such credit will be refunded on the next practicable bill for the service issued by CAS to you.

**Subscriber Notices** - In the event of a required notice to our subscribers, we will attempt to provide notice by the most effective means under the circumstances, which might include notice in the billing envelope, on the billing statement, via e-mail, on our website, a newspaper announcement, or a combination where appropriate.

#### DISCONNECT PROCEDURES

**Refunds/Credits** - A request to disconnect cable service can be made at any time. Billing for service will stop on the day you request the service to be discontinued, subject to billing for applicable fees and outstanding balances on CAS video and/or other services.

Additionally, equipment provided to you by CAS must be returned upon disconnection of service or appropriate charges will apply. If your request to disconnect service occurs before the end of a prepaid period, CAS will refund the prorated un-used portion of the fees and charges (subject to the offsets referenced above and the return of CAS equipment).

**Theft of Cable Service** - Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

**Delinquent Accounts** - If your service is disconnected for non-payment, we require full payment of the past due balance, a reconnect fee, and a minimum of one month's service charge before reconnecting service.

#### COMPLAINT RESOLUTION

**Complaint Procedures** - We are committed to providing the best possible customer service and a broad range of quality programming. CAS policies are intended to follow the Federal Communications Commission ("FCC") guidelines on customer service, as well as those of the State of Ohio, and we will respond to all complaints as required by law. We are proud of our fine relationship with the municipalities and counties which act as our franchising authorities and our subscribers and look forward to many years of continued service to the community. In compliance with FCC regulations, we are pleased to provide you with the following procedures in case of any problems with our service. Any time you have a problem with your cable reception or high-speed internet or phone service, please call our Customer Service Department, where we have customer service representatives on duty to help you or arrange for a technician to address the problem. All efforts will be made by our service technicians and other associates to resolve any complaints concerning the technical quality of service promptly and efficiently. If your problems are not resolved to your satisfaction, please feel free to speak to your cable system manager, who will review the problem and take corrective action. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. Customers can direct cable billing or service complaints to CAS at the telephone number listed on your bill. If you believe CAS has not properly resolved your issue, you may contact your local office authority at:

City of Belpre, PO Box 160, Belpre, OH 45714, 740-423-7592

City of Marietta, 301 Putnam St, Marietta, OH 45750, 740-373-1387

Most problems can be resolved with the above procedures. We appreciate your business and look forward to providing you with the finest service. If, however, we are unable to resolve your complaint to your satisfaction, you may contact the Ohio Department of Commerce, the franchising authority for video service providers for the State of Ohio, at <https://com.ohio.gov/divisions-and-programs/video-service-authorization/contact-us> or at (877) 207-2225. The Federal Communications Commission (FCC) has limited jurisdiction over cable television programming. You may contact the FCC at the following address, telephone number, or web page: FCC, Cable Services Bureau, 445 12th Street, S.W., Room 3-C 830, Washington, D.C. 20554 Phone 202-418-7200, [www.fcc.gov](http://www.fcc.gov)

#### CUSTOMER PRIVACY NOTICE

As a CAS Cable customer, you have a right to know what we do with your personal information that we have. We consider our treatment of such information to be a part of the trust you place in us by using our Internet, TV and Phone Services ("Services"). This Customer Privacy Notice ("Notice") applies to customers of our Services. Use of the words "customer," "you" or "your" refers to any subscriber of a Service. We have updated this Notice, and will continue to update it, to better answer questions you may have, but our basic privacy policy will remain the same. We collect and keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure and destroy it when no longer needed.

In accordance with Section 631 of the Cable Act, we provide you with this separate, written Notice when you first become a customer and at least annually thereafter. This Notice includes information required by the Cable Act, including: (1) the kind of information CAS collects; (2) how CAS uses personally identifiable information; (3) to whom CAS may disclose personally identifiable information; (4) how long CAS keeps personally identifiable information; (5) how you can inspect records pertaining to your personally identifiable information; and (6) your legal rights. We also regularly update our privacy policy and post the most up-to-date policy on our websites. You can find additional and updated information at any time by visiting our website at [www.cascable.com](http://www.cascable.com). We encourage you to review our policies by visiting our website periodically for the latest information and updates. You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission, [www.ftc.gov](http://www.ftc.gov), and the Federal Communications Commission, [www.fcc.gov](http://www.fcc.gov).

In providing services to you, we obtain certain "personally identifiable information"; that is information that identifies you or your business individually or can be reasonably used to identify you individually. Personally identifiable information may include one or more of the following: name, service address, billing address, telephone numbers, social security number, employer identification number (EIN), driver's license number, user IDs, email addresses and credit card information. Personally identifiable information does not include de-identified, anonymous, or aggregate data that does not identify you individually. For example, information regarding your age would only be considered personally identifiable if it was combined with your name or other information that could identify you individually. It is important to understand the difference between personally identifiable information and information that is not personally identifiable in order to understand protections granted to Cable, Internet and Phone subscribers under the Communications Act of 1934. The Communications Act allows us to collect personally identifiable information only:

- If you consent, in advance, in writing or electronically;
- In order to provide cable or other services to you; or
- To detect unauthorized reception.

Subject to certain exceptions, we may not disclose personally identifiable information about you, except as necessary to render the Services to you or other services we provide to you in related business activities or with your consent. Prior to complying with a demand by a third party for information about you, we may notify you and you may have the right to oppose the disclosure in court. There are exceptions to this, such as disclosures to law enforcement agencies required by law. We explain below how we respond to requests from law enforcement agencies for disclosure of personally identifiable information.

#### INFORMATION WE COLLECT

When you subscribe to our Services and interact with us as a customer, we collect both personally identifiable information and information that is not personally identifiable. We collect this information as part of our provision of the Services and keep business records that may include personally identifiable information. The collected information includes information that you may give us when you sign up for a Service or which is provided to us during the course of your relationship with us as a customer. This

information includes, but is not limited to: name, service address, billing address, telephone numbers, social security number, employer identification number (EIN), driver's license number, user IDs, email addresses, names of spouses or relatives, birth dates, credit card, debit card or bank account information. Additionally, we also maintain customer information concerning credit, billing and payments, security deposits, purchases made over the cable system, maintenance and repair, equipment and services provided, and other service-related functions. In providing our Services, we may also collect information about your video equipment, the number and location of television sets in your home or business that are connected to our cable system, computer hardware and software, modems, routers, associated electronic addresses, settings, and other preferences to aid in billing, maintenance, and customer support.

**Internet Services** - Like most Internet service providers, we automatically collect certain general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while online),

MAC addresses (individual equipment identifiers) of equipment that is used, bandwidth used, system and connection performance, browsers used, dates and times of access and Internet resource requests, including requests to access web pages. Some of this information may identify those subscribers who have downloaded certain materials or accessed certain websites. This type of information is generally retained for about six months. We do not store online messages sent or received unless left in your CAS Internet account file. Since we cannot control Web sites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those Websites and services. You can find more detailed information concerning our Online Privacy Policy on our website at [www.cascable.com](http://www.cascable.com).

**TV Services** - We collect certain information in providing you with our cable television and other services. The law prohibits us from using the cable system to collect personal information for unrelated purposes without your consent. Unless you are notified and agree, we will not collect user information concerning most video program viewing, except as needed to bill you. In providing some specific cable TV services, such as interactive cable services, we do maintain limited usage information for billing, programming, and related purposes. Aggregate information that does not identify you may be collected and used for programming, advertising, and similar purposes. In some cases, non-personal aggregate information may be collected by the cable system in order to determine which programs are most popular, how many people are watching the show, and which cable features are used most often. This aggregate information may be provided to third party audience measurement firms who may combine it with other demographic information to conduct more comprehensive audience analysis. When we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below in "Use and Sharing."

**Phone Services** - We provide telephone services by "Voice over Internet Protocol" (VoIP). We do not listen to or record your calls. We do, however, monitor certain calls to our staff for quality purposes. In providing telephone services, we do receive usage information, including numbers called and received and duration of calls. We retain this information for up to two years, as required by some authorities, and we treat all such information as private.

Generally, we collect only the personal information needed to provide the Services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you or your authorized representative when we receive an inquiry on your account as permitted by law. We also take reasonable steps to protect personally identifiable information from unauthorized access. We sometimes collect personal information for special reasons, such as in surveys or registering at our Web Sites. In these instances, you will be notified before it is collected, told how it will be used and may elect not to participate.

#### USE AND SHARING

**Use Policy** - We consider personally identifiable information confidential and use it only for the business purpose of providing our Internet, TV, and Phone services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with you, billing and collection and for accounting and tax purposes. We may also use such information to monitor for, detect, and protect against both fraud and unauthorized use of our services.

We use aggregate information about our customers and their usage for a variety of purposes. Such aggregate information does not identify individual customers. We may share aggregate information with third parties, such as audience measurement firms who may combine it with other demographic information to conduct audience analyses for our own internal business purposes. CAS may associate personally identifiable information with aggregate information or with information from others to better offer product and service preferences to you.

**Sharing Policy** - It is our policy not to disclose any personally identifiable information about you to others outside CAS and our affiliates, agents, vendors, business partners and others who assist us with providing services to you, and other related business functions, without your prior consent. We do not sell or provide your personal information to parties unrelated to the services we provide without your permission. As a further measure, if in the future we sell mailing lists, you can affirmatively opt out of such sharing by writing to the return address on your billing statement, or you may contact us online at [www.cascable.com](http://www.cascable.com). You can also notify us in either way if you prefer not to receive certain types of marketing contacts from us. CAS sometimes uses affiliates, vendors, or partners in providing our services and may provide personally identifiable information for such purposes. We require that outside parties maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share personally identifiable information with other third parties without your consent. If you become a customer of a third-party provider of any services directly, you should review its privacy policy, as it may differ from ours.

**Special Exceptions** - We reserve the right to disclose personally identifiable information if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse, or unauthorized reception; (4) enforce our Website Visitors' Agreement and Terms of Use, our Acceptable Use Policy, or related standards; or (5) act in an emergency to protect your safety or that of another. We may also share or transfer personally identifiable information along with your account as a part of any sale or transfer all or a portion of our business operations, merger, or combination with another organization. In such a case, you will be notified of any changes in policy.

**Retention Policy** - CAS may retain personal customer information in its regular business records as long as you are a customer or until no longer needed for business, tax, or legal purposes. Once these purposes no longer apply, we destroy, de-identify or anonymize the information according to our internal policies and protections. Our security measures for this information are discussed below.

**Phone and Internet Services** - Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone and Internet services relating to the quantity, technical configuration, type, destination, location, nature of telecommunications or Internet, or telephone toll service you receive and the amount of your use of telephone or Internet service. This information is known as "Customer Proprietary Network Information" or "CPNI" and includes information on how you use our telephone and Internet services, such as your call patterns, service features, price plans, spending profiles, destinations, and related information. In offering our spectrum of local and long-distance telephone and Internet services, we do use your telephone or Internet service information to offer you new telephone or Internet services and pricing plans. If you do not want us to use your CPNI for this purpose, you may contact us at the number or address listed on the cover of this notice or on your regular bill. On the other hand, if you would like us to offer you information on video services or would like to learn about our bundled offers, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us offer you the best and most up-to-date services. Your consent will remain in effect until you notify us that you want to revoke or change your permission. Your choice will not affect the services you now receive. We do not disclose this information to unrelated parties, except as required by law.

**Directory Listings** - We offer our telephone customers the ability to designate their listings as non-published within print or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. These and certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

**Internet Services** - We do not read your email messages, instant messages, online chats, "voice-over-internet" calls, or the content of other online communications that reside on or pass through our service. We may however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network, or other users.

**TV Services** - Digital video recorder service information is not shared with programmers or third parties, except on an aggregate basis. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party. When we offer new services to you, like DVR and interactive features, we will also inform you about information we may need and how it may be used.

**Enforcement of Your Rights** - Federal law (including 47 U.S.C. §§ 222 and 551) limits the information a cable, phone and broadband provider may collect, maintain, use, and share. You may enforce your rights concerning our collection, maintenance, use and sharing of your CPNI or PII. Among your remedies is the right to seek damages and reasonable costs and attorneys' fees.

<b>Cable TV</b>		<b>Equipment Rental</b>		<b>Digital Phone Service</b>	
Basic Cable	\$110.00	HD DVR Box & Remote	\$12.95	Neighborhood	\$19.95
Family & Sports Pak	\$11.95	HD Box & Remote	\$8.95	Nationwide	\$29.95
Starz & Starz Encore	\$14.95	Wifi Modem Lease	\$10.00	Advanced	\$39.95
HBO Max	\$17.95	EMTA Lease	\$5.00	Voicemail	\$4.95
Cinemax	\$15.95	Cable Card Service	\$4.95	Additional Phone Number	\$9.95
Showtime Multiplex	\$17.95	Additional Cable Card	\$0.95	411 Directory Assistance	\$1.00
Starz	\$10.95	HD for Cable Card	\$2.95	(Each 411 Call)	
Starz Encore	\$7.95				
		<b>Installation Pricing</b>			
<b>High Speed Internet</b>		Installation	\$45.00		
500 Mbps	\$36.95	Install Digital Box	\$25.00		
1 Gig	\$71.95	Install Outlet Trip	\$40.00		
3 Gig	\$106.95	Additional Outlet Trip	\$25.00		
		Install Internet Basic	\$25.00		
		Install Phone Basic	\$25.00		
<b>Internet Only</b>		<b>Miscellaneous Charges</b>			
500 Mbps	\$64.95	Cable Card Purchase	\$69.99		
1 Gig	\$94.95	Bandwidth Overage per 100 Gb	\$10.00		
5 Gig	\$124.95	Returned Check/ACH Fee	\$25.00		
		Late Fee	\$2.00		
		Phone Number Change	\$20.00		
		Service Restoration Fee	\$10.00		
		Service Call	\$50.00		