

## Mountain Rural Telephone Cooperative Annual Notice to Our Cable Subscribers

This notice contains important information about the cable services we provide to you. Federal rules require that this notice be sent to you annually and upon subscription to our service. If you ever have a question or concern about your service, please call us at 606-743-3121 or via email at [support@mountaintelephone.com](mailto:support@mountaintelephone.com).

### Services, Rates, and Using the Service

Valuable information about the video services we offer, their prices and how to use them can be found on our website at <http://www.mrtc.com/tv/index.html>.

Our website includes:

- Products and services offered
- Prices and options for programming services and conditions of subscription to programming and other services, including bundled services
- Installation and service maintenance policies (please refer to our service agreement for information)
- Instructions on how to use the cable service
- Channel positions of programming carried on the system

We may occasionally modify our rates or terms of services, including cable lineup and channel assignment. Unless the change is the result of a regulatory fee, franchise fee, or any other fee, tax, assessment, or charge of any kind imposed by any Federal agency, State, or franchising authority on the transaction between the operator and the subscriber, we will take reasonable steps to provide you advanced notice about any such change.

### Resolving Complaints about Your Service

We recognize that sometimes, things don't go as expected. If you have a problem with your services, including signal quality, please contact us so we may resolve your complaint:

#### By phone

- **During regular business hours** (M-F, 8:00am-5:00pm) you may call us at [606-743-3121](tel:606-743-3121) and speak with a customer service representative. For repair maintenance and technical issues call [606-743-4040](tel:606-743-4040). If your problem is technical and cannot be resolved over the phone, a technician may be dispatched to your premises.
- **Outside of regular business hours** you may call our after-hours help desk us at [606-743-4040](tel:606-743-4040) for technical assistance. If we cannot resolve your problem over the phone we may dispatch a technician, usually the next business day. All business related issues, including questions about your bill, should be referred to our business office during regular hours (606-743-3121).

**You may also contact us in writing.** Please be sure to include your name, account number, the nature of your complaint, and a way for us to respond to you if you are seeking a response.

- **By Mail** at our business office:  
Mountain Telephone Cooperative  
425 Main Street  
P.O. Box 399  
West Liberty, KY 41472

- **By Email**, to our customer service email address at [service@mountaintelephone.com](mailto:service@mountaintelephone.com).

We will try to resolve your complaint promptly and professionally. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority (the city in which you receive service) to discuss your complaint.

### Unauthorized Reception or Retransmission of Cable Service

Federal and state laws make it a crime to receive or assist another in receiving any cable service without our express authorization. Violators are subject to substantial criminal penalties that may include fines and/or imprisonment. We are entitled under the law to sue cable thieves in court in order to obtain injunctions against continued theft of services and recovery of all financial damages including, but not limited to, the lost value of the service, costs we may incur as a result of your theft, and all legal expenses incurred in recovering our losses. Cable theft is a crime and we will pursue all legal remedies to prevent theft of our services.

### Protection of Subscriber Privacy

We have an obligation to protect your privacy and restrict the collection and release of your Personally Identifiable Information.

**Personally Identifiable Information** is data we collect and maintain about our subscribers in order to provide cable services. This information may include a subscriber's name, address, credit history, driver's license (or other identifying information), phone number, and cable subscription history including service maintenance and repair, subscription and network data, and complaints. We use this data to manage our business and to offer services to our subscribers. Personally Identifiable Information does not include any record of aggregate data which does not identify particular persons.

**Collection of Personally Identifiable Information.** We are generally prohibited from using our cable systems to collect personally identifiable information concerning any subscriber without the prior written or electronic consent of the subscriber. However, we may collect this information as necessary to render cable television or other services to subscribers or to detect unauthorized reception of cable communications.

**Disclosure of Personally Identifiable Information.** To safe guard our subscribers' Personally Identifiable Information, we limit its disclosure to those employees and agents who have a direct need to access the information in order to provide services and manage our business.

We are generally prohibited from disclosing personally identifiable information without the prior written or electronic consent of the subscriber. However, there are certain circumstances where we may disclose this information including:

- if such disclosure is necessary to render, or conduct a legitimate business activity related to cable television or other service provided to the subscriber;
- if such disclosure of information is pursuant to a court order authorizing the disclosure, however, the subscriber must be notified of such an order; and
- if the discloser is of names and addresses of subscribers, as long as we provide you the opportunity to prohibit or limit such disclosure.

Regardless of the reason for the disclosure, we will not reveal, directly or indirectly, the extent of any viewing or other use by the subscriber or the nature of any transaction made by the subscriber over the cable system.

**Accuracy of Personally Identifiable Information.** We must provide a subscriber access to all personally identifiable information regarding that subscriber. We will make this information available to our subscriber upon request provided, however, that the release of such information is limited only to a subscriber who has also provided adequate proof of identity. Depending on the nature of the request, we may require additional time to produce the information in a manner that does not disclose the information of other subscribers. You may be subsequently contacted by us regarding the nature of your request including our anticipated time to respond to your request and additional information we may need from you to verify your identity. Following your receipt of the Personal Identification Information, you may notify us about any error(s) and we will take reasonable steps to correct any error(s) in our information.

**Destruction of Personal Identification.** We will destroy personally identifiable information if such information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information.

**Legal Recourse.** Any person aggrieved by a cable operator's violation of these provisions may bring a civil action in a United States district court. As a remedy, the court may award actual damages, punitive damages, and reasonable attorneys' fees and other litigation costs reasonably incurred. A government entity may obtain personally identifiable information concerning a cable subscriber pursuant to a court order only if the entity offers clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. In addition, the subject of the information must be afforded the opportunity to appear and contest the entity's claim.

### Equipment Compatibility and Accessibility

Our cable services operate on IP Technology delivered over fiber to your premises. Most of our programs are encrypted under contract with our programming partners and require a set top box, provided by us, to allow viewing on a TV set in your premises. A single set top box is included with your service; information about leasing of additional boxes may be found at our website at <http://www.mrtc.com/tv/index.html>. While it is our intent to provide you with seamless viewing and operation of our cable services, we cannot guarantee that all equipment you may connect to our services (including VCR, DVRs, TiVo, etc.) will operate as intended.

We now have accessible devices available for subscribers who can demonstrate that they are blind or visually impaired. All such requests may be made to our customer service department at 606-743-3121.