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Fidelity Communications receives programming from various broadcast and TV networks. Fidelity Communications is not responsible for the content or schedule aired by these networks. Please contact specific TV or broadcast networks directly with your programming complaints or questions.

For all levels of service available in each Fidelity Communications service area, view a complete channel lineup at

[www.fidelitycommunications.com/channel-lineup](http://www.fidelitycommunications.com/channel-lineup).

**Notification of Programming Changes Within Our Control:** Fidelity Communications provides notice to its customers at least thirty (30) days in advance of the deletion of any programming service (if the change is within Fidelity Communications' control), channel assignment changes or rate increases.

## INSTALLATION & SERVICE MAINTENANCE POLICIES

**Installation:** For scheduling of installations or maintenance, please contact a local office or toll-free, 800-892-8070. To avoid confusion later, we require that the account holder sign for any necessary equipment as well as sign any service agreements or work orders. The account holder may also authorize in writing anyone else over age 18 to sign for the account holder. The account holder is responsible whether they signed or not. The account holder or authorized person must be present at installation. If a credit card is required for a promotional service or otherwise, you may not use another person's card. Fidelity Communications reserves the right to condition service on a satisfactory credit review and provision of a deposit or other security in appropriate circumstances.

**Products and Services Offered:** You may decide to add new services or substitute something else for what you have. Fidelity Communications offers several additional and optional services (including additional screens, DVR hours, telephone, and Internet services), along with a variety of video service tiers, such as MUSTView, MEGAVIEW, and several premium tiers. A listing of our current service packages and prices is included on our website, [www.fidelitycommunications.com](http://www.fidelitycommunications.com). For scheduling, please contact a local office or toll-free, 800-892-8070.





**Your Monthly Statement:** Your monthly statement is generated by our billing service. When you receive your statement, we recommend that you examine it carefully. The last date for which payments were posted is shown on the bill. Any payment received after that date will be reflected in your next billing statement. The balance (less any payments you made which are not yet posted) must be paid by the date indicated to avoid late fees or collection activity. The company is not responsible for payments mailed but not received on or before the due date. If you mail your payment, please allow seven business days for it to be posted to your account.

**Bill Payments:** Fidelity Communications offers many different methods of bill payment. We accept payments at

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be resolved with the above procedures. If your problem is not handled to your satisfaction, you may feel free to contact the regulatory authorities which are listed in this notice. We appreciate your business and look forward to providing you with the finest service. Technical support is available 24 hours a day, 7 days a week, including holidays. Billing support is available during normal business hours, Monday through Friday.

## **PRIVACY NOTICE**

To provide you with the best Fidelity Communications services, including TV, Internet, and phone services, we collect and keep on file certain information about our subscribers. This notice will tell you what information we collect, how we use it, and how you can help us make sure it is correct. In this Privacy Notice, the terms "subscriber" or "you" refer to customers of our Fidelity Communications TV or other services. The terms "Fidelity Communications," "we," "our," or "us" refer to Fidelity Communications Co. and the television system in your local area.

## **COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION**

We collect certain personally identifiable information from our subscribers in connection with the provision of our TV and other services. The types of information that may constitute personally identifiable information include name; home, e-mail and alternate billing addresses; telephone, social security or driver's license numbers; credit or bank account data, services you ask to receive; service connection and device information; service preferences or transactions you initiate through your voluntary interaction with the service; subscriber correspondence, accounting, maintenance and repair records; service complaints, home ownership or rental information; and other information that you provide to us or that we may request to provide our services to you and/or to maintain regular business records. We specifically ask that you provide contact information and by doing so you agree that we or our agent may contact you using an auto-dialer or through pre-recorded messages. We may also have a record of the devices that you use to connect to our services in your home, including the location and configuration of these devices and a list of the equipment we installed in your home. We may also collect additional subscriber information during voluntary interviews or surveys. When internet subscribers access the Fidelity Communications Internet portal page or other Fidelity Communications websites, Fidelity Communications, its affiliates, partners, and advertisers may use various software devices to collect information to allow participation in certain online activities or to facilitate online access. We may collect personally identifiable information that you provide to us through our presence on third party websites, such as social networking websites. These third parties may retain the information you provide to us in this manner under their own terms and privacy policies. Fidelity Communications may also collect internet technical data and information about aggregate internet usage for service offering analysis. This process generally does not involve the collection of additional subscriber personally identifiable information. To protect the security of our services, we may also operate certain network protection features that automatically scan proper subscriber use of the Fidelity Communications services and that scan certain electronic addresses, identifiers, or communications to protect against spam and/or viruses. Other than monitoring bandwidth usage, we do not collect additional personally identifiable information while utilizing these protection features.

During provision of phone services, Fidelity Communications may accumulate customer information that relates to the quantity, technical configuration, type, destination, and location of Fidelity Communications Phone Services used by you as a Fidelity Communications Phone Services customer.

## **USE OF COLLECTED INFORMATION**

Under federal law, we may not use our TV system to collect personally identifiable information about you without your consent, except to obtain information necessary to provide you with TV or other services and/or to help us detect unauthorized reception of communications over the TV system. For example, when you interact with certain Fidelity Communications services, the TV system may automatically collect certain information on your use of that service. Most of this information is not personally identifiable, and such information is generally used to carry out your request. This may include your choice of a designated channel, menu selections or service offerings, such as On Demand or pay per view programming. These selections may be linked to your personally identifiable information already stored on our system so we can confirm your entry or transaction and/or confirm proper billing for the selection. We use the information we collect to make sure you receive the services you subscribe to; to send your bills and credit you for payments; to send you program or service listings, new product or service offerings, special announcements, and other information we think you may want; to provide and enhance our services; to respond promptly to your questions, complaints, and requests for changes in service; for our own tax and accounting purposes; to help anticipate, identify and resolve any service or maintenance problems; to protect the security of our equipment and services; to ensure compliance with applicable laws and compliance with applicable subscriber agreements, policies and terms of service; and to prevent the unauthorized reception of service. We may also collect and use aggregate, non-personal, information about our subscribers. This information does not identify individual subscribers. We may combine this aggregate data with our subscriber records. Among other things, aggregate, non personal information is used to help refine our programming offerings and tailor marketing messages to interests.

## **DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION**

We may disclose personally identifiable information maintained in our business records if (a) you provide written or electronic consent to the disclosure in advance; (b) it is necessary to provide our services to you or to carry out our business activities; or (c) it is otherwise authorized by federal law. These disclosures generally occur for, but are not limited to, account management, billing and collection services, surveys, marketing, service delivery, administration and customization, service maintenance and operations, and fraud detection and prevention. Persons that have authorized access to your personally identifiable information include, but are not limited to, system employees; sales and service agents; other businesses that work with us in bringing you our services, including program and program guide providers; accountants, outside auditors, billing, collection and legal services; repair and subscriber assistance providers;

marketers of our products and services; merchants or other third parties from whom you make purchases or other requests; purchasing entities if we sell or transfer ownership; authorized representatives of government; and entities affiliated with us through common ownership or control. Any information that you provide to us through our presence on third-party websites, such as social networking websites, may be accessible to those sites and the public. Fidelity Communications may use a third-party vendor to receive and manage the information that you submit through these websites. The frequency of disclosures to these parties varies according to business or legal purposes or service needs. Disclosures are as often as necessary and may be on a daily basis. Unless you object, we may disclose your name and addresses, including e-mail address, to non-affiliated entities, such as advertising and marketing entities, charities, or other businesses, for other purposes. In such cases we may only furnish your name, home address and/or email address – not the extent of your use of Fidelity Communications' services or transactions you make over the Fidelity Communications system. You may prohibit or limit these names and address disclosures by sending us a letter with such request at the address in this notice. Consistent with federal law, we may disclose personally identifiable information to representatives of government or other lawfully authorized persons, which may include lawyers or other parties in connection with litigation. We will disclose such information pursuant to a warrant, court order, administrative subpoena, other legal process or voluntarily if we reasonably believe that an emergency involving danger of death or serious injury justifies disclosure of the information to a governmental entity. Under some situations, federal law may allow you the opportunity to appear and contest a governmental entity's request for a court order to disclose personally identifiable information. Federal law also authorizes us to disclose subscriber content or other communications if we become aware of evidence of child pornography, we inadvertently obtain content or communications and it appears to pertain to the commission of a crime, or disclosure is to a local, state, or federal government entity if we believe there is an emergency involving death or serious injury. Disclosure of content and communications (i.e., e-mail account content) is also permitted to an addressee or intended recipient when it is necessarily incident to providing our service or to protect our rights or property, or to others with your consent or the consent of the addressee or intended recipient of such communications. We may also use or disclose personally identifiable information about you to protect our employees, services, property and customers and/or to enforce our rights under our service agreements, terms and policies, in court or elsewhere as may be necessary. Except as indicated in this notice, we may not disclose personally identifiable information to other third parties, unless we are authorized to do so by court order or federal law otherwise permits. If federal law requires, we will notify you of a disclosure.

## **ONLINE MARKETING**

Fidelity Communications' marketing goal is to make its advertisements for its goods and services more relevant to each individual subscriber. To accomplish that, Fidelity Communications uses an array of tools designed to give us more information which will permit us to send you advertisements tailored to your interests. We collect information such as your visits to websites and the personal information you voluntarily provided to us and we work with third party companies that help us gather non-personal information as well as facilitate the use of such information in the form of targeted advertisements. They use cookies, web beacons, and other ever-changing technological tools to help us better understand all our customers and provide a positive marketing experience. Even when using third party agencies in this way, we do not provide them with any of your personally identifiable information.

## **LENGTH OF INFORMATION RETENTION**

We will maintain personally identifiable information about you only so long as it is necessary for the purpose for which it was collected or to comply with laws governing our business. This period of time extends for as long as you remain a subscriber to our TV or other services and may continue for up to ten years after termination of service so we may maintain legally required tax and accounting documentation and/or information consistent with our record retention practices. When no longer needed, such information will be destroyed unless there are legitimate pending requests for access to such information.

## **RIGHT TO REVIEW PERSONALLY IDENTIFIABLE INFORMATION**

You may inspect personally identifiable information we have about you by sending a written request to us at the address listed in this notice (please include your name, address, and telephone number). Following your request, we may need a reasonable period to arrange, locate and, if necessary, prepare the information for review. In reply, we may arrange an appointment or ask that you to come to our business office during regular business hours to review your personally identifiable information we have on file. When you come, you must bring your driver's license or some other positive identification. Be sure to tell us if you think personally identifiable information about you in our file is wrong – we will be glad to make appropriate corrections. Depending on the nature of the information, however, we may ask you for documents or other proof that the personally identifiable information we have on file is incorrect.

## **YOUR RIGHTS UNDER**

## CHILDREN'S PRIVACY

Fidelity Communications does not knowingly collect personally identifiable information from children under thirteen years of age to connect and provide Fidelity Communications TV or other services. If, as a part of future service offerings, we decide to request personally identifiable information from children under thirteen, we will require verifiable parental consent before we collect this information, except in circumstances authorized by law. Fidelity Communications encourages parents and guardians to actively participate in children's online activities and to take measures to protect the online privacy and security of their children. Fidelity Communications supports the use of technologies that help control the collection and use of personal information from children participating in online activities.

## CUSTOMER PROPRIETARY NETWORK INFORMATION

If you are a subscriber to Fidelity Communications' phone service, we have access to data known as customer proprietary network information ("CPNI") which is derived from the provision of this service. CPNI includes information such as the telephone numbers called by a customer; the frequency, duration, and timing of such calls; and any optional phone features purchased by the customer, such as call waiting. We will not use, disclose, or permit access to your CPNI, except in connection with our provision of your phone service and related services, such as the publishing of directories, unless required by law or with your approval. Please note that we are permitted to use your CPNI to initiate, render, bill, and collect for our service; to protect against fraudulent, abusive, or unlawful use of our service; and to provide inbound telemarketing, referral, or administrative services. Additionally, there are several laws such as the Patriot Act and the Communications Assistance for Law Enforcement Act which authorize law enforcement to override our privacy policies and through legal process, demand that we provide personal subscriber information and CPNI.

## OPEN INTERNET POLICIES AND FCC MANDATED DISCLOSURE STATEMENT

The FCC requires Fidelity Communications to provide information regarding its mass market retail broadband Internet access services, including information regarding any network management practices that it employs, the performance characteristics of its services, and the commercial terms of its service offerings. A copy of Fidelity Communications' Open Internet Disclosure Statement containing such information can be found on our website at <http://www.fidelitycommunications.ca.ca/a/a/a/c/c>. This disclosure incorporates and includes by reference Fidelity Communications' "Acceptable Use Policy" ("AUP"), available at <http://www.fidelitycommunications.ca.ca/a/a> and its "Terms of Service," available at <http://www.fidelitycommunications.ca.ca/a/a/c/d>. Fidelity Communications reserves the right to alter its policies and network management practices, and the information contained in this Internet Disclosure Statement may change from time to time. Fidelity Communications will post on its website any material changes to its policies.

## COMPLAINT RESOLUTION AND ARBITRATION

Read the following paragraphs carefully because they require the parties to arbitrate their private disputes and limit the manner in which you can seek relief from fidelity communications.

Fidelity Communications is committed to providing quality customer service, and our policies are intended to follow the Federal Communications Commission's guidelines on customer service. Any time you have a problem with TV, internet, or phone service, please call our Customer Service Department at 800-992-8070. Our representatives are available 24/7 (billing support is available during normal weekday business hours only) and will help you or arrange for a technician to address the problem. If your problem is not resolved to your satisfaction, please contact your local system general manager, who will take corrective action. If your problem is still not handled to your satisfaction, you may contact the FCC or local regulatory authorities.

By accepting service from Fidelity Communications, you and Fidelity Communications agree to binding arbitration of any disputes arising from such services or any aspect of your relationship with Fidelity Communications, except that You and Fidelity Communications are NOS1 (ommunihours /P Lang (en1whic1(talOe1 10 t)6 (omer pt tha)BTs 10 t(bil0 0 0 10 6 6 d will h)10 D 4eg92 unl10 (owo)7 par)-25 sømm

