additional charges, you are responsible for these items until the equipment

customer equipment requirements, speed, and upstream and downstream rate limitations. Any notice may be provided through your monthly bill, annual notice, newspaper ad, our website, email, or other communication. Continuing to receive services after the change constitutes acceptance of the change.

Channel Lineup: A complete listing of our current channel lineup, including all programming options and available additional services, can be reviewed at https://www.fidelitycommunications.com/fidelity-tv/channel-lineup.

your bill to obtain a copy.

**Programming Schedules:** Fidelity Communications receives programming from various broadcast and TV networks. Fidelity Communications is not responsible for the content or schedule aired by these networks.

programming complaints or questions. For all levels of service available in each Fidelity Communications service area, view a complete channel lineup at https://www.fidelitycommunications.com/fidelity-tv/channel-lineup.

**n p o o p ae p u o ae** "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**

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

responsible whether they signed or not. The account holder or authorized person

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.

ó þöö ö You may decide to add new services or substitute something else for what you have. Fidelity Communications

tiers. A listing of our current service packages and prices is available online, https://www.fidelitycommunications.com/fidelity-tv. For scheduling,

## Moving:

for us to schedule a disconnect for your service and to make arrangements for

new home, we will schedule transfer of service to your new address. Equipment

Communications, should you decide to disconnect your service. As discussed below under 'Fidelity Communications Equipment,' to avoid imposition of

company may remove the home

unless ownership of the wiring has already been transferred by the operator to the customer. Though the FCC rules allow a company to sell the wiring if the

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1-800-392-8070 | www.FidelityCommunications.com/Locations

programming to residential and business customers. FidelityTV delivers advanced cable TV features in a simple and convenient app designed to run on FidelityTV Streaming Devices or most streaming devices. You may visit us at <a href="https://www.fidelitycommunications.com/fidelity-tv/quick-start-guide">https://www.fidelitycommunications.com/fidelity-tv/quick-start-guide</a> or call us using the phone number on your bill.

How Traditional TV Services Work: The programming you enjoy on cable

## **ANNUAL NOTICE**

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charges will apply.

Reconnect/Reactivation Fee: you at any time fail, neglect, or refuse to make timely payment for your services, we

or to others with your consent or the consent of the addressee or intended recipient information about you to protect our employees, services, property and customers

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

the form of targeted advertisements. They use cookies, web beacons, and other

# Regulatory Authorities

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