
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 <https://www.fidelitycommunications.com/fidelity-tv/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, 800-392-8070. 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. For scheduling, please contact a local office or toll-free, 800-392-8070.

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 www.fidelitycommunications.com

policies are intended to follow the Federal Communications Commission's guidelines on customer service. We are proud of our relationship with our municipalities and 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 TV reception or high-speed internet or phone service, please call our Customer Service Department at 800-392-8070, 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 the area's general 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. Most problems can be resolved with the above procedures. If your problem is not handled to your satisfaction, you may feel free to contact the regulatory

DISCLOSURE OF PERSONALLY

CHANGES TO OUR PRIVACY NOTICE



