

The Federal Communications Commission requires Fidelity Communications to provide certain information to its customers on an annual basis. The information in this notice may change in the future. Customers receiving service as part of a commercial account, bulk rate or similar arrangement may be subject to a separate notice. 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. 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/fidelity-tv/channel-lineup.

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.

A A & E CE A E A CE CE

For scheduling of installations or maintenance, please contact a local office or Tel 360.40 (V or 75) (available 24 hours).

A ~~As~~ **C** ~~s~~ ~~s~~ By ordering service, you agree to allow Fidelity Communications employees and agents access to your premises at reasonable times to inspect and maintain the TV equipment and, upon termination of service, to remove the equipment. Under no circumstances shall Fidelity Communications be deemed to have abandoned equipment that it does not remove.

B **D** ~~s~~ The "drop" represents the line connecting your building with main line cable located on a pole or pedestal (buried "drop.") On occasion, it is necessary to temporarily place these lines on top of the ground. Fidelity will make every effort to bury these facilities with six to eight weeks of installation, weather permitting.

If a drop has been inadvertently missed, please call service at 1-800-392-8070.

: The FCC requires the company to provide customers the opportunity to acquire home wiring before removing it from customer's premises upon termination of service. The FCC defines home wiring as the wiring located within the premises or dwelling unit of the customer that has been installed by the company or its contractor. Home wiring is the cable/wire itself and does not include

B ~~is~~Fidelity Communications offers many different methods of bill payment. We accept payments at www.fidelitycommunications.com/billpay/options, through the mail using the invoice from your monthly billing statement, through our automated phone system), and inside Walmart stores in the communities we offer service. Fidelity Communications also offers the ability to set up Fidelity Communications Easy Pay, a convenient monthly payment solution that will automatically debit your Credit Card, Debit Card, Checking, or Savings account for monthly payment. Fidelity Communications is no longer accepting payments at the local office. Payments made with a customer service representative over the phone will incur a \$4.50 fee. A \$2 processing fee will be applied for payments made inside Walmart. To avoid any fees when making a phone payment or payment in Walmart, use our convenient and simple automated payment alternatives. Please visit us at [_](#) or contact Fidelity Communications for more information about Fidelity Communications Easy Pay, and your many payment options. If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Fidelity Communications with your concerns. To make corrections or challenge a charge, you must contact us no later than 60 days from the bill's Due By date at 1-800-392-8070. For any other billing questions, please contact Fidelity Communications by phone at 1-800-392-8070.

AC CE

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.

C EC FE A DE FABEF A

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

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 cog (en-US)/MCID 360 > L6 (o do som

