

Notice to Video Subscribers

The information provided herein may be occasionally revised from time to time as Chariton Valley Communications Corporation, Inc. (CVCC) deems appropriate and should be read in conjunction with CVCC's Residential or Business Subscriber Agreement and associated service-specific addenda; Customer Privacy Notice and other policies and practices as published on the CVCC website at <https://www.cvalley.net/legal-information/>

Customers will be notified of any significant changes to the information in this notice at least 30 days in advance as required by law.

PRODUCTS AND SERVICES OFFERED

CVCC offers a variety of cable TV video programming choices, including a basic service tier that includes most of the local television broadcast stations in our service area, an expanded basic service tier (Standard) and, in most areas, other service tiers and packages that include additional cable programming services. In most areas, additional services and features, including premium channels, pay-per-view services and an interactive programming guide, are available for an additional monthly fee. Customers are required by law to subscribe to the basic service tier to receive any other cable TV service or product.

CVCC's cable systems utilize IPTV technology. All television sets must be connected to a set-top box to receive a viewable picture with our traditional service; or by utilizing an enabled device for Chariton Valley Television streaming service (CVTV). CVCC offers customers the option to rent the set-top boxes and remote controls needed to access traditional service. CVTV service requires customers to provide their own enabled device for streaming service. Available programming may vary depending on the equipment used.

Visit us at www.cvalley.net or call us for more information regarding products and services, equipment, and pricing. Business customers should contact their Chariton Valley Business Enterprise Sales Consultant for product information and pricing.

PRICES, CHANNELS AND PROGRAMMING OPTIONS

Channel lineups can be found at <https://www.cvalley.net/video-support/support-guides/>. Residential rates are available at www.cvalley.net/video-service. Business customers should contact their Chariton Valley Business Enterprise Sales Consultant for pricing information. Customers may also call us to obtain a printed channel lineup or rate information.

CHANGES IN SERVICE OR PRICES

Customers will be notified of changes in services or prices at least 30 days in advance or as in compliance with applicable laws. Customers will also receive at least 30 days' notice regarding any significant changes to services or policies. The notice may be provided on a bill, as a bill insert, in a separate mailing, or as a

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newspaper legal notice or information channel notice. Additional information regarding such notices may also be found on the CVCC website.

Subject to applicable law, CVCC has the right to change its service, equipment, prices, or fees at any time. CVCC may also rearrange, delete, add to, or otherwise change the service provided on levels of service. If customers will be impacted by a change, CVCC will provide notice of the change and its effective date. The notice may be provided on a bill, as a bill insert or by other permitted communication. If the change is considered unacceptable by a customer, the customer has the right to cancel service. A customer may refer to the service agreement, if applicable, for any early disconnection fees. However, if service continues after the change's effective date, CVCC will consider this as the customer's acceptance of the change.

To the extent required by law, after notification of a re-tiering of CVCC services or a rate increase, a customer may elect to change the services they are receiving at no additional charge. Otherwise, service changes made by a customer may result in upgrade, down-grade or change of service charges.

INSTALLATION AND SERVICE MAINTENANCE

We strive to complete standard installations within 10 working days unless a customer requests otherwise. We offer a variety of installation appointment options CVCC makes every reasonable effort to reschedule missed service appointments at a time that is convenient for the customer. CTVV streaming service may be remotely activated for existing customers with data service with no service appointment necessary.

Someone over the age of 18 years of age with a photo ID must be present during installation or repair of video service. If a landlord provides access at a customer's request, the landlord or their representative must remain on the premises during the installation. If someone other than the account holder is present for the installation, that person must also be authorized to accept responsibility for the account on behalf of the account holder. If the customer is not the owner of the premises, the customer must obtain the consent of the owner for the requested services. The customer shall indemnify and hold CVCC unaccountable from and against any claims of the premise's owner arising from the installation.

Payment for installation work, security deposits and monthly service charges must be paid in advance or at the time of installation. Positive identification may also be required.

CVCC uses advanced electronic equipment to provide customers with reliable service and quality picture and sound. CVCC technicians periodically perform maintenance work on cable systems, causing minor maintenance outages to some customers. However, most customers do not even notice a disruption in service. If a customer's cable is not working, the customer may contact our 24/7 support desk.

IDENTIFYING EMPLOYEES AND AGENTS OF CVCC

CVCC employees and contractors will carry identification badges and/or wear uniforms.

ACCESS TO CUSTOMER PREMISES

By ordering service, CVCC is implicitly granted the right to be on the property where service is to be

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installed and to audit, adjust, repair, replace, maintain, move, or remove equipment. By accepting service, the customer also deems CVCC any easement or right of way needed to render services to the property. If CVCC is unable to gain reasonable access to the property, CVCC reserves the right to discontinue service.

HOME WIRING

The service point at which Chariton Valley provisioned network facilities meets your provisioned network facilities shall constitute the Chariton Valley service demarcation point. All network and equipment beyond the Chariton Valley service demarcation point, including your customer networks and facilities, is your sole responsibility.

EQUIPMENT

1. CVCC Owned – Any set-top box or other CVCC property and facilities (“equipment”) delivered to the customer and/or installed on the premises to receive the service(s) shall remain the property of CVCC, while service is active. The customer assumes the risk of loss, theft or damage to the equipment at all times while service is active.
2. Customer Owned – The customer agrees that CVCC is not responsible for the operation, maintenance, service or repair of the customer’s television, computer, telephone, radio or any other consumer electronics, including an enabled streaming device that may be connected to the service(s).

REPAIR OF EQUIPMENT

CVCC will repair and/or replace any defective system components, including set-top boxes, at no charge unless such repair is necessitated due to abuse or the negligence of the customer. In the latter case, a charge will be assessed by CVCC to the customer for the replacement set-top box. The enabled streaming device is not equipment that Chariton Valley would repair at no charge. Even though we sell them, the CV app is only one of many functions that the device can provide. The streaming device should be considered customer owned equipment whether it is purchased from Amazon, Apple, or directly from CV.

MOVING

Before moving, customers should immediately call Chariton Valley. This is the best way for us to disconnect a customer’s service and arrange for cable television service in the customer’s new home. If called in advance, CVCC will schedule a new installation, providing the new home is in our service area. Should a customer decide to disconnect cable service, set-top boxes, remotes, and any other CVCC owned equipment should remain at the premise and not returned to Chariton Valley.

HOW TO USE CABLE SERVICES

For information regarding the use of CVCC video service, customers may refer to the information provided at installation, visit us online at <https://www.cvalley.net/video-support/> or call us.

BILLING, CHARGES AND FEES

Service Billing: All service charges are billed based upon the initial installation date for the current month and any pro-rated charges. Payment is due by the due date specified on the bill.

Payment Terms: The customer agrees to pay monthly charges in advance. Failure to pay the total balance when due shall constitute a breach of the service agreement and may be grounds for disconnection of service and imposition of additional fees in accordance with applicable law. Customers in delinquent status may not be eligible for promotional offers. Any charges associated with additional services or equipment requested by the customer, subsequent to the initial installation, shall be reflected on the customer's bill after the additional services or equipment has been added. The customer must bring any billing errors or requests for credit to CVCC's attention within 30 days of receiving the bill for which correction of a billing error or credit is sought.

Check Policy: CVCC may charge a fee for all returned checks and bankcard chargebacks. If a customer's payment is dishonored, refused or returned for any reason, we reserve the right to electronically debit the customer's account for the amount of the attempted payment. A customer's bank account may be debited as early as the same day such initial payment is dishonored, refused or returned. If the customer's bank account is not debited, the returned check amount (plus fee) must be replaced by cash, cashier's check, or money order.

Charges or credits for partial months of service will apply when a service is cancelled or changed and will appear on the customer's next bill. Additional, one-time charges may be charged for requested changes to service. Customers adding and cancelling the same service within a 30-day period may not receive a pro-rated fee for that service.

DISCONNECT POLICY AND REFUNDS/CREDITS

A request to disconnect cable service can be made at any time. Billing for service will stop on the day the discontinuation of service is requested, subject to billing for applicable fees and outstanding balances for the customer's CVCC video or CVTV services. CVCC-owned property should remain at the premise, and not returned to Chariton Valley.

If a request to disconnect service occurs before the end of a billing period, CVCC will refund the pro-rated amount. Refunds to active subscribers are credited to the account. Refunds to inactive subscribers are mailed and prepared monthly. CVCC does not charge a disconnection or termination fee for any services.

DELINQUENT ACCOUNTS

CVCC reserves the right to terminate service based on delinquent status. CVCC will make reasonable efforts to contact a customer to advise of a pending suspension or disconnection. In the unlikely event an account has been disconnected for nonpayment, the customer will be liable for all reconnect fees, past due balance and the first month's service fee in advance. If a customer's account remains unpaid, it may

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be forwarded to a third-party collection agency and the customer's credit report may be negatively impacted.

COMPLAINT PROCEDURES

CVCC strives to resolve any complaints concerning its service as expeditiously as possible. Should a customer have any unresolved complaint regarding service quality, equipment malfunctions or similar matters, the customer should contact us. If a complaint remains unresolved, the customer may write a brief explanation of the complaint and the actions taken and mail it to Chariton Valley Communications Corporation, 1213 E. Briggs Dr., Macon, MO 63552. Additionally, local, state and federal agencies ensure compliance with all laws and regulations.

THEFT OF CABLE SERVICE

Theft of service is the unauthorized interception or receipt of any communications and services offered over a cable system or tampering with cable equipment without the express authorization of the cable operator. Cable theft can occur when an individual knowingly and willfully makes illegal connections to a cable system, alters any equipment, or installs any unauthorized equipment to receive CVCC's cable signal without CVCC's authorization or knowledge. Cable theft can also occur when an individual continues to receive CVCC's cable signal after termination of service. Parties found guilty of cable theft are subject to both civil and criminal penalties, which may include substantial fines or prison time.

TELEVISION EQUIPMENT COMPATIBILITY

Most modern television sets and DVRs sold in retail outlets are certified cable compatible ("cable ready" or "digital cable ready") and can receive, when connected directly to the cable service, all unencrypted television channels carried on the cable system. CVCC's cable systems are 100% digital and encrypt (or "scramble") all channels above the basic service level. Encrypted channels cannot be viewed without a device that can decrypt their signal, which is either a cable set-top box for traditional CVCC video service or an enabled device for CVTV service. Please note that CableCARD-compatible devices purchased from a retail outlet do not work on our systems.

REMOTE CONTROLS

CVCC includes a remote-control unit with its set-top boxes. However, some television, VCR or DVR remote controls are also capable of controlling the basic features of a CVCC set-top box. "Universal" remote control units that are compatible with the basic features of set-top box may also be obtained from many other sources, such as consumer appliance retailers, electronics outlets or over the internet. These universal remote controls may not be compatible with all features or services of a set-top box. To use a universal remote with CVCC, the remote must use an infrared format compatible with our set-top boxes. For additional information regarding remote controls, customers may contact us.