

**BILLING PRACTICES AND
CONSUMER COMPLAINT PROCEDURES**

This notice contains important information regarding your cable company's billing practices and consumer complaint procedures. We hope with your cooperation and by using the following procedures, any of your billing or other complaints can be resolved.

GENERAL PROCEDURES

- A. Please notify us by telephone or in writing concerning any service or billing complaint within thirty (30) days from receipt of your bill at:
Southern Vermont Cable Co.
P.O. Box 166, Bondville, VT. 05340
- B. We will promptly investigate your complaint and respond to you in writing within twenty (20) working days of the receipt of your letter or telephone call.
- C. The subscriber is responsible for paying the undisputed portion of any current or future bill. Service shall not be discontinued due solely to non-payment of the disputed portion of the bill while the dispute is under investigation.
- D. The subscriber is entitled to a credit for a complete service outage in excess of twenty-four continuous hours. The subscriber must immediately notify the cable company, orally or in writing, of the outage. The subscriber must claim credit for the outage within ninety (90) days of its occurrence.
- E. Installation and disconnection of services are scheduled on a first available open date basis. Normally work will be completed within ten (10) days from date of order. However, during special installation offers, introduction of new services or weather-related problems, installation dates may be substantially longer than ten (10) days.
- F. All subscribers are required to be present at service location for all installations, disconnections or repair calls.
- G. Southern Vermont Cable will respond to complete service outages on a same-day basis if problem is reported prior to 5:00 PM.
- H. Company does not offer yearly payment discounts.
- I. Business Service Center hours are Mon-Fri 9am-5pm.
- J. Work orders are scheduled for a specific date; work will be completed between 9am and 5 pm. Customer may specify AM (9am-12 noon) or PM (1pm-5pm) when order is placed. 24 hour notice is required to change order information. Company will call a predetermined phone number prior to installation if requested by customer.
- K. Customer is responsible for all service accounts in his or her name. Customer must notify company 7 days in advance of a subscriber account name change. Any outstanding balance must be paid in full before any change will be completed.
- L. Company will not issue a new work order for any account 45 days past due. Customer is required to keep service bill current for 90 days or company may refuse to install additional optional services.
- M. An account name change may be made only if the balance is current and a signed letter of authorization is received.
- N. Requests for credit refunds must be made in writing and signed by the customer of account.
- O. Company reserves the right to charge a fee of \$25.00/per hr. for service calls where the problem is determined to be in customer's equipment.
- P. Company reserves the right to charge an additional \$25.00 collection penalty for non-payment.
- Q. Payments must reach business service center by due dates.

LATE CHARGES AND COLLECTION CHARGES

- A. A late charge for failure to make prompt payment to the cable company may be charged to the subscriber.
- B. The cable company may charge a reasonable collection fee when the subscriber makes a payment at his or her residence to prevent disconnection of service.

C. Southern Vermont Cable Co. hopes we can adequately resolve any of your complaints and will work to continue to provide you good service.

NOTICE!

Company is NOT responsible for damage caused to customer TV sets or equipment by lightning or electrical surges.

INVOICE POLICY

Monthly invoices are sent out around the 27th of each month. Payment is due by the 15th of the month for that month's service. Past due balances are due immediately upon invoice. A subscriber may pay 3 months service in advance. Disconnection notices may be issued to customers with balances over 45 days. An official notification is sent advising you of the disconnection date and the balance due.

VERMONT COMPLAINT PROCEDURES

Southern Vermont Cable Company places a very high priority on ensuring that our customers are satisfied with the services that we provide. Toward this goal, and in order to comply with law, Southern Vermont Cable Company has designed the following procedures to respond to any dissatisfaction you may have regarding cable service. Please follow these procedures to help us address your concerns as promptly and efficiently as possible.

If you have a complaint regarding any aspect of your cable services, we encourage you first to call us at 800-544-5931. We will help you resolve your complaint. Please note that if a billing complaint is not made within sixty (60) days of the billings in question, the complaint may not be honored.

If you are not satisfied with Southern Vermont's solution to your problem over the phone, please submit your complaint in writing to Southern Vermont at P .O. Box 166, Bondville, Vermont, 05340-0166, to ensure that we have adequately understood and addressed your problem.

If after writing to us you have not received an adequate response to your concern, you may contact the State of Vermont, Department of Public Service, 112 State Street, Drawer 20, Montpelier, Vermont, 05620-2601, (1-800-622-4496).

Again, we encourage you to contact us if you are dissatisfied with any aspect of your cable service. Southern Vermont Cable Company looks forward to serving you.

Thank you for your cooperation in this matter.

**Southern Vermont Cable Co.
P. O. Box 166
Bondville, VT 05340
1-800-544-5931**

**CABLE SUBSCRIBER
PRIVACY PROTECTION POLICY**

We are proud to provide you with a high quality of cable TV service. In order to do this, it is necessary for us to maintain some internal records regarding your subscription.

We want to assure you that we treat all personal information in our subscription records with great sensitivity. We have always done so, and we intend to continue this practice.

In addition, we have adopted a number of important standards which we will follow in order to ensure that personal information and records get the appropriate privacy protection. These standards have been prepared by us in conformance with Federal and State law. We want you to understand the nature of our privacy protection standards and your rights under these standards. In order to help you we have prepared the following summary.

Nature of Information Collected

In order for us to provide your cable service, we keep on record your name and address. This usually includes only the name of the actual subscriber, the address at which service is provided and the address for billing (if this is a different address). We also keep a record of your billing payment and deposit history to date and the number of service connections and the types of service options to which you have chosen to

subscribe. We use this information to bill you properly and to help you receive program information about our services.

Nature of Disclosure

We share personal information with our staff as necessary to provide your service and billing. We also share information with those who help us send your bill and the program information which you regularly or occasionally receive, such as billing companies, collection agencies and the distributors of program service guides.

How Long Information will be kept

Personal subscriber information will not be kept any longer than is necessary for the purpose for which it was originally collected. We will promptly destroy all such information which is no longer necessary. We may retain a record of the location of cable service lines, the addresses of properties at which they are located and the last known occupant or owner of the property. Although most personal information about a subscriber is removed as soon as the subscription is ended, information will be kept as long as necessary to comply with requests by that subscriber to review the information, or to comply with similar requests made under court order.

Prior credit, billing and service history may be maintained for a reasonable time in order to help us respond promptly to future requests for service.

PUBLIC, EDUCATIONAL AND GOVERNMENT ACCESS NOTIFICATION

Public, Educational and Governmental (PEG) Access channels are available on Southern Vermont Cable system. Through these channels, members of the public can become involved with local programming. Access programming is conducted in Brattleboro on the system serving the town of Putney. The portion of the Southern Vermont Cable system serving Newfane and Dummerston does not have a formal Access group at this time. If you would like more information about PEG or about joining or forming an Access group, please contact the access group in Brattleboro or Southern Vermont Cable for those subscribers living in the town of Putney.

COMPLAINT RESOLUTION PROCESS

If you have a complaint about PEG Access and a PEG Access Group operating in your area, you should try to resolve the issue by contacting the PEG organization listed below for your area. Brattleboro Community Television 230 Main Street Brattleboro, VT 05301 (802) 257-0888. If you have a complaint about PEG Access in an area which does not have an operating PEG Access entity, please contact Southern Vermont Cable Company at P.O. Box 166, Bondville, Vermont, 05340-0166, or by calling 802-297-2179. Although Southern Vermont Cable Company cannot mediate or give an opinion on a dispute involving the content of programming, we may be able to help you with disputes regarding the procedures of PEG Access Groups. Please contact us. If we cannot resolve the matter between you and the PEG Access Group, you may contact the Department of Public Service at 1-800-622-4496.

RATES AND CHARGES

INSTALLATION CHARGES:

Basic Install (never wired)*	\$45.00
Basic Install (previously wired)*	\$45.00
Reconnection	\$35.00
Relocation of Outlet (same room)	\$35.00
Additional Outlet (at initial Install)	\$35.00
Additional Outlet (separate Install)	\$35.00
Service Upgrade	\$35.00
Basic Internet Install	\$55.00
Phone Install	\$55.00
Line Activation	\$25.00

*Standard install is within 300 ft. of cable plant. Per foot charge over 300 Ft. (may require special construction.)

MONTHLY SERVICE CHARGES: (effective 1/1/15)

(Rates do not include 6%Sales Tax)

Basic Service	\$18.95
Standard Service(price includes basic)	\$51.95
HBO (optional Pay Service)	\$12.95
Set Top Box Only	\$9.95
DVR Box Only	\$12.95
Digital Set Top Box w/ a Digital Package	\$7.95
DVR Box w/ a Digital Package	\$10.95
Digital Basic	\$19.95
Digital HBO	\$14.95
Digital Showtime/Movie Package	\$14.95
Digital Starz/Encore Package	\$14.95
Digital Cinemax Package	\$8.99
Playboy Package	\$14.95
Additional Outlets	FREE
Internet 640K (no sales tax)	\$19.95
Internet 1.5Meg. (no sales tax)	\$29.95
Internet 4 Meg. (no sales tax)	\$44.95
Digital Home Phone	\$34.95
Digital Business Phone	\$49.95

CHANNEL LISTING

BASIC Cable

2- HBO(OPT)	9- WMUR	16-WEKW
3- WCAX	10-BCTV	17-WPIX
4- WBZ	11-WVTA	18-WGN
5- WCVB	12-WFXT	19-WCDC
6- QVC	13-WNNE	20-WBVK
7- WHDH	14-WZMY	21-C-SPAN
8- BCTV	15-WSBK	22-TV GUIDE

STANDARD Cable(includes basic)

24-CNBC	40-ABC Family	58-MTV
25- MSNBC	41-Comedy	59-VH1
26- NECN	42-Cartoon	61-Spike
27- FOX NEWS	43-Nick	62-TBS
28- FOX BUSINESS	44-TV Land	63-USA
29- CNN	45-Disney	64-TNT
30-HEADLINE	48-TCM	65-Lifetime
31- WEATHER CH	49-TLC	66-Oxygen
32- Tru TV		50-Discovery
A&E		67-
33- ESPN	51-Travel	68-AMC
34- ESPN2	52-History	69-Bravo
35- CSN	53-Food	70-E! TV
36- NESN	54-HGTV	72-NBC Sports
37- Fox Sport 1	55-Animal	73-Nat Geo
38- GOLF	57-CMT	74-NFL
39- FX		75-Hallmark

Digital & HD Channels (Included in Standard Package)

46-2-Science	80-5-VT Create	93-2-Food HD	104-7-Nat Geo
46-9-FX	80-6-VT World	93-3-SyFy HD	105-12-Shop HQ
46-10-BBC	80-11-NBC WNNE HD	94-1-USA HD	106-1-Golf HD
46-11-TMC	81-1-CBS WBZ HD	94-2-Nat Geo HD	106-2-NBC Sports HD
71-1-WFXT HD	81-3-WHDH HD	94-3-Discovery HD	107-1-TLC HD
71-3-WBZ HD	81-4-WHDH This Boston	100-1-Velocity HD	107-3-Lifetime HD
76-1-Bravo HD	81-13-NBC WHDH HD	100-2-Animal Planet HD	108-1-E! TV HD
76-2-Oxygen HD	81-14-This Boston	100-3-History HD	108-2-G4 HD
77-1-MLB HD	82-1-ESPN HD	101-1-Disney HD	109-1-EWTN
77-2-CSN HD	83-1-NESN HD	101-2-ABC Family HD	109-2-CSPAN2
78-3-LRW	83-2-ESPN2 HD	101-3-Scisnce HD	109-3-HSN
79-3-PBS WGHB HD	89-9-History	102-1-FX HD	109-5-Fox Sports 2
79-4-World	89-10-Bravo	102-2-Fox Sports 1 HD	109-7-NESN Plus
79-5-WEKW Explore	89-11-HGTV	102-3-Fox News HD	109-8-MLB
79-13-WTEN ABC HD	89-12-ESPN	103-1-LMN HD	110-1-NFL HD
Classic		103-3-Travel HD	111-1-Bravo HD
79-14-Weather Tracker	90-9-LMN	104-1-SyFy	111-2-Oxygen HD
79-15-Lifetime Women	91-3-G4	104-5-ESPN2	112-1-CNBC HD
80-3-VTP PBS	92-2-A&E HD	104-6-Fox Sports	112-2-MSNBC HD
80-4-VTP PBS Plus	92-3-HGTV HD		HBO E
Digital Basic	HD Channels	Digital Basic	200
137 AJAM	400 WBG		201 HBO 2
138 The Hub	401 World		202 HBO Signature
139 Science Channel	410 WTEN ABC		203 HBO Family
140 Own Network	411 WTEN2 ABC		204 HBO Comedy
141 Independent Film	412 LWN		205 HBO Zone
142 Game Show Network	420 VPT1		Digital Showtime/Movie
143 BBC America	421 WVTA	206	Showtime
144 TMC	422 WVTPC	207	Showtime 2
145 Nick Jr	423 PBSW	208	Showtime Showcase
146 Disney Jr	430 WNNED	209	Showtime Extreme
147 SyFy	435 WFXTD	210	Showtime Next
148 WE Network	440 WHDH-HD	211	Showtime Family
149 History Channel	441 THIS	212	Showtime Women
150 Bravo	445 WBZ	213	Flix
151 HGTV	457 CNBC	219	The Movie Channel
152 MTV 2	458 MSNBC	220	The Movie Channel Extra
153 Disney XD	462 ESPN 2		Digital Starz/Encore
154 Biography	463 ESPNU	214	Starz
155 History International	464 Comcast Sports	215	Starz Edge
156 Lifetime Movie Network	465 MLB	216	Starz Cinema
157 Cloo	466 NESN	217	Starz Kids & Family
158 Fuse	467 NFL NETWORK	218	Starz Comedy
159 Teen Nick	468 NBC SPORTS	225	Encore
160 Esquire	469 Golf	226	Encore Action
161 Cooking Ch	470 Discovery	227	Encore Love
162 DFH	471 Velocity	228	Encore Mystery
163 Nick Toons	472 Animal Planet	229	Encore Drama
164 G4 TV	473 Science	230	Encore Western
165 Bloomberg TV	474 Destination America	231	Encore Wam
166 Pivot	475 TLC	232	Movie Plex
167 FX Movie Ch	476 E! TV		Digital Cinemax
168 TBN	478 Bravo	221	Cinemax
169 Nat Geo Wild	479 Oxygen	222	More Max
170 Destination	480 USA	223	Action Max
171 Investigation Discovery	481 A & E	224	Thriller Max
173 Country Pure	482 Nat Geo		Sports Digital Basic
174 VH1 Classics	483 HGTV		Outdoor Channel-HD
175 Nat Geo	484 Starz	500	ESPN 2
176 American Heroes Ch.	485 History Ch	501	Fox Sports 1
177 Great American Country	486 Disney	502	Fox Coll Sports Atlantic
178 Shop HQ	487 ABC Family	503	Fox Coll Sports Central
179 Fox Sports 2	488 Universal	504	Fox Coll Sports Pacific
180 EWTN	489 FX	505	FXX
181 CSPAN2	490 Fox Sports 1	506	ESPN Classic
182 HSN	491 Fox News	507	SEC
184 Sprout	492 LMN	508	ESPN U
185 VH1 Soul	494 Travel	509	ESPN News
186 MTV Hits	495 Food	510	Horse Racing
187 CTCRC	496 Syfy	511	NESN Plus
188 Sundance	497 Outdoor	512	
189 RFD TV			
190 Chiller			
191 LRW			
	Digital Movie Packages		
	Digital HBO		