

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

programming, features, offerings, content, functionality, hours of availability, 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 channel lineup is also available through your on-screen guide. A printed copy is also available at your local TV system office or you may call us at the number on 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. 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>.

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.

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 MUST View, MEGAView, MAXView and several premium tiers. A listing of our current service packages and prices is available online, <https://www.fidelitycommunications.com/fidelity-tv>. For scheduling, please contact a local office or toll-free, 800-392-8070.

Moving: If you are disconnecting your Fidelity Communications services, please call our Customer Service Department at 800-392-8070. This is the best way for us to schedule a disconnect for your service and to make arrangements for the return of Fidelity Communications' equipment. If you want services in your new home, we will schedule transfer of service to your new address. Equipment provided by Fidelity Communications should be returned within 7 days to Fidelity Communications, should you decide to disconnect your service. As discussed below under 'Fidelity Communications Equipment,' to avoid imposition of

FidelityTV is an IP-based TV service that provides cloud-based video 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 <https://www.fidelitycommunications.com/fidelity-tv/quick-start-guide> or call us using the phone number on your bill.

How Traditional TV Services Work: The programming you enjoy on cable television is delivered to you through a complex series of electronic components and many miles of fiber optic and coaxial cable installed throughout your community. For each channel that is cablecast, signals might be received via satellite, fiber,

charges will apply.

Reconnect/Reactivation Fee: If you do not pay your bill in full by its due date, or 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 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 court order or federal law otherwise permits. If federal law 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 gather non-personal information as well as facilitate the use of such information in the form of targeted advertisements. They use cookies, web beacons, and other ever-changing technological tools to help us better understand all our customers and a

Regulatory Authorities

			AR	72002
			AR	72011
	321 N. Elm St.	Beebe	AR	72012
		Benton	AR	72018
	210 SW 3rd St.	Bryant	AR	72022
		Cherokee Village	AR	72529
	124 Woodland Hills	Hardy	AR	72542
	2520 AR-229	Benton	AR	72015
	325 Main St.	Mammoth Spring	AR	72554
	550 Edgewood, Ste 590	Maumelle	AR	72113
	10401 High Road East	Shannon Hills	AR	72103
	8208 N Main	Tull	AR	72015
North Little Rock		North Little Rock	AR	72119
Pulaski County	201 S. Broadway, Ste 201	Little Rock	AR	72201
Saline County	200 N. Main St., Ste 117	Benton	AR	72015
White County	300 N. Spruce / P 260F-10 (cont)		AR	72015

