

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 separate policies or procedures.

### OVERVIEW OF OUR SERVICES

**Economy TV Service Tier:** (MUSTView TV Tier Availability) The Economy TV Tier is our lowest level of video service. Economy includes all available of -air broadcast stations and may include any public, educational and government access channels required by local franchise. All such programming varies by community served and is subject to change at any time, subject to approval (no change at any time) (30 days notice) (30 days notice) Fidelity Communications has the right to change at any

additional charges, you are responsible for these items until the equipment is returned in proper working condition. If you are currently under contract, additional penalties and fees may apply.

**Service Calls:** If you are experiencing trouble with your service, please contact our Customer Service Department at 800-392-8070. If a customer service representative cannot resolve the problem with you over the phone, we will schedule a service technician visit. Technicians will be dispatched to address service problems on a prioritized basis. Emergencies such as fallen lines, violent storms, ice, or other weather-related problems may interfere with service. W-I

programming, services, and equipment, with or without notice and with or without adjustments or refunds to prices or charges. Such changes may include, but are not limited to, rearranging, deleting, adding to, or otherwise changing 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

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.

**Home Wiring:** 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 any active hardware such as decoder boxes, remote controls units, amplifiers, or similar equipment. The FCC's rules only cover wiring located within the customer's premises and not the wiring outside the house or the common wiring in multiple unit dwellings. The demarcation point for the home wiring in single family homes is approximately twelve inches outside of where the wire enters the outside wall of the customer's premises.

The rules apply only to voluntary service terminations by customers. Involuntary service terminations that result from theft of service or nonpayment by the customer do not follow the same rules. Inw Missouri – Dial 811 or 1-800-392-

### Fidelity Communications Equipment:

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, microwave, or broadcast antennas at a central collection point. These signals are then processed, modulated, and/or converted for cable distribution.

You can go to the General Cable Questions at <https://www.fidelitycommunications.com/fidelity-tv/quick-start-guide>, or call us at the telephone number on your bill for more information.

**Parental Control Features:** FidelityTV has parental controls built-in the app. To access these, go to settings in the app. For more information about parental controls, go to the Quick Start Guide, <https://www.fidelitycommunications.com/fidelity-tv/quick-start-guide>. Some traditional cable TV boxes come equipped with certain parental control features that enable you to block objectionable programming. In addition, if images or sound appear on channels that you do not subscribe to and you would like those channels fully blocked, please contact the Customer Service Department at 800-392-8070.

The Federal Cable Communications Act and State Law prohibits the unauthorized connection to, or use of, Fidelity Communications' TV service. These laws clearly establish the company's right to legal action against thieves and monetary awards for damages and lost profits. Fidelity conducts routine audits of its cable system to identify theft of service. Where theft is found, Fidelity Communications will prosecute to the fullest extent of the law. Prosecution can lead to a \$50,000 fine and two years imprisonment for the first offense and a \$100,000 fine and five years imprisonment for any subsequent offense.

**Watch TV Everywhere:** WTVE is a service that provides viewing of select networks via app through your mobile phone, tablet, or computer at any location with an internet signal.

#### CONSUMER EQUIPMENT NOTICE

**FidelityTV Streaming Device:** FidelityTV Streaming Device is similar to other Android streaming devices, except the device comes preloaded with the FidelityTV app, no need to download the app. The FidelityTV menu has the ability to download other apps through the Google Play store. A streaming device or FidelityTV compatible device is necessary to watch FidelityTV programming. For a complete list of compatible device, go to <https://www.fidelitycommunications.com/fidelity-tv>.

**Traditional Cable TV Receivers:** Although Fidelity Communications does not sell traditional cable TV service any longer, some television customers that have not switch to FidelityTV still have traditional cable TV with cable TV receivers. Fidelity Communications offered digital receivers for a monthly fee to access programming. Converter boxes lawfully purchased at retail will not have

has provided to you must be returned upon disconnection of service or appropriate charges will apply.

**Reconnect/Reactivation Fee:**

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

## 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)	JEt35 Tm (P5BDC E		

