

**Ralls Technologies, LLC
Annual Cable and Telephone Customer Notice**

2025

This notice contains important information concerning your cable television and telephone services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures, and your rights as a customer. We encourage you to review the following information and contact us at (877) 985-3600 with any questions.

Cable Notice

Customer Privacy

Personally identifiable subscriber information; restrictions on access. To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under "**Disclosure prohibited; exceptions**", all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure prohibited; exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other services.

Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.

Court order. We must disclose personally identifiable information without your consent as required by any court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information unless prohibited by law. You may then have an opportunity to contest the order.

Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances or otherwise pursuant to applicable law.

Customer rights. As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

Customer service

Complaint procedures. At Ralls Technologies, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our Customer Service Department at (877) 985-3600. Our call center is open weekdays from 8 a.m. – 4:30 p.m.
2. During these hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.
3. If you do not call during our normal business hours, leave a complete message with the answering service. Please leave your name, address, work and home telephone numbers and a brief description of the nature of the problem. When possible, a Service Technician will be dispatched the next business day to fix the problem. In other cases, the answering service will forward the message to our office, and we will contact you during normal business hours.
4. Emergencies such as fallen trees or utility poles, violent storms, or very cold weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area.
5. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the address on the attached list.

Services and prices. Please contact us at (877) 985-3600 or visit our website at www.rallstech.com/ for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Installation and maintenance policies and prices
- Instructions for using our cable service
- Channel positions

Equipment compatibility

Set-top boxes. Ralls Technologies provides television services through the YourTV Yellow app as a streaming service. You can enjoy our channel lineup streamed to all your favorite in-home devices. Currently compatible devices include Apple iOS devices (iPhone, iPad, AppleTV), Android devices that have access to the Google Play Store, and Amazon Fire TV Stick (3rd gen or newer). Our base package currently includes 4 concurrent streams and 10 hours of DVR, with options up to 8 concurrent streams and 400 hours of DVR.

If you don't have your own streaming devices, Ralls Technologies offers a simple, easy to use, Android Evolution Set-top box if you want to keep the classic set top box feel in your home. Setup is as simple as connecting to your WiFi and downloading the YourTV Yellow App from the Google Play Store. We set up your account and give you your sign in information.

Streaming devices.

Currently compatible devices include Apple iOS devices (iPhone, iPad, AppleTV), Android devices that have access to the Google Play Store, and Amazon Fire TV Stick (3rd gen or newer).

Unauthorized use of cable service

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Customer shall not intercept, receive, share or assist in the interception, receipt, or sharing of any Service offered by Ralls Technologies without the prior written authorization of Ralls Technologies. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. **Reception of any cable service without our express authorization is prohibited.**

Franchise Authority Contact information

<u>Franchise Authority</u>	<u>Address</u>	<u>Phone Number</u>
Ralls County Clerk	311 S. Main Street New London, MO 63459	573-985-7111
Pike County Clerk	115 W. Main Street Bowling Green, MO 63334	573-324-2412
Monroe County Clerk	300 N. Main Street Paris, MO 65275	573-324-2412
Audrain County Clerk	101 N. Jefferson Street Mexico, MO 65265	573-473-5841
Marion County Clerk	100 S. Main Street Palmyra, MO 63461	573-473-5820
City of New London	419 S. Main Street New London, MO 63459	573-769-2549
Village of Rensselaer	Rensselaer, MO 63401	573-985-4041
City of Perry - City Hall	127 E Main Steet Perry, MO 63462	573-565-3131
City of Center- City Hall	103 S. Public Street Center, MO 63436	573-267-3331
City of Frankford - City Hall	217 Main St Frankford, MO 63441	573-784-2618

Telephone Notice

Customer Proprietary Network Information. Customer Proprietary Network Information (“CPNI”) is personally identifiable information that we collect when provide you with telephone or broadband Internet access services. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer. The FCC requires Ralls Technologies to notify all subscribers of their rights to restrict the use of their CPNI. You have the right, and Ralls Technologies has a duty, under federal law, to protect the confidentiality of your CPNI.

Permitted Use of CPNI. CPNI can be used by Ralls Technologies for certain purposes without your permission. Ralls Technologies may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. Ralls Technologies may also use CPNI to respond to your inquiry regarding services you currently use, or related services Ralls Technologies offers. In addition, Ralls Technologies may use CPNI in connection with repair and maintenance services, billing, and collection, and to protect company property and to prevent fraud.

Prohibited Use of CPNI. Unless you specifically authorize its use, Ralls Technologies may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, Ralls Technologies may not use CPNI to offer you any type of long-distance service unless you currently subscribe to their long-distance offerings. Ralls Technologies may not share CPNI with any other company, including our affiliate companies, unless you are a customer of our affiliate.

Additional Information Regarding Your CPNI Rights. You have the right to deny or withdraw access to CPNI at any time or to instruct Ralls Technologies to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

Backup Power for Home Services During Power Outages. For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid the disruption of home voice service from Ralls Technologies during an outage and to maintain the ability to connect to 911 emergency services, Ralls Technologies provides you the option of purchasing additional backup power for your home phones. For more information, please see our Battery Backup Notice on our website at rallstech.com.

Communications Preferences/Opt-out.

Subscribers who do not wish to receive marketing materials, phone calls, emails or direct mail may notify Ralls Technologies at any time. You may also prohibit our permitted disclosure of your information to third parties under the Cable Act (except as otherwise required by legal process or applicable law) by notifying us in writing. You may opt-out of receiving marketing communications by telephone by notifying the calling party that you wish to opt-out or by following the automatic opt-out instructions on such a call. You may also opt-out of such calls by sending a request in writing to the address below.

**Ralls Technologies
P.O. Box 184
New London, MO 63459**