

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

2011

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. Some models of TV receivers and other devices (VCRs, DVD Players, TiVo, etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters may be available from retail outlets in some areas.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to (i) view a program on one channel while simultaneously recording a program on another channel; (ii) record two or more consecutive programs that appear on different

channels; or (iii) use advanced picture generation and display features such as "Picture-in-Picture."

Special equipment. Scrambling or encryption technologies may affect your reception of signals. We offer special equipment for our customers encountering these problems.

Remote control devices. Remote control devices available from retail outlets may be compatible with our set-top boxes. Models of remote control devices that are compatible with our set-top boxes include: AT8560 All Touch Universal Remote Control.

Unauthorized reception 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. 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) 985-5631
Pike County Clerk	115 W. Main Street Bowling Green, MO 63334	(573) 324-2412
Monroe County Clerk	300 N. Main Street Paris, MO 65275	(660) 327-5106
Audrain County Clerk	101 N. Jefferson Street Mexico, MO 65265	(573) 473-5820
Marion County Clerk	100 S. Main Street Palmyra, MO 63461	(573) 769-2549
City of New London	419 S. Main Street New London, MO 63459	(573) 985-4041
Village of Rensselaer	Rensselaer, MO 63401	

Telephone Notice

Customer Proprietary Network Information (CPNI); use, disclosure, and access. Federal law provides customers with additional privacy protections related to their telephone services. CPNI is information we obtain solely in connection with our telephone services. The information contained in your telephone bill and any other information about the quantity, technical configuration, type, destination, location, and amount of your use of telephone services when matched with your name, address, and telephone number is known as CPNI. We have a duty to protect the confidentiality of your CPNI, and you have the right to have the confidentiality of your CPNI protected.

We have a right to use, disclose, and permit access to your CPNI to (i) initiate, render, bill, and collect for our telecommunications services; (ii) market to you, service offerings within the same categories of service to which you already subscribe; (iii) provide inside wiring installation, maintenance, and repair services; (iv) market adjunct-to-basic services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, and call forwarding; and (v) protect our rights and property and other users from fraudulent, abusive, or unlawful use of these services;.

We will not use, disclose, or allow access to your CPNI for any other reason without your approval.