

# Mediacom<sup>®</sup>

## ANNUAL CABLE SERVICE NOTICE

This Annual Cable Service Notice (“Notice”) provides certain information regarding Mediacom’s cable service and the policies and procedures Mediacom has instituted in providing this Service. More detailed information is found in Mediacom’s Residential Customer and User Agreement, which can be found at <https://mediacomcable.com/legal/residential-customer-and-user-agreement/> (“Customer Agreement”). The disclosures in this Notice do not modify any provisions of the Customer Agreement.

### CABLE PRODUCTS AND SERVICES

Mediacom makes a variety of video programming services (individually “Service” and collectively “Services”) available. Services available in your community and pricing information for each can be found by looking up your zip code at: <https://mediacomcable.com/rate-card> (“Rate Card”).

**Basic Service Tier:** The Basic Service Tier, Local PlusTV, is the lowest level of video service provided and includes off-air broadcast stations (ABC, CBS, NBC, FOX, etc.) and may include any public, educational and government access channels. The Basic Service Tier may vary for each community and is subject to change. Cable subscribers must subscribe to the Basic Service Tier to subscribe to any other cable Service. In all-digital systems, a digital receiver or CableCARD is needed to view the Basic Service Tier.

**Optional Cable Services:** Where available, the following are Optional Cable Services in addition to the Basic Service Tier. Each of these Services may vary from community to community and is subject to change. Optional Cable Services are encrypted and need additional equipment to view. You can lease this equipment from Mediacom or you may be able to purchase certain equipment at retail, which will need a CableCARD to work with Mediacom’s cable systems (see Equipment section below).

**TV Essentials:** Similar to Family TV, TV Essentials consists of general entertainment, local channels, news and information programming but does not include sports programming. TV Essentials is available in select areas.

**FamilyTV:** Mediacom’s Expanded Basic Service consists of general entertainment, sports, news and information programming. The channels included in FamilyTV vary by community.

**Digital Paks:** Subscription to FamilyTV required. Consult your local Rate Card for package availability.

**Premium Channels:** You may subscribe to premium channels (e.g., HBO, Showtime) for an additional monthly fee. Not all video service features may be available based on your equipment choice.

**Pay-Per-View (“PPV”):** Mediacom may make available for purchase pay-per-view programs and special events. Check your local listings.

**Video OnDemand (“VOD”):** Certain cable networks make available some of their programming to view on-demand at your convenience.

**DVR Service:** For a monthly fee, subscribers of FamilyTV may separately subscribe to Mediacom’s digital video recorder (“DVR”) Service, which allows you to record your favorite shows. In addition to the DVR Service fee, DVR Service requires a DVR, which you can lease for a monthly fee. In communities where TiVo<sup>®</sup> DVR Service is available, you also have the option to purchase a retail TiVo<sup>®</sup> DVR, for which you will need a CableCARD; certain features, such as VOD and PPV are not available when using retail TiVo<sup>®</sup> DVRs and TiVo<sup>®</sup> receivers. To view your recorded programs on other TV sets, you will need to subscribe to Mediacom’s Multi-Room DVR Service, as well as have an additional TiVo<sup>®</sup> receiver for each TV set, also available for lease from Mediacom or retail purchase. More details regarding TiVo<sup>®</sup> DVR features are available below.

### EQUIPMENT

Many modern digital devices are certified as “digital cable ready” and may connect directly to the cable system to receive unencrypted digital channels, and if equipped with a Mediacom-issued CableCard (discussed below), encrypted standard and HD digital television signals without a digital receiver. If you do not have a “digital cable ready” device or if you would like to receive access to Mediacom’s two-way features, including our interactive program guide, PPV and/or VOD, additional equipment is needed.

**Equipment Availability:** Mediacom makes equipment available for lease, and some equipment may be available for purchase at retail (as outlined below). Retail devices currently do not support two-way features, including Mediacom’s interactive program guide, as well as PPV or VOD. Retail devices require lease of a CableCARD to work with Mediacom’s cable systems. Before purchasing any retail equipment, please contact Mediacom Customer Service to make sure it meets our technical, security and other requirements.

**Equipment Compatibility:** Not all video service features may be available based on your equipment choices. Certain features of your TV, VCR, or other connected equipment may not be compatible with Mediacom equipment. This may include, for example, features such as: viewing one program on one channel while simultaneously recording a program on another channel, recording two or more consecutive programs on different channels, or using features like “Picture in Picture.” Additional equipment may help resolve some of these issues; contact Mediacom Customer Service for more information.

**Installation:** Installation of Mediacom or customer-owned equipment may require a service call subject to an additional fee. Equipment and related fees are outlined in your Rate Card. You may request cable service by either calling Mediacom at 1-844-987-3260 or by visiting Mediacom’s website at <https://shop.mediacomcable.com> or your local Mediacom store.

Types of Equipment: Specific equipment availability varies by community.

**Digital Receiver (includes remote):** A digital receiver is needed if (1) you have older TV sets or other equipment that are not capable of receiving all Mediacom channels, including some broadcast stations that are carried above channel 13, or if your equipment experiences interference; (2) you would like to access certain programming that Mediacom encrypts for security reasons; (3) you would like to take advantage of the interactive features Mediacom offers, such as our interactive program guide, OnDemand or Pay-Per-View or (4) if you would like to set certain parental controls.

**Digital Adapter:** A pared-down digital receiver that only allows viewing of live, linear programming. Does not support Mediacom’s interactive guide, VOD/PPV or premium channels.

**DVR (includes remote):** A digital receiver that is capable of recording and storing video programming. Use of Mediacom’s DVR Service requires a DVR. If you would like to access stored programming on a TV other than the TV connected to your DVR, you will need additional digital receivers (contact Mediacom Customer Service to discuss your specific equipment needs). Some communities offer TiVo<sup>®</sup> DVR Service.

**Digital Gateway:** You will need a Mediacom digital gateway for Mediacom’s interactive guide and VOD and PPV access. The digital gateway may not be compatible with all retail devices and certain features may not be available due to your equipment choice.

**CableCARD:** If you buy retail equipment, you will need to lease a Mediacom CableCARD for a nominal monthly fee. Each separate retail device may require its own CableCARD. Currently, no CableCARD-enabled device available at retail is capable of accessing Mediacom's interactive services, such as Mediacom's interactive program guide, PPV, or VOD. You may, however, contact Mediacom to order a PPV movie or event.

**Remote Controls:** Mediacom provides a remote control with the digital receivers and DVRs it leases. Remote controls that come with other equipment you have may also work with certain Mediacom equipment, and "Universal" remotes may be available for retail purchase that work with some but not necessarily all features of Mediacom's digital receivers. Contact Mediacom Customer Service to learn more about remote control compatibility.

**Other:** For your convenience, Mediacom may make available for purchase other equipment subject to a one-time fee.

## INSTRUCTIONS ON HOW TO USE THE CABLE SERVICE

**Mediacom Remote^:** Your Mediacom digital receiver or DVR includes a remote that helps you navigate through all your TV functions. A yellow highlight is your indicator as you use your remote to see what's on TV. As you navigate listings using your remote, the highlight appears on screen to indicate your current selection.

- Press the (Up, Down, Left, Right) buttons on your remote to move the highlight.
  - Press OK to make your selection.
  - Press the EXIT button on your remote to return to watching TV.
- ^ Other remotes may work with Mediacom's cable systems. See Equipment section above for more details.

**i-Guide:** In i-Guide, Mediacom's interactive program guide, yellow is the highlight color. To navigate the i-Guide, use the Up, Down, Left, Right arrows on your remote control. The highlight appears on-screen to indicate your current selection. Press OK/SELECT to confirm your selection. Press EXIT on your remote to return to watching TV.

### OnDemand

**Accessing OnDemand:** You can access OnDemand programming by pressing the OnDemand button on your remote or going to Channel 1.

**Premium OnDemand:** When you have a subscription to a premium channel, such as HBO or Showtime, you will receive access to its library of available titles, including movies currently playing, new original programming, older episodes and special features.

### TiVo® DVR SERVICE AND TiVo MULTI-ROOM DVR SERVICE

Activating TiVo®: After installing your Mediacom TiVo® DVR, you'll need to activate it through the TiVo® website.

- Visit [support.mediacomcable.com](http://support.mediacomcable.com) and click on My Services. Select TiVo® Online.
- Go straight to the bottom of the page and click the "here" link.
- Enter the TiVo® Service Number and Mediacom Access Key, both found on your TiVo® DVR.
- Your TiVo® Service Number can be found by going to **TiVo Central>Settings & Messages> Account & System Info>System Information**.
- Your Media Access Key can be found by going to **TiVo Central>Setting & Messages>Account & System Info >Media Access Key**.
- Follow the directions to complete your setup and set a password.

**TiVo® Remote:** To program your TiVo® remote, press the TiVo® logo button to go to the TiVo® Central screen. Then select Settings & Messages, then Settings, then Remote, CableCARD & Devices, then Remote Control. Follow the easy on-screen instructions.

**TiVo® Guide:** Press the Guide button to find what's on right now, and what's coming up. Use the arrow keys to move around the guide. Press FORWARD and BACK to move right or left one page at a time. Press ADVANCE to move 24 hours ahead and REPLAY to move 24 hours back.

### TELEVISION PICTURE QUALITY

If you experience problems with the quality of the television signals you receive, please call us at 855-633-4226. Often, we can help resolve your problem over the phone but if we cannot, we will set up an appointment for a skilled technician to come to your home. If you feel the visit did not resolve your problem satisfactorily, please call us again and we will review the actions taken, further try to resolve it and, if we cannot, explain why not.

## PARENTAL CONTROLS

There are a variety of tools to help you make sure your family has access to only those shows and/or channels you want them to watch, including parental controls offered by Mediacom, the V-Chip on your TV set and the TV Parental Guidelines ratings system. With Mediacom parental controls, you can set limits based on movie and TV ratings, lock specific channels, prevent unauthorized purchases, and prevent viewing of recorded shows that violate the settings you choose. Contact Mediacom Customer Service to discuss your individual needs or visit [www.controlwithcable.org](http://www.controlwithcable.org) or [www.tvguidelines.org](http://www.tvguidelines.org) for more information.

**V-Chip and TV Parental Guidelines:** Using the TV Parental Guidelines (also known as TV Ratings), which provide you information about the content of television programs and appear in the upper left control of your TV screen at the beginning of a program, you can use the V-Chip, a device found in most newer TV sets, to control the programs your family watches. Details about the TV Parental Guidelines can be found at [www.controlyourcable.org](http://www.controlyourcable.org) or [www.tvguidelines.org](http://www.tvguidelines.org).

**i-Guide:** There are several ways to access parental controls in the i-Guide. Press the Lock button on your remote (not all remotes have this button); select the lock icon from the Quick Menu; select the lock icon from any program info screen to lock a specific program; or click on parental controls from the Main Menu or Setup Menu.

**TiVo®:** From the TiVo® Central screen, choose Settings & Messages, then Parental Controls.

## CHANNEL POSITIONS OF PROGRAMMING CARRIED ON THE SYSTEM

The channel lineup for your community can be found by looking up your zip code at: <https://mediacomcable.com/products/television/channel-lineup/>. Mediacom may rearrange, add, delete, change the format of or otherwise change the TV stations and/or cable networks, programs or other components of any of its Service. Not all channels are available in all areas; available channels, including HD channels, will vary depending on the level of Service to which you subscribe and the availability of individual channels or programming in HD. Mediacom provides notice to its customers at least 30 days in advance of any addition, deletion or channel repositioning of programming within its control, or rate changes.

## BILLING PROCEDURES

**Credit Checks:** Mediacom may verify your credit standing, including through credit reporting agencies.

**Deposit Requirements:** As outlined in your Customer Agreement, Mediacom may require a deposit as a condition to providing Service or Mediacom equipment. A deposit does not relieve you of responsibility for the prompt payment of bills when due. As outlined in the Customer Agreement, you have authorized us to use the deposit as payment of any amount owed to Mediacom.

**When Billing Begins; Order Cancellation:** Charges for any Service(s) will begin as of the date Mediacom makes such Service(s) available for use. Even, if you cancel before the Service(s) commence, you may be obligated to pay termination fees and expenses.

**Fees and Charges You Must Pay:** Your monthly bill will include recurring charges for the Services to which you subscribe, along with any non-recurring charges, taxes and other applicable charges and additional fees.

**Recurring Charges:** Periodic, continuing charges for the Services and leased equipment. Ordinarily, monthly recurring charges for the Services and leased equipment are billed in advance.

**Non-recurring Charges:** Charges such as installation, equipment subject to a one-time charge, equipment delivery and return, service calls not caused by Mediacom's network failure, Services provided on a per-program basis and other non-recurring charges ordinarily will be billed in the following month.

**Other Charges:** Applicable surcharges, governmental fees and taxes will be added to each bill. You waive your right to a refund of any sums that we collect from you and pay to any government or agency, even if erroneously calculated or paid, unless applicable law requires otherwise.

**Additional Fees:** Additional fees or charges may apply, including late fees, fees for returned checks, charge card chargeback, early termination, reconnection, service calls subject to a fee as outlined in our Rate Card, and fees and costs associated with collecting past due balances.

**You Must Pay for Services Even if Unavailable Due to Your Acts or Omissions or Other Causes Beyond Mediacom's Control:** Unless as otherwise stated, if a Service is unavailable or its quality is degraded because of any act or omission by you or any third party, or due to reasons beyond Mediacom's control, your obligation to pay for such Service continues without reduction.

**Bill Disputes:** You must notify Mediacom of any billing dispute within thirty (30) days of the date of the disputed bill. Your failure to do so will mean you waive (give up) your right to a refund or credit. If Mediacom determines that a credit is due, it will appear on the next monthly bill. Mediacom will not terminate Service until an investigation of the dispute is completed and you are informed of the findings. Unresolved disputes will be handled in accordance with the binding arbitration terms set forth in the Customer Agreement, unless you have opted out of arbitration at the time you entered into the Customer Agreement.

**Refunds:** Any prepayment for Services not received will first be applied to offset termination charges, fees or other amounts you owe. No refund or credit will be required because of any interruption in Services or change to Services or Service terms, or for any other reason, except as expressly required by legal requirements that cannot be changed by agreement of the parties.

Unless otherwise required by law, if there is a complete failure of Service for 24 consecutive hours or more, excluding any interruption that is scheduled or due to a power outage, inclement weather or any other force majeure event, you are entitled, upon request, as your sole and exclusive remedy, to a prorated credit of monthly recurring charges for the affected Service for the period that such failure continues beyond the first 24 hours. If there is an outage during a live or special pay-per-view event ordered by you, you are entitled, upon request, as your sole and exclusive remedy, to a prorated adjustment of the event fee based upon the number of minutes of the outage. Unless otherwise specifically provided by law, you must request credit for Service interruptions within 30 days.

**Termination for Payment Default:** Subject to law, Mediacom may terminate Services if you fail to pay any charges when due. Upon termination by you or by Mediacom, you must pay all charges incurred through the date of termination or any later date specified in your Customer Agreement. If we permit reconnection, you may be required to pay a reconnect fee in addition to all past due charges and satisfy any other requirements we may establish.

## PAYMENT OPTIONS

Mediacom accepts the following forms of payment: cash, check, credit card, debit card, one-time Electronic Funds Transfer or Auto-Pay set up through our Electronic Bill Payment Procedures. Payments can be made by mail, in person at your local Mediacom customer office, online at [www.mediacomcable.com](http://www.mediacomcable.com) (go to **Account > Pay Bill**) or by calling Mediacom at 855-633-4226, or other Mediacom payment locations.

**Payment by Check and Money Orders:** Payment by check or similar instrument is considered timely only upon processing by Mediacom or our third-party processing agents on or before the due date. Please make sure to allow sufficient time when mailing your payment to ensure it is processed by the due date. Any communication from you on or accompanying a check or any other form of payment will not be effective as notice to Mediacom, and such statements as "payment in full" or similar language will not bind Mediacom.

**Payment by Credit or Debit Card:** Mediacom charges your credit or debit card on file for all amounts you owe. You must notify Mediacom promptly of any change in credit or debit card information, including cancellation of any card used for payment or inadequate balance to make a committed payment.

**Electronic Bill Payment Service:** You may choose to enroll in Mediacom's electronic bill payment service to make either a one-time payment or to sign up for automatic recurring payments ("Autopay"). Payments will be made by either electronic funds transfers made directly from your bank account or through use of your debit card (each an "EFT") or by charging your credit card account. By using Mediacom's Electronic Bill Payment Service ("EBP") Service for a one-time payment of a billing statement, you authorize Mediacom to obtain payment in the amount due for such billing statement from your designated bank or credit card account. By using the EBP Service for AutoPay, you authorize Mediacom to obtain payment in the amount of the total due for each monthly billing statement from your designated bank or credit card account on a recurring basis until you terminate the authorization.

Please visit <https://mediacomcable.com/legal/electronic-payments> for the full terms and conditions of Mediacom's Electronic Bill Payment Service.

# COMPLAINT PROCEDURES

In the event you experience a problem with your bill or Services, you can call Mediacom at 855-633-4226, which is available 24 hours a day. If a complaint remains unresolved, you may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Mediacom's corporate office by mailing to Mediacom, Attention: Legal Department, 1 Mediacom Way, Mediacom Park, NY 10918. During this dispute period, we will not terminate Service provided you pay the undisputed portion of any outstanding or future bills.

If, after first contacting Mediacom, your dispute remains unresolved, local governments may designate individuals, councils, boards, committees, or commissions to assist in resolving complaints and ensure compliance with all laws and regulations. Please consult the local franchise authority listed on your monthly billing statement. If you reside in one of the following states, you may contact the state agency applicable to the state you live in.

Iowa customers may request assistance from the Iowa Utilities Board (IUB) by calling 877-565-4450, emailing [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov) or sending a letter to Customer Service, 1375 E. Court Avenue, RM 69, Des Moines, Iowa 50319-0069.

Michigan customers may request assistance from the Michigan Public Service Commission (MPSC) by calling 1-800-292-9555 or visiting [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc).

North Carolina customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at [www.ncdoj.com/cable](http://www.ncdoj.com/cable).