

**CUSTOMER SERVICE NOTICE
CASCADE COMMUNICATIONS COMPANY**

As a subscriber to CASCADE COMMUNICATIONS COMPANY (the "**Company**") video service, you are entitled to this notice regarding our video programming products and services and certain policies applicable to such service. If you have any questions about this notice, please contact the Company's business office at 563-852-3710.

PRODUCTS AND SERVICES

Video Products and Services Offered. The Company offers video programming service to customers, including two (2) separate programming packages and associated equipment.

For a complete overview of products and services offered, please consult the enclosed brochure (the "**Service Brochure**"). For the current channel positions of all programming carried on the Company's video system, please consult the enclosed channel lineup (the "**Channel Card**"). Instructions on how to use service and associated equipment are provided upon installation and are available from the Company upon request.

Prices and Options for Video Services. Current prices and options for installation and service are included in the Service Brochure. Pricing applicable to specific services may depend on the service package and/or service term.

Conditions of Service. As a condition of receiving service, you may be required to enter into a separate service agreement. You agree to be bound by any required service agreement along with all applicable terms and conditions of service in this notice (collectively, the "**Service Contract**"). Your Service Contract may include additional terms and conditions approved by the Company and communicated to you in writing from time to time, including applicable charges and/or promotional discounts for specific services requested by you from time to time.

Termination of Service. You may initiate termination of service (a) by notifying the Company's business office during normal business hours and scheduling a physical disconnection of service and equipment recovery, or (b) by directly and personally appearing at the Company's business office during normal business hours and surrendering all equipment to the Company. Upon disconnection of service for any reason, you are liable for service-related charges for all services rendered by the Company up to the disconnect date and may be liable for prorated service charges based on the remaining term of any applicable Service Contract. In addition, you are liable for all equipment-related charges until such equipment is returned to the Company.

Theft of Service or Willful Damage to Equipment. Receipt of service without proper payment to the Company is a crime. You are advised that the law prohibits (a) theft or unauthorized reception of video programming; (b) assisting theft or unauthorized reception of video programming, including the manufacturing or sale of equipment intended or such unauthorized use; and (c) willful damage, alteration or destruction of equipment or facilities installed in or located on your premises or otherwise provided to you by the Company. You may be subject to both civil and criminal penalties for such prohibited conduct.

BILLING POLICY

Payment. You are solely responsible for paying for all services, including charges for installation, equipment and programming or other services and all applicable local, state or federal fees, taxes and surcharges. Unless otherwise provided in the applicable written Service Contract, monthly recurring charges are billed to you in advance and non-recurring charges are billed to you in arrears. All charges are due upon your receipt of the bill or by the date specified on the billing statement.

Changes in Service and Charges. From time to time the Company may change or delete programming services, upgrade or otherwise modify its operating equipment and/or increase or decrease any fees and charges for installation, equipment and programming service. Whenever possible, the Company will give all customers prior written notice of any changes in rates, programming services or channel positions in compliance with applicable law and local franchising requirements. Notwithstanding the preceding, content, programs and/or formats associated with any programming service may be discontinued, modified or changed by the owners of such services at any time without prior notice to customers.

Late Charges and Other Charges. The Company may impose an administrative late fee for any charges not paid in full by you on or prior to the applicable due date. If service is disconnected for nonpayment, the Company may, in addition to any outstanding balance and applicable late charges, impose a reconnect charge and/or require a security deposit before service is restored.

INSTALLATION POLICY

Ownership of Equipment. Equipment includes all equipment and/or facilities installed in or located on your premises or otherwise provided to you by the Company, including without limitation modems, set-top boxes, remote controls, adapters, converters, decoders and wiring. All equipment shall remain the sole and exclusive property of the Company, unless otherwise specified in your written Service Contract or otherwise provided by the Federal Communications Commission's inside wiring regulations.

Damage, Loss or Theft. You are solely responsible for the safe keeping of all equipment installed in or located on your premises or otherwise provided to you by the Company. In the event that any equipment is damaged, destroyed, lost or stolen while in your possession, you shall be liable to the Company for the full cost of repair or replacement for such equipment. Any warranties for defective equipment shall be as specified in your written Service Contract.

Return of Equipment. Upon disconnection of service for any reason, your right to possession of equipment shall immediately cease and terminate. You agree to return all equipment directly to the Company within seven (7) business days of the disconnect date in good operating condition, reasonable wear and tear excepted. For any unreturned equipment, you agree to pay the Company the full cost of replacement without deduction for depreciation, wear and tear or physical condition. In the event that you fail or refuse to promptly return any equipment, the Company may enter the premises where the equipment was installed or located for the purpose of discontinuing service and/or removing the equipment.

Access to Premises. The Company may enter into, upon and over your premises periodically to install, connect, inspect, maintain, repair or alter its service outlets or equipment. To the extent consistent with your ownership of the premises, you grant the Company a continuing easement to construct, install, maintain and/or replace all facilities and equipment as necessary for the Company to provide service. If you are not the owner of the premises for which you have requested installation of service, you represent and warrant to the Company that you have the consent of the owner as necessary for the Company to perform required installation and maintenance for service to the premises. You agree to indemnify and hold the Company harmless from and against any and all claims arising from or through any owner of the premises and in connection with service to the premises.

MAINTENANCE AND REPAIR POLICY

Service and Repair. The Company will undertake reasonable efforts to maintain the system in good working order and to respond to service calls in a timely manner. The Company will repair and correct damage to equipment or interruptions of service due to reasonable wear and tear or technical malfunction. Physical damage to equipment caused by your intentional or negligent misuse is your sole responsibility. The Company assumes no liability for damage to equipment due to circumstances beyond its control, including without limitation acts of God, natural disaster, fire, civil disturbance, strike or weather.

Customer Equipment. The Company assumes no responsibility for the operation, maintenance or repair of any customer equipment, including but not limited to televisions, VCRs, audio receivers or other devices owned or connected by you.

COMPLAINT POLICY

Contact the Company. For questions or complaints regarding video programming service, including any issues or complaints related to service charges, operating equipment or quality of service, you should first call or write the Company's customer service department using the contact information listed on the monthly billing statement or at the following address and telephone number:

Cascade Communications Company – 106 Taylor St SE, PO Box 250 – Cascade, IA 52033 – 563-852-3710

The Company will make every effort to resolve any outstanding complaints or issues within ten (10) business days of its receipt of the request or complaint.

Contact Local Franchising Authority. If you have contacted the Company as required above and the problem is not resolved to your satisfaction, you may contact your local franchising authority. The name and contact information of your local franchising authority is listed on your monthly billing statement or may be obtained by contacting the Company.

If you have any questions about the Company's policies as described in this notice, please contact the Company at the address and telephone number listed herein or at the address and telephone number listed on your monthly billing statement or service order. The Company will provide you with a copy of this notice at least annually and at any time upon request. The Company will notify you in advance of any significant changes to the information included herein.

**CASCADE COMMUNICATIONS COMPANY
VIDEO SUBSCRIBER PRIVACY NOTICE**

Your Legal Rights. As a subscriber to CASCADE COMMUNICATIONS COMPANY cable/video service or to other services provided over our video system, you are entitled to this notice regarding our privacy practices and your rights under Section 631 of the Cable Communications Policy Act of 1984 (the "**Cable Act**"). This notice covers personally identifiable information that you have furnished to us or that we have collected while providing cable or video service to you. Personally identifiable information is information that identifies a particular person. It does not include aggregate customer information that does not identify a particular person. Under the Cable Act, you are entitled to know:

- The nature of any personally identifiable information we may collect and the ways we may use this information
- Under what circumstances and to what parties we may disclose personally identifiable information
- How long we will maintain your personally identifiable information
- The times and places where you may access your personally identifiable information
- Your rights under the Cable Act concerning personally identifiable information

Information Collected. We collect personally identifiable information as needed to provide our cable/video service or other services to subscribers or to detect unauthorized reception of service. The Cable Act prohibits us from using our video system to collect personally identifiable information about you for any other purpose without your prior written or electronic consent.

The personally identifiable information we collect typically includes: name, address, telephone number, driver's license number, social security number, and credit card or bank account number. We may also collect other information related to your ordering and use of service such as: service and credit records, past correspondence with you, the services you subscribe to and your navigation through those services, the purchases you make over the system, and the types and number of devices you use to connect to the system. If you rent your residence, we may have a record of whether landlord permission was required to install our service facilities as well as your landlord's name and contact information. To provide you with the highest quality service and a more personalized experience, we also may collect information such as your locality and the service preferences you indicate through your voluntary interaction with the system. We may also maintain research records containing information obtained through voluntary subscriber interviews or surveys.

Use of Your Information. As permitted by the Cable Act, we use personally identifiable information in order to provide cable/video service and other services to you, and to help us detect theft of service. This means maintaining good business records for a number of business activities, including but not limited to records needed:

- To render service and ensure that you are receiving the services you ordered
- To allow us to properly maintain those services and to make improvements or upgrades when necessary
- To confirm that you are being properly billed
- To inform you of new products or services that may be of interest to you
- To allow us to understand the use of, and identify improvements to, our services
- To prevent fraud, including the unauthorized use of our service
- To operate and safeguard our network and systems
- For legal, accounting and other purposes related to our business
- To ensure our compliance with the law
- For other purposes related to our business which we clearly identify at the time we request the information

Disclosure of Your Information. We follow industry-standard practices to prevent unauthorized use, disclosure or access to personally identifiable information. We consider all personally identifiable information contained in our business records to be confidential. We are, however, authorized under the Cable Act to disclose personally identifiable information if the disclosure is necessary to provide or conduct a legitimate business activity related to cable/video service or other services provided over our video systems or as required by law or legal process. We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees or property, in emergency situations, and to enforce our rights under our terms of service and policies, in court or elsewhere.

Our disclosure of personally identifiable information to other parties (such as our affiliates, vendors, and agents) will depend on whether it is necessary to conduct a legitimate business activity related to cable/video service or other services rendered to you. For example, we may engage such parties to assist us in billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention. We may also disclose personally identifiable information about you to outside auditors and regulators. We may also collect, use, and disclose information in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or any transaction you have made over our system.

In the event of a merger, acquisition, or sale of all or a portion of our assets, our subscribers' personally identifiable information will, in most instances, be transferred as part of the transaction.

Disclosure Required by Law. We make every reasonable effort to protect our subscribers' privacy as described in this notice; however, we may be required by law to disclose personally identifiable information about a subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order or search warrant. The Cable Act may require that we disclose personally identifiable information to a third party or governmental entity in response to a court order or other legal process. In the event the court order is sought by a non-governmental entity, we are required to notify you of the court order and your opportunity to appear in court and contest the order. If the court order or other legal process is sought by a governmental entity, the Cable Act requires that we disclose the information to the government unless the records sought involve your video programming selections, in which case you will be given the opportunity to appear and contest any claims made in support of the court order or legal process.

Limitations on Disclosure. The Cable Act permits cable operators to disclose subscriber name and address information to other parties, but only after providing subscribers with the opportunity to limit or prohibit such disclosure. It is our policy not to disclose any personally identifiable information about you to any other parties (other than affiliates, vendors and business partners as necessary to conduct a legitimate business activity related to cable/video service or other services rendered to you), unless you provide your prior consent or we are required by law to make the disclosure. Before the company ever makes subscriber name and address information available to any other parties, it will provide you with notice and an opportunity to prohibit or limit such disclosure.

Maintaining Your Information. We will maintain personally identifiable information about you no longer than necessary for the purpose for which it was collected. This means we may also maintain this information for a period of time after you are no longer a subscriber if it is necessary for business, legal or tax purposes. We will destroy the information if we have no pending requests, orders or court orders for access to this information, after we determine that it is no longer necessary for the purposes for which it was collected and in compliance with any applicable federal, state or local laws or requirements.

Access to Your Information. If you would like to see your personally identifiable information, please send us a written request to our address as listed on your bill for cable/video service. We will be glad to arrange a convenient time and location during regular business hours for you to see the information upon furnishing proper identification. You will only be permitted to examine records that contain personally identifiable information about you and no one else. If you believe any of your personally identifiable information is inaccurate, we will work with you to ensure that the appropriate corrections are made. We reserve the right to charge you for the cost of photocopying any documents that you request.

Violations. If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. If you believe that you have been aggrieved as a result of our violation of applicable provisions of the Cable Act, you may enforce the limitations imposed on us through a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal, state or local laws.

Changes to this Notice. As required by the Cable Act, we will provide you with a copy of our subscriber privacy notice on an annual basis. We may modify this notice at any time. We will notify you of any material changes through written, electronic or other means as permitted by law. If you continue to use your service following notice of the change, we will consider such continued use as your acceptance of the change.