



May 2014

BILLING & SERVICE POLICIES TERMS & CONDITIONS (CABLEVISION SERVICE)

As a Mid-Hudson Cable Customer, you are entitled to know about all of the programming rates, charges and services we offer. This information will be provided to you:

- (a) at the time you first subscribe
- (b) at the time you request any change in service
- (c) at the time you make a request for any such information
- (d) semi-annually

Also, if a network or channel is no longer available as part of the level of service to which you subscribe or if certain changes occur in programming or rates, Mid-Hudson Cable will give you notice of these significant changes thirty (30) days prior to the effective date of the change if we know about it sufficiently in advance. If we don't, we will give you notice within thirty (30) days of the date upon which we first learn of the change. Upon receipt of any rate and/or programming change notice, you may elect to terminate your monthly service or downgrade your existing service. If you inform us of your decision within thirty (30) days of the receipt of this change notice, this work will be performed at no charge.

In addition to the foregoing, if a network or channel is moved from one service tier to another or is removed from the system altogether and you first subscribed to our service during the nine months preceding the date of the change, or upgraded your service during the six months preceding the date of the change, you may be entitled to refund of installation, upgrade, or other onetime charges paid to us if you choose to terminate or downgrade your subscription after the charge. If a network is moved from the basic service tier to more expensive tier, you may also have the opportunity to upgrade to the more expensive tier at no charge if you tell us of your decision within thirty (30) days of our notice.

The specific criteria for determining your eligibility for one or more of these opportunities will be explained to you in detail if and when it becomes necessary for us to give you notice of change in programming or rates.

In addition to the above, you are entitled to receive copies of our Billing Practices and Customer Complaint Procedures, Privacy Rights, Equipment Compatibility and Technical Complaint notices. Besides providing these notices periodically each year, copies are also available to any customer upon request.

Billing Practices

This notice contains important information regarding your cable company's billing practices and consumer complaint procedures. We hope with your cooperation and by using the following procedures, any of your billing or other complaints can be resolved.

GENERAL PROCEDURES:

- (A) Please notify us by telephone or in writing concerning any service or billing complaint within thirty (30) days from receipt of your bill at the address and telephone number shown on the enclosed coupons or invoices.
- (B) We will promptly investigate your complaint and respond to you within twenty (20) working days of receipt of your letter or telephone call. If your dispute is still not resolved, you may contact Mid-Hudson Cable, PO Box 399, Catskill, NY 12414, 1-800-342-5400.
- (C) The customer is responsible for paying the undisputed portion of any current or future bill. Service shall not be discontinued due solely to non-payment of the disputed portion of the bill while dispute is under investigation.
- (D) The customer is entitled to a credit for a complete service outage affecting any level of basic cable service or one or more premium services in excess of four (4) continuous hours. The customer must immediately notify Mid-Hudson Cable, orally or in writing, of the outage. The customer must claim credit for the outage within ninety (90) days of its occurrence.
- (E) If the billing or service complaint is not resolved within thirty (30) days of the date it is registered with Mid-Hudson Cable, the customer may refer the matter to the New York State Public Service Commission, Three Empire State Plaza, Albany, NY 12223, 1-800-342-3377. If the customer does not refer the complaint to the New York State Public Service Commission within thirty (30) days, Mid-Hudson Cable may commence disconnection procedures.
- (F) We request that you notify us at least two weeks before you would like any of your services discontinued so that we may properly schedule the disconnection of your service. We will continue to charge your account until the disconnection of your service is complete. To avoid additional charges for your service, you have the option to return the equipment to our office on the date you want to be disconnected. If the equipment is returned in good working condition, and your account is up-to-date, you will receive a refund for applicable security deposit(s) and any advance payments for service. The refund process usually takes six to eight weeks.

COMPLAINTS REFERRED TO THE NEW YORK STATE PUBLIC SERVICE COMMISSION:

- (A) Complaints with a financial value of less than \$1,000 may be resolved by the New York State Public Service Commission staff rather than by a hearing officer convening a formal hearing of the parties.
- (B) The New York State Public Service Commission may request that telephone complaints be put in writing.
- (C) Both the customer and Mid-Hudson Cable will be provided the opportunity to present evidence regarding the dispute and challenge the other party's evidence.

- (D) The Commission's determination in the proceeding must be provided to both parties in writing and the decision may be appealed to the New York State Public Service Commission within twenty (20) days.

LATE CHARGES AND COLLECTION CHARGES:

- (A) The due date for payment of monthly service charges appears on the customer bill and is 25 days from the date of mailing. Any charges becoming 30 days delinquent from the billing date will be subject to a late charge at \$7.50.
- (B) A collection fee of up to \$15.00 may be imposed upon the customer for collection efforts of any past due payments including any payments received at the customer's home.
- (C) A processing fee will be charged to customers for any checks returned.

PARENTAL CONTROL DEVICES:

Parental control devices are available for any channel, and are included with our digital receiver. Please contact our office to order.

Technical Complaint Resolution Notice

In compliance with the requirements of Section 76.607 of the FCC Rules, we are required to inform you that Mid-Hudson Cable has in effect the following procedures to insure any complaints that may arise concerning the technical quality of the cable television signals that we deliver are promptly and efficiently resolved:

All complaints received concerning the technical quality of cable television signals will be logged in on the same day of receipt, and the date, time and nature of the complaint will be noted, as well as the name, address, and telephone number of the complaining subscriber. These records are available for inspection by the FCC and municipal officials.

A technician will analyze the complaint and make an assessment as to its probable cause. Complaints concerning the technical quality of cable television signals will be investigated by a service technician as soon as possible, consistent with our ability to access your premises if such access is deemed necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in records maintained by the Technical Manager.

All efforts will be made by our technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our technician fails to correct the problem, you may contact our office and we will review the complaint and corrective action taken. All complaints concerning the technical quality of the cable television signals we provide should be put in writing to: President, Mid-Hudson Cable, PO Box 399, Catskill, NY 12414. If we are not able to take any further action to correct the problem, we will inform you of our determination and the reason we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the Mayor, Supervisor, Manager or other municipal official of your community.

Other Conditions:

- (A) We provide service to you for your private home viewing, use and enjoyment. You agree that the programming provided over the cable system will not be viewed in areas open to the public. The programming may not be rebroadcast, transmitted or performed, nor may admission be charged for its viewing without first obtaining written consent, in advance, from us and our programming supplier(s). This consent may be withheld at the sole discretion of either of us.
- (B) We can recover damages from you as provided by applicable law for tampering with any of our equipment or any other part of our cable system or for receiving unauthorized service.
- (C) Limitation Of Liability; In no event shall we or our employees or agents have any liability for punitive, treble, exemplary, special, indirect, incidental or consequential damages resulting from our provision of or failure to provide any equipment or services to you, or from any fault, failure, deficiency or defect in service, labor, materials, work or equipment furnished to you or from our billing, advertising or other practices which are in any way related to our offering or provision of services or equipment to you. Such limitation of liability applies in all circumstances, regardless of whether such damages may be available under applicable law, and the parties hereby waive their rights, if any, to recover any such damages.
- (D) We reserve the right to run a credit history on any new customer seeking service or existing customers requesting an upgrade.

THE NAME, ADDRESS AND PHONE NUMBER OF YOUR LOCAL CABLE SYSTEM CONTINUES TO BE IDENTIFIED ON THE FACE OF YOUR MONTHLY BILL. ANY CHANGES TO SUCH INFORMATION WILL BE NOTED ON YOUR FUTURE BILLS.

Mid-Hudson Cablevision, Inc.
P.O. Box 399
Catskill, NY 12414
(518) 943-6600 * 1-800-342-5400

AFTER HOURS EMERGENCY NUMBER:
www.mhcable.com

PHONE HOURS: MONDAY-FRIDAY 8:00 AM-8:00 PM
SATURDAY 8:30 AM-5:00 PM

OFFICE HOURS: MONDAY-FRIDAY 8:00 AM – 5:00 PM
SATURDAY 8:30 AM – 4:00 PM

CABLE MODEM PHONE HOURS
MONDAY-FRIDAY 8:00 AM - 8:00 PM
SATURDAY 8:30 AM – 5:00 PM