

Customer Service Policies

Our Business Office is open weekdays, except holidays, from 7:30 a.m. to 5:30 p.m. Monday through Friday, and 8:00 a.m. to noon on Saturdays, for customer visits and telephone calls.

When you call about a service problem during normal business hours, a Customer Service Representative will determine the nature of the problem. If possible, our representative will help you resolve the problem over the telephone. If the problem cannot be resolved, our representative will schedule a Service Technician to visit your home, usually within 24 hours of the time of your call, or possibly within the same day if circumstances allow.

Uncontrollable events such as fallen utility poles, violent storms or very cold weather could negatively affect the reception of cable service. We are committed to having one of our crews promptly correct outages or other service related problems that occur as a result of an emergency situation, regardless of the size of the affected area.

Our Customer Service Representatives and Service Technicians are well trained and have authority to resolve a customer's problem, including replacement of any non-operating equipment.

We commit to a policy to not cancel our appointment with you after the close of business in the business day prior to a scheduled appointment. If we are running late for an appointment, we will attempt to reschedule to a time that is convenient for you.

We will maintain complaint records for at least one year. In addition, those records will be available for inspection by the franchise authority and the FCC.

Signal Quality

If you have any complaints regarding the quality of the cable television signals we deliver, you should contact us by phone or in writing. We will promptly try to resolve the problem. If you are dissatisfied with the way we handled the problem or complaint, you may contact the Cedar Falls Cable Commission. Their mailing address is 220 Clay Street, Cedar Falls, or phone (319) 273-8645.

Billing Policies

Your monthly cable statement provides a listing of your charges, payments and credits, as well as special messages regarding service or rate changes. Please take the time to read the monthly messages and to review your statement carefully to make sure your name and address are correct. You will generally be invoiced at the same time each month.

We provide service to you on a monthly basis that coincides with your current utility billing cycle. Charges for service start within 24 hours after service is installed. All cable charges will appear on your regular utility statement.

If there are any billing errors or other requests for credit, you must bring those to our attention within twenty days of receiving the bill.

To the extent required by law, after notice is given to you of a retiering of services or a rate increase, you may obtain changes in service tiers at no additional charge. Please refer to the Products and Services Price List supplied to you for details, or call CFU's Customer Service Department at 268-5280 if you have questions.

Payment For Service

The invoice you receive will show the total amount due and the payment due date. You agree to pay us monthly by the payment due date for that service and for any other charges due us, including any fees due to late payments, or any returned check fees.

You agree to pay all taxes, franchise fees, and any other charges, which are now or may in the future be assessed on the services you receive from us.

If your service is disconnected because you have not paid your bill by the due date, we may require you to pay all past due charges, a reconnection fee, and a minimum of one month's deposit before we reconnect your service. If you do not reconnect, any rental equipment must be returned to CFU within 24 hours of disconnection.

CFU may require customers who have past due accounts to bring their accounts up-to-date before ordering cable service. If past due accounts are not paid, service may be refused.

We urge you to call our Customer Service to consult with a Customer Service Representative any time you have any billing questions or any other concerns about your service.

Unauthorized Service and Use of Equipment

We provide service to you for your private home viewing, use and enjoyment and not to be viewed in areas open to the public. The programming may not be rebroadcast, transmitted or performed, and no admission may 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 party.

Cedar Falls Utilities may not have the right to distribute pay-per-view programming to commercial establishments. You may not order pay-per-view pro-

gramming for receipt, exhibition or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of pay-per-view programming in a commercial establishment unless explicitly authorized to do so, in advance, by us and our program provider. You may not move your converter to another location or use it at any time at an address other than your home or location where service was installed by us without our prior written authorization. Converters with descrambling capabilities should only be obtained from CFU. If you fail to abide by these restrictions, you will be held liable for any claims made against you or Cedar Falls Utilities on charges of any unauthorized commercial exhibition.

You agree not to attach any unauthorized device to our equipment. If you make any unauthorized connection or modification to the equipment or any other part of the cable TV system, you will be in breach of these policies and procedures, and we may terminate your service.

Much of the equipment and many of the devices necessary to receive our services are available both from us and others. If you purchase or rent such equipment from us, you are responsible for assuring that they do not interfere with the normal operations of CFU cable system and other communications systems and devices. For example, installation to intercept or receive, or to assist in intercepting or receiving or which is capable of intercepting or receiving, any service offered over a cable system is forbidden, unless specifically authorized by us to do so.

You are responsible to pay for all services received or otherwise provided to your household. You also agree that you will not attach anything to the inside wiring or equipment, which singly or together results in a degradation of the cable system's signal quality or strength. You may not attach any device or equipment to the inside wiring in a way that impairs the integrity of the CFU cable system, such as creating signal leakage, which may cause a violation of government regulations, or attaching devices or equipment, which alone or together, result in a degradation of cable signal quality.

We can and may recover damages from you for tampering with any equipment, any other part of the cable system or for receiving unauthorized service.

30 Day Warranty

Except as explicitly set forth in the terms and conditions of specific services we provide to you, we warrant for a period of 30 days from the date of our installation or repair that our service and the equipment we have installed or repaired will meet accepted industry standards and be free from defects in materials or workmanship. If you report any failure to conform to this warranty to us within that 30 day period, we will reperform the services and repair or replace the nonconforming equipment. Such reperformance of work or repair or replacement of nonconforming equipment shall constitute our entire liability and our sole remedy under this warranty, whether claims or remedy are sought in contract or tort (including without limitation negligence, strict liability, or otherwise).

In no event shall our employees or agents have any liability for special, indirect, incidental or consequential damages resulting from our provision 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.

The foregoing warranties are exclusive and in lieu of all other warranties, whether written or implied, in act or in law. We, to the extent permitted by applicable law, disclaim any and all warranties of merchantability or fitness for a particular purpose. Except as expressly required by law, we will not be liable for any delay or failure to perform our obligations, including interruptions in service, if such delay or nonperformance arise in connection with any acts of God, fires, earthquakes, floods, strikes or their disputes, unusually severe weather, acts of any governmental body, or any other cause beyond our reasonable control.

Applicable Law

These policies and procedures, including all matter relating to their validity, construction, performance, and enforcement, are governed by applicable federal law, the rules and regulations of the FCC and applicable laws, and regulations or applicable ordinances for the State of Iowa and City of Cedar Falls. These policies and procedures are subject to amendment, modification or termination if required by such regulations or law.

Notice

If we send you notice, it will be considered given when deposited in the U.S. mail, addressed to you at your last known address, or hand delivered to you or to your home. We may provide electronic or telephone notice to you, which shall be deemed given when left with you. If you give notice to us, it will be deemed given when received by us.

Changes to Policies and Procedures

We will notify you of changes to these policies and procedures. Any changes proposed by you will only be effective when accepted in writing by one of our senior officers, within their sole discretion.

Subscriber Privacy Notice and Customer Information Regarding Cable Television Services & Equipment



CEDAR FALLS UTILITIES

1 Utility Parkway
P.O. Box 769
Cedar Falls IA, 50613

Personal Information Disclosure

As a cable subscriber, there are some forms of personal information that will be collected in the connection and the operation of our cable television service. This information includes: your name, both physical and mailing address, billing status, loaned or rented equipment, service record, social security number and/or driver's license number, employer, and any complaints. This information may not be disclosed for any purpose without your consent except as described in this statement. Collected information, as well as delivery or maintenance of services and equipment, billing, accounts, collection, advertising, or detection of unauthorized reception of cable communication services, is necessary to provide our cable service or other services to you and to conduct legitimate business activities related to our cable system.

In addition to these activities, this information may be disclosed on a day-to-day basis to employees or agents of our system, including but not limited to sales or marketing personnel, billing or collection services, auditors, accountants, attorneys, lenders, programmers, and regulatory agencies. Your name and address may also be disclosed to program guide suppliers or other non-cable services so that you may receive programming guides or other services.

This disclosure will not indicate the extent or type of any use you make over the cable system. If you wish for us to limit or prohibit this disclosure, you must notify us and complete a non-disclosure form at our Customer Service Department. Information personally identifying you may also be disclosed after notice to you if required by a court order authorizing such disclosure. Information which personally identifies you shall be maintained in our office for as long as necessary for the purpose for which it was collected. Information is kept on file no longer than five years after you are no longer a subscriber.

You may have access to review and correct this information in our Customer Service Department at any time during normal business hours. Please contact us in advance if you wish to review your records. If you are offended by an act of a cable operator in violation of these limitations on the collection and disclosure of personally identifiable information, you may bring a civil action suit for damages in a United States District Court to enforce these limitations. This remedy is in addition to any other lawful remedy available to you.

Changes in Service

Subject to applicable law, we have the right to change our service, equipment and prices or fees at any time. We also may rearrange, delete, add to or otherwise change the service provided on our Basic Service or other levels of service. If the change affects you, we will provide you notice of the change and its effective date. The notice may be provided on your monthly bill, as a bill insert or by other permitted communication. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive service after the effective date of the change, we will consider this your acceptance of the change.

To the extent required by law, after notice to you of a retiering of our services or rate increase, you may obtain changes in service tiers at no additional charge. Please refer to the Products and Services Price List we have supplied you for details. You may obtain information about any of our current fees and prices for any of our services by calling our Customer Service Department at 268-5280.

Termination of Service

You have the right to cancel your service for any reason at any time by giving notice. Upon cancellation, any rental equipment must be returned to CFU within 24 hours of disconnection. If the equipment is not returned you will be charged for equipment replacement costs. If you fail to pay your bill when it's due, we have the right to terminate your service. These policies and procedures will still apply following the termination of your service.

Equipment

Except for the inside wiring, which we consider your property regardless of who installed it, the equipment installed by us belongs to us unless you have purchased the equipment from us. We may, at our discretion, supply new or reconditioned equipment.

Our equipment can only be used in your home. You must receive prior written consent should you want to sell or give away the equipment that CFU has installed. If you cancel your cable service, you are responsible for returning any equipment. The equipment must be returned to us or one of our representatives in working order, normal wear and tear expected, or you will be charged the retail price for a new replacement for each piece of equipment not returned.

You are responsible for preventing the loss of, or damages to, our equipment within your home. We suggest that the equipment in your possession be covered by your homeowners, renters or other insurance.

None of our equipment, nor any of our cable placed outside your home or property in connection with the installation of the equipment and service shall be deemed fixtures, or in any way part of your real property, unless you purchase our cable to the extent permitted by law when service ends. Our equipment may be removed by us, at our option, at any time during or following the termination of your service due to non-payment for service.

We consider inside wiring to be your property, regardless of who may have

installed it. You will continue to be responsible for the repair and maintenance of the inside wiring. You may install inside wiring, such as additional cable wiring and outlets, or, should you request, CFU will install, repair and maintain the inside wiring on a time and material basis. Regardless of who does the work, the internal wiring within your home must not interfere with the normal operations of CFU. Inside wiring maintenance may not be your responsibility if you rent your home. Contact your landlord or building manager to determine responsibility.

Programming Options

No one medium offers more complete coverage of a multitude of entertainment options than cable television. Every minute of every day is filled with choice entertainment, educational and informational programming. Viewing possibilities include 24-hour coverage of national and world news, current and classic movies, sports events from around the world, educational features and music for all tastes.

Basic Service

Our Basic Service offers several stations that provide local news, public access channels, weather, and government programming

Basic Plus

Basic Plus is CFU's variety package! Basic Plus offers a multitude of news, sports, music, home shopping and movie channels.

Premium Services

Digital Services

Pay-Per-View

CFU's Home Theater offers an array of pay-per-view channels that offer continuous first run movies, concerts and special events.

Subscription to Basic and an addressable converter box are required to receive limited pay-per-view services. If you have any questions, call our Customer Service Department at 268-5280.

Programming Packages

CFU has developed unique program packages for our premium channels that will allow you to increase the value of your dollar. There is a package for everyone and their viewing preferences. Create your own package for hours of great home entertainment. To learn more and discover what options are available, call our Customer Service Department at 268-5280.

Program Changes

You can make changes in your CFU programming service. Call our Customer Service Department at 268-5280.

Equipment

As you connect to CFU's cable system, there may be some equipment that will enhance your cable service depending upon your TV set, VCR, or other factors. Many consumers are unaware of the need for any equipment until their cable provider informs them. CFU doesn't want to assume that our customers understand what this equipment does or why it is recommended. The following explains some of the different types of equipment and their purpose.

Converters

Some of you may have TV receivers or VCRs that tune to all CFU channels. Others may have older sets that will not tune to all channels that are available over CFU's cable system.

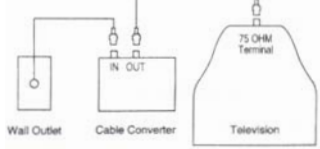
Even if you have a TV set or VCR that has been advertised as being "cable ready," "cable compatible," or able to receive all cable channels, the equipment may not perform as you expect when connected directly to cable. You may encounter other difficulties such as co-channel interference or inability to receive the higher numbered channels. This is due to a lack of standards governing the reception of cable channels. This is changing. According to new federal regulations, TVs and VCRs sold in the United States cannot be labeled "cable ready" unless they comply with new requirements soon to be adopted by the FCC, including the ability to properly tune cable channels.

These problems are often solved through the use of a converter box. The converter will "convert" the cable channels to a designated channel on your TV, which will make your TV set cable compatible for the additional channels.

Converters are available from Cedar Falls Utilities or other retail sources. Please understand that the process of converting all of your cable channels to a designated channel means that you can only receive one channel on your TV set at a time through the converter. In other words, there may be certain features of your TV or VCR that you will not be able to use because of the converter. For example, taping one program while watching another, recording two or more consecutive programs that appear on different channels, and the use of picture-in-picture may not be possible without additional equipment. If you have any questions or need further information, contact our Customer Service Department at 268-5280.

Installing A Converter

1. Connect the cable drop (the cable wire which is attached to the wall outlet) to the "in" terminal on the converter.
2. Take the short piece of cable and connect one end to the "out" terminal on the converter. Connect the other end to the "VHF" or "75 OHM" terminal of the TV.
3. Plug the converter into an electrical outlet and plug the TV into the outlet on the back of the converter. This allows the remote control to turn on the TV and the converter at the same time in most cases. If the outlet is controlled by a wall switch, make sure the switch is "on."



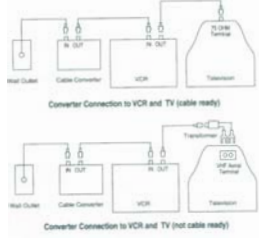
Note: If you do not have an optional converter that works by remote control, plug the TV directly into an electrical outlet.

Before using the converter, turn the channel selector on your TV to channel 3. Leave it on this channel at all times; the converter will work only when the TV is on this channel. Note: Channel 3 is the input channel on most TV sets. In some cases, it may be channel 2 or 4.

TV and VCRs

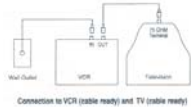
In order to view and record the same program, it is necessary to:

1. Connect the cable drop to the "in" terminal on the converter.
2. Run a jumper cable from the converter "out" terminal to the "in" terminal on your VCR.
3. Run a second jumper cable from the "out" terminal on your VCR to the "75 OHM" terminal on your TV if it is a cable ready set. If not, attach a matching transformer to the end of the cable and attach the transformer to the VHF aerial terminals.



Cable Ready TV and VCR (No Converter)

1. Connect the cable drop to the "in" terminal on the VCR.
2. Run a jumper cable from the "out" terminal on the VCR to the transformer on the TV.
3. Plug the VCR and the TV into a power outlet.



Digital Converter Boxes

Digital converter boxes (DCTs) perform a few more sophisticated functions than a standard converter. Some premium and pay-per-view channels are scrambled for security purposes. The digital converter box descrambles these channels so you can view them on your television. A digital converter box allows CFU to interact with your television set from our office.

Bypass Equipment

Some of the channels offered on the cable system may also be scrambled as authorized by the FCC and may be viewed only if a set top converter is used. However, as described above, a converter may limit your ability to use certain advanced features on your TV set or VCR. If you use a converter, and you have problems using the special features, additional special equipment may be necessary to regain some or all of these features. This equipment may include an additional converter, or, if you have a receiver that can tune our cable channels, possibly a switch. (or a special converter with a switch) that will enable you to bypass the converter and tune all unscrambled channels with your TV or VCR. A CFU representative will consult with you in order to determine what specific equipment may be available to assist in your particular situation.

Please contact us regarding your needs, and we will be happy to discuss alternatives with you and provide a schedule of charges. In addition, you may purchase bypass switches and additional converters at retail outlets. Please remember, that converters with descrambling capabilities should be obtained only from us. In fact, should you see advertisements for cable converters that have descramblers in them ("pirate boxes" or "black boxes"), you should know that these devices may be illegal to sell or use, unless authorized by us. Because of the need to protect scrambled services, we will not authorize the use of any converters/descramblers not provided by us. People who use illegal converters/descramblers may actually be stealing cable services.

Remote Controls

If you need a converter with remote control capabilities, we provide one remote control free of charge. It is possible that the remote control included with your TV or VCR is capable of controlling the converter box as well. Another alternative is a "universal" remote control device capable of working with our converters that are available at retail outlets, including many appliance or electronic stores. Some compatible universal remote control devices include: Zenith, including Gemini's "Rabbit" series; the Mac IO; Mentek Memorex CP 8; Universal Electronics One Four All III; Tandy Corporation 15902 and others.

Access to Customers Homes

You must authorize us to enter your home, in your or your representative's presence, during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise deal with our equipment and service. This authorization includes allowing us to be on your property outside your home at reasonable times even if you are not at home. It also gives us permission to make connections and perform other tasks which are necessary to provide service to you or others, including connecting and making necessary attachments to your inside wiring. If you are not the property owner, you must agree to supply us with the owner's name and address, proof that you may give us access on the owner's behalf and, if needed, the owner's consent.

Input Switch Selection

Cedar Falls Utilities has selected a wide variety of some of the most popular TV broadcast stations as part of its channel line-up. Nevertheless, under new Federal Communications Commission (FCC) rulings, we are not required to carry all the local stations generally available over-the-air in this area. At the present time, all local broadcast TV channels generally available in this area are carried by this cable system.

Cable subscribers who wish to have an option of receiving TV stations not carried by our cable system need to use an Input Selection Switch or A/B Switch in conjunction with an antenna. The A/B switch is a device that connects to both the cable service and an antenna to provide the viewer with independent reception of stations via cable or via the antenna.

A/B switches are available from a variety of suppliers including Cedar Falls Utilities. There is an assortment of switch options available, including simple manual broadcast/cable switches, multiple input source switches, electronic switches, and remote control switches. The FCC technical standards are: 80db isolation for frequency ranges of 54-216 MHz and 60db isolation for frequency ranges of 216-550 MHz. A/B switches utilizing external power must be capable of maintaining isolation in the event the device is not connected to a power source or service is interrupted. In addition, some televisions offer built-in switching devices, eliminating the need for a separate A/B switch.

Shielded coaxial cable should be utilized between the television receiver and the switch terminal when installing the A/B switch. At least four feet of shielded coaxial cable should be used for connecting switch terminals to any unshielded antenna leads. We are required by federal legislation to test for leakage of the cable signal. If leakage is detected, cable service must be disconnected until the problem is corrected. Connection of any switches to an ungrounded antenna poses fire hazards. We suggest you have your antenna inspected to make sure it is grounded before installing an A/B switch. If you have any questions regarding A/B switches, please call our Customer Service Department at 268-5280.

Customer Service

Customer Service has always been important to CFU. After all, you are not only our customers, but our partners as well. We are dedicated to providing world-class services to customers at all levels. CFU employees are specifically trained to make special efforts to assist customers.

Customer Assistance Program

If you have a specific problem or question regarding your cable service, you should contact CFU Customer Service at 268-5280 immediately. A qualified technician can be sent to your home to survey the problem at no cost to you. Our technicians will offer suggestions and/or repair the problem if you choose.

Customer Resolution Procedures

Upon publication of the technical and customer service standards, the Federal Communications Commission (FCC) adopted regulations which require all cable television operators to establish a process for resolving customer questions or complaints. These include the services they receive, the quality of television signal delivered, or other services provided.

CFU is dedicated to providing quality cable television service and to assuring that each problem is immediately resolved to our customer's satisfaction. These customer service procedures are also provided to you at the time of installation and annually thereafter.