



how to reach us

Office Locations/Payment Centers

14525 Farmington Rd. Livonia, MI 48154

37635 Enterprise Ct. Farmington Hills, MI 48331

Payment Center Hours

Monday – Thursday 8:30 a.m. – 7:00 p.m.

Friday 8:30 a.m. – 6:00 p.m.

Saturday 9:00 a.m. – 2:00 p.m.

To pay your bill through our automated phone payment service

Call 877-PAY-2BHN (877-729-2246)

Customer Service Phone Hours

24 hours a day/7 days a week/365 days a year

Redford 313-538-1313

Livonia 734-422-3200

Oakland County 248-553-7300

Service/Repair

24 hours a day/7 days a week/365 days a year

Redford 313-538-5115

Livonia 734-422-3410

Oakland County 248-553-7307

Web site

www.brighthouse.com

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digital phone customer notice

Bright House Networks Digital Phone is a multi-feature, residential phone service that is as simple and easy to use as traditional phone service. If you subscribe to Digital Phone, please note the following:

- Bright House Networks does not offer stand-alone local, local toll, long distance or international services.
- You are a subscriber to a bundled local telephone service. Please note that if you do not pay your entire bill for your Digital Phone, all components of the bundled service are subject to disconnection. Your cable television and/or high speed data service as applicable will be subject to disconnection. You do not have the right to retain selected services if you fail to pay charges due for any of these services.
- Nonpayment of any portion of services on your monthly statement could result in disconnection of all of your Bright House Networks services.

entertainment equipment and home wiring

With cable TV connected to your home entertainment system, you'll enjoy the best choice, convenience and value. Extra steps may be required for cable TV to work effectively with various equipment. This guide provides information about when cable TV is compatible with your equipment and when it may not be. If you don't find your particular situation described in this guide, please call us. We'll work with you to determine the cable setup and equipment appropriate for your needs.

Converters Are Necessary When...

Some older television receivers cannot tune to all of the signals your cable system offers. In order to be labeled "cable-ready," televisions and VCRs manufactured or imported after October 31, 1994 must meet the Federal Communications Commission (FCC) rules regarding tuning bandwidth and other performance standards. In cases where you have a TV or VCR that does not have the ability to tune to all of the signals delivered in the clear by your cable operator, it will be necessary to install a converter to allow you to fully utilize all of your cable signals. We can provide these converters for a nominal fee or you may purchase them from certain retail stores. To be certain that retail devices are compatible, call your local cable office.

Additionally, we have specific remote controls for the converters we supply and universal remote controls that can control multiple devices, available for a nominal fee. If you want to purchase a remote control from a retail store, the following remotes are an example of some models that are compatible with your cable converter:

Radio Shack Models: 15-1991 and 15-1990/Wal-Mart Models: URC3030 and URC8080/Sony Model: RMV18A

Please Note...

Since not all of our customers subscribe to every one of our services, we may, in some of our systems, "scramble" or "encode" certain signals. This will necessitate the use of a descrambler or decoder converter terminal. If you require such a converter terminal, some features on your TV or VCR may be limited. Some examples of this are Picture-In-Picture and some specific display features of your remote control. Additionally, you may not be able to record one program while viewing another — but we can help.

Special Equipment Available

If you are having difficulties with loss of features, we can provide automatic and manual bypass switches, universal remote controls and multiple decoders, which will help restore these features to your equipment. Please call us to discuss your specific needs. In cases where you require a converter and/or a descrambler, special equipment is available to make your cable service more compatible with your existing home electronics equipment. For example, we may be able to provide VCR connection kits, so you can maximize the advantages of having cable and a VCR. Our kits, where available, include an A/B switch, two-way splitter, jumper cable and an illustrated instruction brochure that assures easy installation. Enjoy the freedom to tape a show



when you're not home, save a late-night movie for prime-time viewing or, if you have a cable-compatible VCR, watch one show while recording another.

Home Wiring

The following Federal Communications Commission (FCC)-required notice will serve to inform you of your options regarding the home wiring that is used to provide cable service. Home wiring is the cable which runs from your TV set to a point approximately twelve inches outside of your home. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire but does not include terminal devices, such as converters, descramblers, A/B switches, parental lockout devices, security devices, etc. Pursuant to FCC regulations, all customers are given the option to acquire the home wiring upon termination of cable service. However, even prior to termination of cable service, cable service providers allow customers to remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of their home so long as such actions do not interfere with an ability to meet FCC technical standards, or to provide services to you or your neighbors. For example, you may not attach any devices or equipment to your inside wiring in a way that impairs the integrity of the local cable system, such as creating signal leakage, or which may cause a violation of government regulations. Furthermore, you may not attach devices or equipment to the wiring that alone or together result in a degradation of signal quality to you or your neighbors.

If you choose to have Bright House Networks remove, replace, rearrange or maintain the wiring inside your home, you will be charged an installation service charge on a per-visit basis. Bright House Networks is not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, computers, telephones, VCRs, home antennas, etc., which may be connected to the inside wiring in your home. Bright House Networks is, however, responsible for problems relating to any equipment that you lease from Bright House Networks, other than problems caused by tampering, neglect or abuse.

You also have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or of hiring a qualified outside contractor to do the work for you. It is extremely important that only high-quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair wiring or hire a third-party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere. Please note, however, that in the event of improper materials or improper installation causing signal degradation and/or leakage, Bright House Networks may be required under federal law to terminate your cable service until the problem can be remedied.

subscriber privacy notice

We, your local Bright House Networks cable operator ("Operator," "we" or "us"), are providing this Notice to inform you of our practices regarding personally identifiable information that may be collected in the course of providing services to you over our cable system, including video programming services, ISP Services, and digital phone services ("cable-based services"). This Notice is being provided in accordance with the Cable Communications Policy Act of 1984 (the "Cable Act"). In addition to the Cable Act, this Notice also makes reference to the Electronic Communications Policy Act of 1986, as amended ("ECPA"), and the Online Copyright Infringement Liability Limitation Act of 1998 ("Copyright Act"), which are also applicable if you are a subscriber to an ISP service provided by us over our cable system (an "ISP Service").



This Notice pertains to personally identifiable information about you that you have furnished to us, or that we have collected, in connection with the provision of cable-based services to you. Personally identifiable information does not include aggregate data that does not identify you.

The Cable Act's subscriber privacy provisions apply to cable operators, as defined in the privacy provisions of the Cable Act ("Cable Operators"), providing cable and other services over their systems. ISPs available over our cable system may provide subscribers with other information concerning their general privacy practices through additional policies and notices, which will continue to apply unless inconsistent with this Notice. You may wish to review these additional policies and notices.

You should also be aware that most of the content and applications provided through your ISP Service are provided by third parties, and that by accessing the online content of these third parties you may cause or enable the transmission by the system to them of personally identifiable information. The policies described in this Notice do not apply to such third parties. As noted above, these third parties may have their own privacy policies, which you may also want to review.

Seven Areas Are Covered by This Notice:

1. The nature of personally identifiable information collected about you and the way such information is used;
2. The nature, frequency, and purpose of any disclosure that may be made of such information;
3. Disclosure of information to governmental entities and other legal process;
4. The period of time such information will be maintained;
5. Your online communications on your ISP Service;
6. The times and places you may have access to the information collected; and
7. Your rights under the Cable Act.

1. Collection and Use of Personally Identifiable Information

So that we can provide service to you and operate efficiently, we collect the following types of information about you that may constitute personally identifiable information: your name, home, e-mail and work addresses, telephone numbers, Social Security number, and credit and credit card information. Depending on the services we provide to you, our records may also include: information on billing, payment, damage and security deposits; maintenance and repairs; how many television sets you have connected to cable or that are cable-ready; the location of these television sets in your home; the number and location of PCs in your home and your PC configuration; the service options you have chosen; and the number of converters, cable modems or other cable equipment installed in your home. We may remotely check your PC to the extent necessary to determine whether it is susceptible to unauthorized access or the dissemination of computer viruses. We may also keep records of research concerning subscriber satisfaction with our services, which are obtained from subscriber interviews and questionnaires. Additionally, we may have a record of whether you rent or own your home, in the event that landlord permission is required prior to installing our cable facilities. We also maintain subscriber correspondence (via e-mail or otherwise) and, if you are an ISP Service subscriber, we may keep records of violations and alleged violations of your ISP Service Subscription Agreement (your "Subscription Agreement") and other rules governing your use of the ISP Service. Finally, we may sometimes obtain from third parties publicly available information about our subscribers.

The information described in the preceding paragraph is used for purposes such as the following: to make sure you are being billed properly for the services you receive; to send you pertinent information about our services; to maintain or improve the quality of our services; to answer questions from subscribers (i.e., for troubleshooting); to ensure



compliance with relevant law and contractual provisions; to market cable or other services or products that you may be interested in; and for tax and accounting purposes.

Operator's system, in delivering and routing the ISP Services, and the systems of ISPs available over our cable system, may automatically log information concerning Internet addresses you contact and the duration of your visits to such addresses. We do not use or disclose any personally identifiable information that may be derived from these logs for marketing, advertising or similar purposes. Operator, as described above, as well as your ISP, in providing the ISP Service to you, also has access to personally identifiable information about you or your ISP account, including the name and address associated with a given IP address or, possibly, one or more e-mail accounts. You have consented, in your Subscription Agreement, to the collection of personally identifiable information as described in this paragraph.

Under the Cable Act, a Cable Operator may also collect personally identifiable information over a cable system without subscribers' consent if it is necessary to provide services to subscribers, or to prevent unauthorized access to services or subscriber data. ISPs provided over our cable system also may collect the following types of information that may constitute personally identifiable information:

- registration and account information, including your name, address, telephone number, screen names and e-mail address(es), means of subscription, billing and payment (including credit card) information, and complaint and service history;
- usage information, including information about how often and how long you use the relevant ISP Service, areas of the ISP Service visited and features of the ISP Service selected or used, and purchases that you have made through the ISP Service;
- technical information, including information about your computer system, its software and modem, and your geographical location;
- other subscriber information, including preference and other information you provide when you use or personalize your use of your ISP Service, information provided by ISPs' business partners, information you publish on the ISP Service, and information from other sources (for example, publicly available supplementary data).

The information collected by ISPs provided over our cable system in connection with your use of their ISP Services may be used in connection with the provision and maintenance of the relevant ISP Service and to fulfill transactions that you request, to personalize or improve your online experience, or as otherwise necessary in the course of their businesses (for example, in audits, billing matters, or research). Such ISPs may also use this information to provide advertising and other offers for goods and services to you, subject to the marketing preferences you may select when using their ISP Services. If you are a subscriber to one or more of the ISPs provided over our cable system, you have consented in your Subscription Agreement(s) to the collection of such information for the uses described above. Cable Operator is not responsible for the performance of ISPs provided over our cable system in regards to their privacy policies or privacy requirements under federal or state law.

2. Disclosure of Personally Identifiable Information

Personally identifiable information that we maintain related to our subscribers will be disclosed by us without the prior written or electronic consent of subscribers only if: (1) it is necessary to render, or conduct a legitimate business related to, the services that are provided to you; (2) such disclosure is required by law or legal process as described below; or (3) for mailing lists, directory services or emergency response services as described below.

The types of persons to whom information about you may be disclosed by us in the course of providing cable-based services to you include our employees and those of our related legal entities, agents, repair and installation subcontractors, sales



representatives, accountants, billing and collection services and credit reporting agencies, consumer and market research firms, directory publishers, and authorized representatives of governmental bodies. Also upon reasonable request, personally identifiable information is disclosed to persons or entities with an equity interest in legal entities related to us when they have a legal right to inspect our books and records.

In addition, if you are an ISP Service subscriber, information, including personally identifiable information, may be shared between us and your ISP in providing the ISP Service. The types of persons to whom information about you may be disclosed in the course of providing an ISP Service to you may include, in addition to those persons listed above, your ISP and its employees or other entities who provide content and/or services to the ISP Service or to you via the ISP Service. If you are a digital phone services subscriber, we may provide your name, telephone number, address and advertising classification to third party directory publishers. We may also publish directories using this information.

Information for billing purposes is generally provided by us on a monthly basis to billing vendors. Information for other purposes is provided by Operator as it is needed.

Unless you object by written notice to us, the Cable Act also permits Cable Operators to disclose personally identifiable information to others, such as advertisers and direct mail marketers or telemarketers, for non-cable related purposes. Under the Cable Act, any disclosures for purposes other than as described in the first three paragraphs of this Section 2 and in Section 3 of this Notice is limited to the following "mailing list information": your name, address and the particular services to which you subscribe (e.g., HBO® or other premium channels or tiers of service). In addition, we may add to our mailing list publicly available information about subscribers that is obtained from third parties. Mailing list information cannot include the extent of your viewing or use of a particular service, including the extent of your use of any ISP Service, or the nature of any transaction you make over the cable system. We may disclose such mailing list information to others from time to time. If you wish to have us remove you from our mailing list, please notify us in writing at the main office of your local Operator.

In addition to any disclosures permitted in the first paragraph of this Section 2, ISPs provided over our cable system may also disclose, pursuant to the consent you granted in your Subscription Agreement, the personally identifiable information described in Section 1 in connection with the provision of services to you, in order to fulfill transactions that you request, to personalize your online experience, to comply with criminal or civil legal process (including as described in Section 3 of this Notice), and as otherwise necessary in the ordinary course of their businesses. For example, such ISPs may disclose your personally identifiable information routinely to their employees, agents and contractors to maintain, market, provide, and audit your ISP Service; to outside auditors to check their records; to attorneys and accountants as necessary to render services to such ISPs; and to merchants from whom you make purchases. The frequency of such disclosures varies according to business needs. The names and addresses of subscribers to ISPs provided over our cable system may also be disclosed to selected companies in order to provide you direct mail product and service offers, subject to the marketing preferences you may select when using your ISP Service. In disclosing name and address information for such purposes, such ISPs may combine these lists with publicly available information (such as census and household information), or segment them (i.e., create separate sub-lists) based on such publicly available information or on other information (such as when the subscriber began using the ISP service, or the subscriber's computer type).

3. Disclosure of Information to Government Entities and Other Legal Process

Under federal law, the government may require Operator or your ISP to disclose subscriber record information (but not video program selections or the content of communications) pursuant to a warrant, court order, subpoena, or other legal process without any notice to you and without your consent.



Under ECPA, a governmental entity may obtain basic subscriber information pursuant to an administrative subpoena, including: name; address; local & long distance telephone connection records, or records of session times and durations; length and types of service; telephone or instrument number or other subscriber number or identity, including any temporarily assigned network address (e.g., IP address); and means and source of payment for such service (including any credit card or bank account number). Other subscriber information (not including video program selections and the contents of communications) may be obtained by the government pursuant to a court order or search warrant, provided that you are given the opportunity to appear and contest such disclosure in court.

In addition, under the Cable Act, the government may obtain a court order requiring Operator to produce a subscriber's video programming records and notify the subscriber that it has produced them. To obtain the contents of e-mails, the government must obtain a warrant if the e-mail has been stored 180 days or less, or a subpoena or court order, with notice by the government to the subscriber, if the e-mail contents have been stored more than 180 days. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the subscriber records of cable companies with respect to those who owe, or are owed, welfare support.

If you subscribe to an ISP Service, a private party may use a subpoena under the Copyright Act to obtain information about you in order to protect its copyright against infringement, without any notice to you.

In your Subscription Agreement, you have agreed that Operator and ISPs provided over our cable system may also disclose any information in its possession to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril. If you subscribe to our digital phone services, we may provide your name, telephone number and address to government agencies responsible for emergency response services, such as 911/E911 or "reverse notification system" telephone emergency alert services.

4. Time Period that We Retain Personally Identifiable Information

Operator maintains personally identifiable information about subscribers for as long as it is necessary for business purposes. This period of time lasts as long as you are a subscriber and up to fifteen additional years so that we can comply with tax and accounting requirements. When information is no longer necessary for these purposes, we destroy the information unless there is a legitimate outstanding request or order to inspect the information.

5. Your Online Communications on an ISP Service

In addition to the situations described in Section 3, ECPA provides for other exceptional circumstances under which Operator and/or your ISP may be compelled to disclose information about you or your communications, or are permitted to disclose such information. For example, such information may be disclosed to law enforcement if it appears to be evidence of child pornography, or was inadvertently obtained and appears to pertain to a crime. Such disclosure is also permitted to an addressee or intended recipient (or his or her agent), or to a person involved in forwarding such information to its destination; when it is necessarily incident to providing service or to protect our rights or property; to others with your consent or the consent of an addressee or intended recipient (or his or her agent) of communications sent by you; or as otherwise provided for by law. In your Subscription Agreement, you have agreed that Operator may disclose any information in their possession to protect their rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.



6. Access to Records

Under the Cable Act, you have the right to inspect the records of a Cable Operator that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect these records, please notify Operator in writing and an appointment at our local business office will be arranged during our regular business hours.

7. Your Rights Under the Cable Act

The Cable Act provides you with a cause of action for damages, attorneys' fees and costs in Federal District Court should you believe that any of the Cable Act's limitations on the collection, disclosure, and retention of personally identifiable information have been violated by a Cable Operator. Your Subscription Agreement contains your agreement that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorneys' fees and punitive damages will not be available.

The National Do-Not-Call Registry

Pursuant to the Federal Communication Commission's (FCC) and Federal Trade Commission's (FTC) "Do-Not-Call" regulations, you may register your phone number or revoke a phone number registration on the National Do-Not-Call Registry (DNC Registry) maintained by the FTC. Placing your number on the DNC Registry enables you to reduce the number of unwanted telephone solicitation calls made to that number. Absent certain exceptions, such as calls made on behalf of Companies with whom you have an established business relationship, once your number is placed on the DNC Registry, you should see a reduction in unsolicited calls from commercial telemarketers. If you receive commercial telemarketing calls after placing your number on the DNC Registry, you can file a complaint with either the FCC or the FTC. You can register your home or mobile phone number for free. Your registration will be effective for five years. To register you may call the FTC's toll free number at 1-888-382-1222, or you may register online at the FTC's web site, <https://www.donotcall.gov/register/Reg.aspx>.

your bill

Your Bill

To provide you with the best service, Bright House Networks has invested in a quality customer billing and information system. This technology enables us to respond quickly and accurately when you call with questions by providing comprehensive, up-to-date data on payments and collections. The billing and information system also provides us with important data on service calls, scheduling and potential outage situations — enabling us to provide you, our valued customer, with efficient service.

Billing Questions

If you have any questions upon reviewing your bill, please call our Customer Service Department. Our Customer Service Professionals will work with you to answer any questions and to resolve any concerns that you may experience.

Our Billing Policy

Bright House Networks, like most cable companies, bills in advance. Therefore, any change in service will be reflected on the next month's statement. Should you disconnect your service, the unused portion will be refunded.

Disconnecting Service

When you are moving and need to disconnect your cable service, please call us 14 days before the moving date. If your new home is in our service area, we will schedule a convenient transfer appointment so you can continue to enjoy cable at



your new location. If you are moving out of our service area, please return all equipment supplied by Bright House Networks at your current address to our office prior to disconnection. Or, if you prefer, call us and one of our Customer Service Professionals can schedule equipment pick-up at the time of disconnection.

Partial Month Charges

Bright House Networks bills you for a service from the day it begins until the day it ends, not for the entire billing period. Partial month charges are a result of any change made to your services during a billing period. The following are example situations that may result in a partial month charge.

Upgrade of Service

If any service or equipment is added to the account in the middle of a billing period, the change in service will be reflected on the next month's bill. It includes one line item charge for days connected during the previous billing period and a second line item charge for the current billing period. Any change in service charges will also be reflected.

Downgrade of Service

If any service or equipment is taken off of the account in the middle of the billing cycle, it will be covered as a single line item which credits for service not used from the date the service was removed through the end of the billing period. Any change in service charges will also be reflected.

using your cable service

How Cable Television Works

Cable television brings you more channels and generally better reception than off-air reception of broadcast television since TV signals travel to your home by cable — rather than through the air. Television stations from your local area, across the country and around the world are brought into your home through miles of high-technology cable. Your cable television reception is uninterrupted by trees, buildings and other surface obstacles. In addition to certain local TV stations, communication satellites let you receive many additional channels through cable TV. A large selection of viewing choices is available. Here's how it works:

1. Individual television programs are produced in many locations around the world.
2. These programs are transmitted to the communication satellites that orbit the earth. These satellites stay in a fixed position 22,300 miles above the earth, allowing them to transmit to your community.
3. Local satellite dishes receive these signals.
4. The cable television "headend" — the control center — processes these satellite signals — along with the signals from your local TV stations and other sources — so they can be transmitted over our cable system to your home.
5. These quality television programs are brought to your home via hundreds of miles of cable, either strung on the same poles that carry your telephone or electric service or buried underground.

We are dedicated to providing quality service. The following are a few suggestions to help us meet this goal:

Installation

Someone over 18 years of age must be home during the installation of your cable television service. This will ensure a thorough and complete installation and will allow you to become more familiar with your cable service and equipment.



Cable and Your VCR

If you are a VCR owner, you can use your VCR to receive additional enjoyment from your cable television service. Bright House Networks wants to help you understand how to make your VCR and cable television service compatible entertainment components. With your cable and VCR combination, you can record your favorite movies and cable programs for later viewing. We want you to be able to watch what you want, when you want to watch it.

Additional equipment — such as cable jumpers, signal splitters or A/B switches — may cause picture distortion if it does not meet our system's standards. Please call us before you purchase additional hookup equipment. We may be able to provide you with the equipment you need at no additional charge.

General Dos and Don'ts

We install cable in your home in a manner that is consistent with Federal Communications Commission (FCC) rules. Here are a few tips to keep it operating safely and reliably:

1. During severe electrical storms, you should unplug your TV set and cable converter to avoid damage. Bright House Networks and the TV set manufacturer are not responsible for damage that occurs due to acts of nature.
2. Remember your cable converter operates on 110 volts, so take all the precautions you would for any small appliance, such as checking to see the cord is not worn or damaged.
3. For your own safety, do not attempt to open or otherwise tamper with your cable converter.
4. If you have someone other than us install the inside wiring in your home, or if you do it yourself, make sure that it complies with applicable governmental regulations (such as FCC signal leakage rules) and does not interfere with the normal operations of the cable system and other communications systems (such as radios used by the police and fire departments) and devices.
5. Keep your TV on a "live" electric outlet, not one that is connected to a wall switch.

Moving

Before you move, please call our Customer Service Department about 14 days prior to the date you would like your service disconnected at your current address. At that time, our Customer Service Professionals will:

- Transfer your service to your new address if you are moving within our service area. (This includes setting up an installation appointment at the new address and disconnection at the old address.)
- Schedule an appointment to disconnect your service. If you have equipment, we can arrange to pick that up at the time of disconnect or we can provide directions to our local office for equipment return. (You will continue to be billed for equipment until it is returned. If the equipment is lost or damaged, you will be billed accordingly.)

Billing

Your monthly cable bill not only gives you a listing of your charges, payments and credits, it may also contain special messages. Please read these to ensure that you are up to date on any changes, offers and news from Bright House Networks.

You will receive your statement at approximately the same time each month.

Please take time to review your monthly statement. If you have any questions



regarding your services, any charges or any information contained on your statement, call our Customer Service Department. Our Customer Service Professionals will be happy to assist you.

Theft of Service

The Federal Cable Act created both civil and criminal penalties for manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements existing state or local laws, and provides a federal remedy against any person who, without authorization, intercepts or receives any communication service that is provided over a cable system.

This federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to manufacturers and distributors of equipment, as well as individual subscribers.

The Cable Act provides both civil and criminal penalties for theft of cable services. Under this federal legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

A Note About Programming

We receive programming from various non-cable and cable networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the cable or broadcast networks.

Emergencies

Emergencies such as fallen power poles, violent storms or sub-freezing weather may interfere with reception of cable service. We will have our crews correct an emergency situation as quickly as possible.

If You Experience Problems

From time to time, you may experience a problem with your television picture that can easily be fixed. Trying to fix it yourself will save you time and may even save you money on television repair. Prior to calling our Customer Service Department, try the following steps to restore service as quickly as possible. If you attempt these steps and are still experiencing a problem, please call our Customer Service Professionals.

- If you have a converter, be sure your TV dial is set on the converter output channel (example: Ch. 2, 3 or 4).
- Check to see if you're experiencing the problem on all TVs in the household.

No Picture, No Sound

- Ensure channel(s) are included in your programming package.
- Make sure TV set is plugged into a "live" electrical outlet, and is not controlled by a wall switch.
- Adjust "brightness" control of TV set.

Snow on Screen

- Check other TVs in the home for a picture.
- Check to make sure converter is plugged into a working outlet.
- Check connections into wall and converter.



using your cable service (continued)

No Picture

- Check channel setting on converter and TV set.
- Check listing to make sure channel is broadcasting during this time slot.
- Wait for TV station announcement of difficulty. Check other channels to compare reception.

If it is necessary to call our Customer Service Professionals, you can expect the following during this call:

- Your account will be accessed.
- You will be asked a series of questions in order to pinpoint the problem.
- The representative will attempt to troubleshoot the problem over the phone.
- If troubleshooting is unsuccessful, the representative will set up a service call at a time that is convenient for you. (Service calls are scheduled using guaranteed "windows." For your convenience, we may be able to have the technician call prior to arrival to meet you.)

A Brief Note About the Services We Offer Broadcast Basic Service

Broadcast Basic Service includes off-air broadcast stations and franchise-required public, educational and government access channels, and it may include additional programming. All programming is subject to change at any time. Currently, cable customers must subscribe to Broadcast Basic Service in order to subscribe to any other tiers of service offered by Bright House Networks.

Expanded Basic Service

You may subscribe to Expanded Basic Service. This is the level of service that generally carries some non-Premium cable channels such as Discovery Channel, Lifetime®, ESPN, A&E®, USA Network, TNT and regional sports services. Expanded Basic Service is an optional level of service above Basic Service. A customer must receive Broadcast Basic Service in order to be eligible to purchase Expanded Basic Service.

Digital Cable Services

In addition to the Broadcast and Expanded Basic Services, Digital Cable provides a digital transmission of special-interest and other channels as well as access to multiple pay-per-view channels and multiplexed Premium services, among other features.

Premium Services are available to customers who receive Digital Basic Service. Premium channels may include Home Box Office (HBO®), SHOWTIME®, Cinemax®, THE MOVIE CHANNEL™, Starz® and Foreign Language Channels. There is a separate monthly charge for each Premium channel a customer receives. There are discounts for customers who receive multiple Premium Services.

Additional Outlets

Connect the other television sets in your home to cable by ordering cable service throughout the house — terrific for families with children and for couples with different entertainment preferences. Additional outlets are provided with low-cost installation, and no additional monthly cost for Broadband Expanded Basic Services.

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www.brighthouse.com

bright house 
NETWORKS