



Buckeye CableSystem

Erie County Cablevision, Inc.
409 E. Market Street, Sandusky, Ohio 44870
419-627-0800 • buckeyecablesystem.com

CUSTOMER SERVICE STANDARDS AND POLICIES

Our lobby is open from 8 a.m. to 6 p.m. Monday through Saturday. For your convenience, we accept MasterCard, VISA and Discover Card. Your cable bill can be paid automatically each month by deducting it from your bank account, debit card, or credit card. It can also be paid at Sandusky Drug Mart on Perkins Avenue or Huron Drug Mart on Cleveland Road East. We also have a night deposit box located on the west side of the Buckeye CableSystem Building, 409 E. Market Street, Sandusky.

We offer 2-hour appointment windows (i.e. 8 a.m. to 10 a.m., 10 a.m. to noon, etc.) Monday through Saturday for installations. We schedule installations from 8 a.m. until 8 p.m. Monday through Saturday. We offer 2-hour appointment windows (i.e. 8 a.m. to 10 a.m., 10 a.m. to noon, etc.) Monday through Sunday for service calls. We schedule service calls from 8 a.m. to 8 p.m. Monday through Friday and from 8 a.m. to 4 p.m. Saturday and Sunday.

We answer our phones 24/7, 365 days a year.

BILLING DISPUTES

We act upon any billing dispute upon receipt of a written query, which must be submitted no later than 60 days after the statement date on which the disputed charge was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires extensive research, the customer is sent a letter to that effect, and then is notified upon resolution, usually within two weeks.

We issue refund checks on disconnected accounts automatically twice monthly or upon request from a customer. In many cases, customer relations representatives may authorize credits or refunds.

EQUIPMENT USAGE

To help you use and enjoy your cable service to the fullest extent, please read the following information about how Buckeye CableSystem works with your TV, VCR or DVR.

CONVERTER BOXES

One of the reasons you subscribed to Buckeye CableSystem is that we offer many more channels of programming than you are able to receive off-air. Some of you might have TV receivers and VCRs that can tune to all the Standard Service channels we provide, while others might have older sets that do not. In the latter case, we can provide you with a Buckeye CableSystem set-top converter for a small monthly fee, plus tax. If you do not choose to have a set-top converter, you might experience interference from off-air local broadcast signals. In either case, if you do not choose to have a CableSystem set-top converter, you may choose to buy a compatible set-top converter at a retail outlet.

Even if you have a TV or VCR that was advertised as being "cable ready," or able to receive all cable channels, some might still need a converter. Further, some TVs and VCRs cannot tune all cable channels without some interference. If this is the case with your equipment, call us at 419-627-0800 because you might also need to use a converter.

6. Access to Records.

We will make your personally-identifiable information available for your examination within five (5) working days of the receipt of a request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye CableSystem is required to correct any inaccurate information. All personally-identifiable information will be made available between 8:30 a.m. - 5 p.m., Monday-Friday at Buckeye Cablevision, Inc., 409 E. Market St., Sandusky, Ohio 44870.

7. Your Rights Under the Communications Act. Violation of these provisions by Buckeye CableSystem may lead to criminal and civil liabilities. A person aggrieved by a violation may bring a civil action for damages in United States District Court.

If you have any questions about this Privacy Notice, please contact us at 419-627-0800 or email us at askus@cablesystem.com.

For additional terms and conditions related to your BUCKEYE EXPRESS® High-Speed Internet service, please see the BUCKEYE EXPRESS® Terms of Service, available at <http://www.buckeyecablesystem.com/express>. For the privacy provisions applicable to your Buckeye TEL service, please see the section below.

TECHNICAL STANDARDS

Buckeye CableSystem strives to maintain cable television signals which conform to all government technical regulations.

Should you have a complaint about the signal quality on our system, call 419-627-0800 and a technical support representative will schedule a service call for you. We answer our phones 24/7. Buckeye CableSystem technicians make scheduled service calls from 8 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 4 p.m. on Saturday and Sunday.

If you still have questions about signal quality, you may direct them to Patrick Deville, President and General Manager, at 419-627-1371, or contact the Cable Affairs Office in the franchise area in which you reside.

The cable offices for the various franchise areas where you may lodge complaints follow:

CABLE AFFAIRS OFFICES

City of Sandusky
222 Meigs Street
Sandusky, Ohio 44870
419-627-5844

City of Huron
417 Main Street
Huron, Ohio 44839
419-433-5000

Huron Township Trustees
1820 Bogart Road
P.O. Box 441
Huron, Ohio 44839
419-433-2755

Berlin Township
Contact the Ohio Department of
Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Village of Castalia
126 Main Street
Castalia, Ohio 44824
419-684-5161

Perkins Township
5420 Milan Road
Sandusky, Ohio 44870
419-626-2457

Margaretta Township
114 Main Street
P.O. Box 278
Castalia, Ohio 44824
419-684-9500

Village of Bay View
304 E. Bay View
Bay View, Ohio 44870
419-684-5315
Groton Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Oxford Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Milan Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Townsend Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

In addition, we may add to this mailing list information commercially-available information about you that is obtained from third parties, such as your age, income, and other demographic or marketing information, or from advertisers to whom you have provided this information. Mailing list information does not include the extent of your viewing or use of a particular service, the nature of any transaction you make over the cable system, or any information that constitutes CPNI. We may disclose or sell such mailing list information from time to time. If you wish to be removed from our mailing list, please notify us in writing at our main office, which will be noted on your cable bill, or by sending an e-mail to askus@cablesystem.com. Please include your name and address on any such request.

If you are a Phone Services customer, we must disclose certain of your personally identifiable information and CPNI to 911 services and to you or your designee upon your express authorization. We will also disclose limited personal information to telephone companies so that your calls can be properly routed. When you dial a toll-free number, the party you are calling may identify your telephone number using a telephone network technology called Automatic Number Identification (ANI). FCC rules prohibit parties that receive calls on toll-free numbers from distributing these telephone numbers.

Your name, address and/or phone number are provided to those you call in connection with Caller ID functions. You may dial *67 to prevent display of your Caller ID. Dialing *82 resumes its display.

We will provide your name, phone number and address to directories and 411 services. If you subscribe to our Private Listing service, we will take reasonable precautions to ensure that your information is not provided, but we cannot guarantee that errors will not occur. If you would like more information on the Private Listing service, please contact 419-627-0800.

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

Federal law requires us to disclose personally identifiable information to a governmental entity or other third parties under certain legal process. Generally, this process requires a court order and, if the order is sought by a governmental entity, you are afforded the opportunity to contest the disclosure.

Under the Electronic Communications Privacy Act and other federal laws, we must disclose personally identifiable information in some circumstances to governmental entities without notifying you. We will honor these laws and orders. We will comply with legal process when we believe we are required to do so. We will also disclose any information in our possession to protect our rights, property, or operations, or in response to threats to individual or public safety.

4. Phone Conversations.

Buckeye CableSystem may monitor or record telephone conversations between customers and Buckeye CableSystem customer relations representatives for the purpose of evaluating employee performance and improving customer service. Any personally-identifiable information resulting from this activity will be used only for the above stated purposes and will be destroyed within one hundred and eighty (180) days of the monitoring or recording date, unless such personally-identifiable information is placed in an individual employee's record which will then be destroyed within six (6) years.

5. Time Period That We Retain Personally Identifiable Information.

We maintain personally identifiable information about subscribers for as long as it is necessary for business purposes. This period may last as long as you are a subscriber and for additional time so that we can comply with tax, accounting and other legal requirements.

In addition, because Buckeye CableSystem scrambles premium channels such as HBO, most digital services, and iN DEMAND pay-per-view channels, you will need a converter with a built-in descrambler should you wish to receive these channels, even if your receiver tunes our cable channels.

Buckeye CableSystem also offers digital channel services which require a digital converter in order to receive these channels. Some TVs and DVRs have the capability to support a CableCARD™ which allows the television to directly decode digital channels. If you purchase a CableCARD™ compliant TV or DVR, please call Buckeye CableSystem to acquire the appropriate equipment that will allow your new TV to receive the available digital programming. Some CableCARD™ devices require the use of a tuning adaptor to view digital channels transmitted via switched digital technology.

High-Definition Television is also offered by Buckeye CableSystem. HDTV sets are labeled as either HD-ready or HD-capable. HD-ready sets have an integrated HDTV decoder. HD-capable sets function only as a monitor and require the use of an external decoder, which is available from Buckeye CableSystem. While an HD-ready set has a decoder, this may only allow it to receive the local off-air signals from local broadcasters and is not compatible with the Buckeye CableSystem digital channels.

Buckeye CableSystem's converter will "convert" the cable channels to channel 3 or baseband for your TV or VCR. Please understand that the process of converting all of our channels to channel 3 means that your TV or VCR can receive only one channel at a time through the converter. Thus, there might be certain features of your TV and VCR that depend on channel tuning that you will not be able to use without additional equipment, such as taping one program while watching another, recording two or more consecutive programs on different channels, and using Picture-in-Picture.

Should you wish to use any or all of those features, Buckeye CableSystem will provide you with supplemental equipment, such as an additional converter. Please call us for more information. You also may purchase bypass switches and additional converters at retail outlets. Recently introduced HD/DVR's provide a lot more flexibility than do VCRs. For example, they are equipped with dual tuners, allowing you to watch one channel while recording another.

Please remember that converters with descrambling capability can be obtained legally only from Buckeye CableSystem. In fact, should you see advertisements for cable converters that have descramblers in them (so-called "pirate boxes" or "black boxes"), please understand that these devices are illegal to sell or use, unless authorized by your cable company. People who use illegal converters/descramblers or otherwise use our Cable Services without authorization actually are stealing cable service. Federal and State laws prohibit theft of cable, violators face criminal and civil penalties.

REMOTE CONTROL

The converters used by Buckeye CableSystem can be operated by a hand-held remote control device, which we provide for a small monthly fee, plus tax (however, the digital converter fee also includes remote control device). It is possible that the remote control that might have come with your TV or VCR is capable of controlling our converter box as well. In that case, please feel free to use it. If you choose, you may buy at a retail outlet a "universal" remote control device capable of working with our converters. Following is a list of some universal remote control devices. We have been told by the manufacturer that they work with our converters. We cannot guarantee that all the devices will perform all functions with all our converters. You probably can find others as well; if you do, please let us know and we will update our list.

Universal Electronics Products:

URC-2000 URC-2030 URC-2062 URC-2085
URC-2001 URC-2060 URC-2075 URC-2086

BUCKEYE EMPLOYEE IDENTIFICATION

All Buckeye CableSystem employees, and subcontractors operating on our behalf, carry identification cards with the person's picture, date of expiration and an HR signature on the back. For your own safety, ask to check the identification before letting anyone into your home.

SUBSCRIBER PRIVACY

What This Privacy Notice Covers

This Notice describes our practices concerning your "personally identifiable information" and certain other information. Personally identifiable information is information that identifies you and that you have furnished to us or that we have collected in connection with your receipt of our services. This Notice applies to our residential and commercial video services ("Cable Services") and voice services ("Phone Services"), collectively ("Services").

This Notice also discusses your Customer Proprietary Network Information ("CPNI"). This is information about you that we obtain solely in connection with your receipt of our Phone Services. CPNI consists of the information contained in your Phone Services bill and any other information about the quantity, technical configuration, type, destination, location and amount of your use of Phone Services. If you are a Phone Services customer, we have a duty under federal law to protect the confidentiality of your CPNI and you have the right to have the confidentiality of your CPNI so protected.

This notice does **not** apply to our BUCKEYE EXPRESS® High-Speed Internet service. For terms and conditions applying to BUCKEYE EXPRESS® High-Speed Internet service, see <http://www.buckeyecablesystem.com/express>.

This Notice does **not** cover information that we may collect from our Internet portals and websites, each of which contains its own privacy notice, or any applications, web services or tools that you download or access from these portals and websites. This Notice does **not** cover third party on-line, content, applications or services that you may purchase or access through our data services (for example, the services of Google and other on-line providers ("OLPs")). These OLPs may have their own privacy policies.

Our website always contains the most current version of this Notice. See http://buckeyecablesystem.com/bci_html/legal. We also provide you with a copy of our Notice upon initiation of service and annually thereafter. You may also obtain a copy of the current Notice by contacting us at: 419-627-0800.

We may modify this Notice at any time. If we do, we will update it on this web site. If you continue to accept our services after a change, then you are deemed to have accepted the change.

1. Collection and Use of Personally Identifiable Information and CPNI
A. Personally Identifiable Information. Under the federal Communications Act, we may collect personally identifiable information (described below) over our cable system without your consent if necessary to provide our services to you or to prevent unauthorized access to services or subscriber data. We may collect other information that you consent to our collecting and that we will use as you direct. We describe below the information that we may collect using the system or through other information collections means.

Personally identifiable information: To provide Services, we may need to collect data about you, including your name; home, e-mail and work addresses; home, cellular and work telephone numbers; social security number; driver's license number; credit, credit card, debit card and bank information; billing and payment information; records of damage and security deposits; records of maintenance and repairs; the number of converters, cable modems or other cable equipment installed in your home or business collectively,

("Buckeye CableSystem Equipment "); the number of television sets, telephones, computers and other equipment connected to Buckeye CableSystem Equipment or that receive any Services collectively, ("Customer Equipment "); the location and configuration of Customer Equipment; Service options chosen; the programs, features and services you utilize; identifying information associated with the Buckeye CableSystem Equipment (e.g., a serial number or MAC address of each converter box installed); Buckeye CableSystem Equipment performance history; subscriber correspondence; records of violations and alleged violations of our terms of service; customer research and satisfaction data; and information available from third parties, such as age, income, other demographic information, and advertiser customer lists.

We may remotely check the Buckeye CableSystem Equipment and the Customer Equipment for purposes including diagnostics and network security. We maintain records of the results.

Other information: Our system, in delivering Cable Services, may automatically log information concerning the use and performance of your Buckeye CableSystem Equipment, including programming choices requested, the date and time of these choices, and information, services and products ordered from us or our advertisers. This data may be used for purposes that include allowing us to deliver desired information, products and services to you. For example, if you request on demand programming, we will need to collect information about your equipment along with the particular title ordered so that the right content is delivered to the right converter box. If the video ordered has a charge, we will then need to personally identify this information by associating it with your billing account so that we bill the correct customer.

Another example of information that we collect while delivering digital video services is data necessary to provide switched digital services. Our system may use switched digital technology so we can deliver additional channels and services. To do so, we need to collect your tuning choices along with information about your equipment to ensure that desired channels are delivered to you when you request them. While this information is temporarily associated with your equipment in order to provide these services, it will not be once the equipment identification is no longer needed for operations, troubleshooting and billing purposes. This anonymous information may be preserved and used as described in the next paragraph. We do not disclose to others for their marketing or advertising purposes any personally identifiable information that may be derived from this collection.

Finally, in delivering a Cable Service, we also track information about your use of Buckeye CableSystem Equipment in a non-personally identifiable manner. We may combine this information with other non-personally identifiable information. This aggregate or anonymous information may be used for research and to determine which programming and commercials are being watched, which may assist us in determining the networks that should be delivered via switched digital, in paying our programming providers, in informing us, advertisers and programmers how many impressions were received and generally making programming and advertising more relevant to our customers. None of this data will be used to personally identify you.

Our system, in delivering and routing Phone Service calls, may automatically log information concerning telephone numbers you call, telephone numbers from which you receive calls, the duration of such calls, the service features and functions you use, the frequency of such use and other CPNI for the uses described below.

The data that we collect from you, as described above, may be used, for purposes including: to make sure you receive the Services you have requested; 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 the Buckeye CableSystem Equipment and the Services; to answer questions from subscribers (e.g., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market Services and other products that you may be interested in; and for tax and accounting purposes.

B. Customer Proprietary Network Information ("CPNI"). We may use CPNI generated in furnishing Phone Services to provide you with information about, and to market to you, communications-related products or services within the same category of Phone Services to which you already subscribe.

We may, from time to time, use the CPNI generated in furnishing Phone Services to you to provide you with information about, and to market to you, communications-related products or services that are outside of the category of service to which you already subscribe. For instance, we may use the CPNI generated in our furnishing Phone Service to you to provide you with information about, and to market to you, data services. You have the right to restrict our use of your CPNI for these purposes. If you wish to do so, please notify us in writing at our main office or call 419-627-0800. Please include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, we will assume that you approve of our use of CPNI for this purpose.

We will not use your CPNI to offer products or services to you without your permission that the FCC classifies as non-communications related (including video services) or that are offered by other companies or by joint ventures in which we participate. You may, for example, be asked during a telephone call with one of our customer service representatives for your permission to use your CPNI for the purpose of providing you with an offer. If you provide your permission orally, electronically or in writing, we will use or disclose the CPNI only for the duration of that telephone call in order to offer you additional services.

Any permission or denial of permission to use your CPNI remains valid until such time as your Phone Services are discontinued or we receive your notice withdrawing permission.

2. Disclosure of Personally Identifiable Information and CPNI. Under the Communications Act, we may only disclose personally identifiable information covered by the Act without your prior written or electronic consent 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 (3) for mailing lists, subject to the conditions described below. We may also disclose personally identifiable information and CPNI when you consent to the disclosure. Below is a description of our disclosure practices.

In providing Cable Services to you, we may disclose your personally identifiable information to our employees, related legal entities, agents, vendors acting under our direction, including repair and installation subcontractors, sales representatives, accountants, billing and collection services, and consumer and market research firms, credit reporting agencies and authorized representatives of governmental bodies. We may also disclose the information to advertisers and vendors for purposes of carrying out transactions you request.

Unless you object, the Communications Act also permits us to disclose limited personally identifiable information to others, such as advertisers and direct mail companies, for non-cable-related purposes, such as direct marketing. These disclosures are limited to the following "mailing list information": your name, address and the Cable Services to which you subscribe (e.g., HBO or other premium channels, or tiers of service).