

December 13, 2017

## **D & P Communications Annual Cable Customer Notice, 2017**

This notice contains important information concerning your cable television service. We provide this notice to our customers in accordance with applicable federal law. It is important to us that you are informed about the services we provide, our policies and procedures, and your rights as a customer. We encourage you to review the following information and contact us via phone at (734) 279-1339 with any questions.

### **Customer Privacy**

**Personally identifiable subscriber information; restrictions on access.** To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under "Disclosure prohibited; exceptions," all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

**Disclosure prohibited; exceptions.** Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

**Business activities.** We may disclose customer information in order to conduct business activities related to providing cable service or other service.

**Unauthorized reception of cable service.** We may disclose customer information in order to detect unauthorized reception of our cable service.

**Court order.** We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

**Law enforcement request.** We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

**Customer rights.** As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

## Customer Service

**Complaint procedures.** At D & P Communications, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our business office at the phone number listed on your monthly bill. Our business office is open weekdays during normal business hours with technical support line availability 24/7. In instances of extreme call volumes, you may be instructed to leave a voicemail message.
2. You may call our office to speak with a Technical Support Representative, who will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the Technical Support Representative will schedule a Service Technician to visit your home or business, usually by the next business day.
3. If you are prompted to leave a voicemail message, please leave a complete message that includes; your name, address, work and home telephone numbers and a brief description of the nature of the problem. When possible, a member of our Technical Support Team will call you back to troubleshoot the problem. If the problem cannot be resolved over the phone a Service Technician will be dispatched by the next business day to fix the problem.
4. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area.
5. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your franchise authority:

Michigan Public Service Commission  
Attn: Video Franchising  
PO Box 30221  
Lansing, Michigan 48909  
Web: [www.michigan.gov/mpsc](http://www.michigan.gov/mpsc)  
Phone: (800) 292-9555

**Products and Services Offered** – D & P Communications offers a variety of video programming tiers and services, including a limited/basic service tier that includes many of the local television broadcast stations in your area and, in most areas, an expanded basic service tier that includes many additional cable programming services. Many of the local broadcast stations included in the limited/basic service tier are available in both an analog and a digital format (except for systems that have transitioned all customers to digital). There are many additional digital cable programming services that you may purchase with D & P Communications, which includes access to the interactive programming guide, digital music channels, Video-On-Demand, TV Everywhere, and pay-per-view channels. Tiers of service offered by D & P Communications may be sold separately or as a package with other tiers. D & P Communications offers customers the option to rent equipment, such as cable set-top converters, CableCARDS, and remotes that

may be needed to access certain programming services. Visit us at [www.d-pcommunications.com](http://www.d-pcommunications.com) or call us at (734) 279-1339 for more information about products and services in your area.

**Prices, Channels and Programming Options** – A complete listing of our channel lineup and prices can be found at [www.d-pcommunications.com](http://www.d-pcommunications.com) or call us at (734) 279-1339 to obtain a printed copy.

**Changes in Service or Prices** – Subject to applicable law, we have the right to change our services and prices at any time. As a D & P Communications customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form. Additional information regarding such notices may also be found on the [www.d-pcommunications.com](http://www.d-pcommunications.com).

**Installation and Service Maintenance Policies** – Someone over 18 years of age must be home during any installation or repair of your cable television service. D & P Communications will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

**Access to Customer Premises** – By ordering service, you agree to allow employees of D & P Communications access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Failure of D & P Communications to remove equipment does not deem it abandoned.

**How to Use Your Cable Services** – Customers may visit us [www.d-pcommunications.com](http://www.d-pcommunications.com) or call us at (734) 279-1339 for more information regarding how to use your cable service.

**Billing; Miscellaneous Fees** – Your monthly D & P Communications bill provides the charges, due date, payments and credits for your account, and may also contain special customer messages. Additional information for your area regarding D & P Communications billing may be found at [www.d-pcommunications.com](http://www.d-pcommunications.com) or you may call us at (734) 279-1339. A late fee is added to any bill amount unpaid after the due date. If your payment is returned non-sufficient funds, you may be charged a fee for handling.

## Equipment Compatibility

**Set-Top Boxes.** Some models of TV receivers and other devices (VCRs, DVD Players, TiVo...etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters are available from D & P Communications and may be available from retail outlets in some areas.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation and display features such as "Picture-in-Picture."

**Special Equipment.** Scrambling or encryption technologies may affect your reception of signals. We offer special equipment for our customers encountering these problems.

**Remote Control Devices.** Remote control devices available from retail outlets may be compatible with our set-top boxes. Models of remote control devices that are compatible with our set-top boxes can be found at [www.d-pcommunications.com](http://www.d-pcommunications.com).

## Unauthorized Reception of Cable Service

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. **Reception of any cable service without our express authorization is prohibited.**