

## OVERVIEW OF SERVICES OFFERED

### Limited Basic Service

Limited Basic Service (where available) is our lowest level of cable service. Basic includes off-air broadcast stations (both in standard definition analog and digital where available) and franchise-required public, educational and government access channels. All such programming varies on a community-by-community basis and is subject to change at any time. Where available, customers must subscribe to Limited Basic service in order to subscribe to any other tier of video service or premium and pay-per-view channels.

### Expanded Basic Service

Expanded Basic is an optional level of service above Limited Basic. A customer must receive Limited Basic in order to subscribe to Expanded Basic. Expanded Basic generally includes non-premium cable channels such as ESPN, CNN, Lifetime, USA, TNT, etc. These channels may be available (depending on location) in standard definition analog or high definition digital. Optional equipment may be necessary to receive Expanded Basic channels in high definition. All such programming varies by community and is subject to change at any time.

### Digital Cable Services

Anne Arundel Broadband Digital Cable is available in most communities and is an optional level of service that provides access to a variety of additional programming with digital quality picture and sound. Digital cable service includes a convenient interactive program guide, commercial free music, and access to pay-per-view (PPV). Subscriptions to Digital Basic, Digital Sports & Adventure and High Definition tiers (where available) feature a variety of programming genres including classic movies, sports, how-to programming, news & financial, children's and more. A digital set-top converter or CableCARD is necessary in order to receive Anne Arundel Broadband Digital Cable.

### Pay-Per-View

Our pay-per-view service offers recent hit movies and major big events with multiple starting times. For access to pay-per-view, a digital set-top converter is required and the on-screen guide provides titles and starting times. Adult programming and special event prices vary.

### Premium Services

Premium channels include Home Box Office (HBO), Cinemax, Showtime/The Movie Channel or Starz/Encore. Premium services require a digital set-top converter or CableCARD. There are typically several channels or multiplexes included with a subscription to each premium channel. In many communities premium channels are available in high definition.

### High-Speed Internet

Anne Arundel Broadband High-Speed Internet Service is available in most communities and provides a continuous connection to the Internet through the primary cable line coming into the home. In most areas Anne Arundel Broadband offers multiple levels of high-speed Internet service with a choice of connection speed. Our most popular high-speed services are many times faster than traditional phone connections or DSL.

### Anne Arundel Broadband Phone

Anne Arundel Broadband phone service offers digital quality unlimited local and national calling for one low monthly price. Anne Arundel Broadband phone uses the same cable line coming to your home and works with your existing telephones and phone jacks. Several great features are standard including Caller ID, Call Waiting, Call Forwarding and more. Anne Arundel Broadband home phone service is available in most communities.

### A Note About Programming

We receive programming from various broadcast and satellite delivered 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.

### Parental Control

You have the option of controlling the programming that can be viewed on your TV. This is often referred to as parental access control and requires the use of a set-top converter box. Instructions on the operation of parental control features are available at <http://www.broadstripe.com> in the Television Support page by downloading the I-Guide manual. Contact Customer Care or visit your local Anne Arundel Broadband office (listed on page 1) for more information or to pick up a set-top converter box.

## EQUIPMENT & EQUIPMENT COMPATIBILITY

Except for the inside wiring, which we consider your property regardless of who installed it, the equipment installed by Anne Arundel Broadband belongs to us unless you have purchased it. We may, at our option, supply new or reconditioned equipment to you. You are responsible for preventing the loss of, or damage to, the equipment at your residence. We suggest that your homeowners, renters, or other insurance cover the equipment in your possession. You will be directly responsible for repair, replacement and other costs, damages, fees and charges if you do not return equipment to us in an undamaged condition.

### How to use Anne Arundel Broadband Cable Service

Our broadband network and the equipment we use in your home is designed to be safe and reliable for carrying cable television, high speed Internet and phone service. We have installed cable in your home in a manner that is consistent with Federal Communication Commission (FCC) rules. Here are a few tips to keep it operating safely and reliably:

1. During a severe electrical storm you should unplug your TV set and cable or set-top box to avoid damage. Anne Arundel Broadband and your TV set manufacturer are not responsible for damage that occurs due to acts of nature.
2. Your cable converter operates at 110 volts, so please take all the precautions which you would for any small appliance - such as, checking to make sure the cord is not worn or damaged.
3. For your own safety, please do not attempt to open or 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, ensure that it complies with applicable government regulations (FCC signal leakage rules) and does not interfere with the normal operations of the cable system and other communications systems (like police or fire radio signals).

### Cable Compatibility

Most TV sets, DVDs and VCRs are cable compatible and can receive the analog TV signals carried on our cable systems as long as those signals have not been encoded or secured. "Cable-Ready" TV sets may be connected directly to the cable system and will receive the non-secured analog channels. Digital TV sets equipped with an appropriate tuner will also be able to receive any non-secured digital channels carried on the system. Even if your TV set is cable-ready, you will need a set-top box or CableCARD in order to receive secured signals including most digital cable, premium and high-definition channels. Please note that use of CableCARDS requires that the television set is equipped to allow the use of a CableCARD. CableCARDS will not work with the interactive program guide and will not allow for the ordering of pay-per-view or viewing or use of video-on-demand features (where available).

The set top box or converter is simply a tuner-decoder. Tune your television set to the "output" channel of the converter (for example: Ch. 3). Programs may then be selected by tuning the converter to the desired channel. Please understand that when you use a converter, all of your cable channels are "converted" to a designated channel on your TV. As a result of this process, there may be certain features of your TV or VCR that depend on channel tuning that you will not be able to use. For example, taping one program while watching another, recording two or more consecutive programs appearing on different channels, and the use of picture-in-picture, may not be possible without additional equipment.

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. Anne Arundel Broadband will consult with you in order to determine what specific equipment may be available to solve your particular situation.

This equipment may include an additional converter, or, if you have a receiver that can tune our cable channels, possibly a switch, available from Anne Arundel Broadband or from a retail outlet, that will enable you to by-pass the converter and tune all unscrambled channels with your TV or VCR.

Please contact us regarding your needs, and we will be happy to discuss alternatives with you and give you a schedule of charges. In addition, you may purchase by-pass switches at retail outlets. Please remember, however, that converters with descrambling capabilities should only be obtained from us. In fact, should you see advertisements for cable converters that have descramblers in them (so-called "pirate boxes" or "black boxes"), you should understand that these devices may be illegal to sell or use, unless authorized by us.

### Remote Controls

Anne Arundel Broadband includes a remote control unit with set top boxes or converters. It is also possible that the remote control that came with your TV or VCR is capable of controlling the converter box as well. In that case, please feel free to use it, however there may be some features may not be operated with that remote control unit. If you choose, you may also buy a "universal" remote control device at a retail outlet store that is capable of working with our converter.

### Troubleshooting Tips

From time to time, you may experience a problem with your television picture that can easily be fixed.

For more information on how to use your cable service including handy self-help user guides for set top converter boxes, remote controls and other devices, please visit our website at <http://www.broadstripe.com>.

PLEASE refer to this list BEFORE you call Anne Arundel Broadband's customer service department.

IMPORTANT: If you have a set top box or converter, please make sure it's turned on and your television's tuner is set to channel 3 or the corresponding television sources (ie. Component, HDMI, etc.).

### Rolling Picture

- Adjust "vertical hold" on your TV set.

### Picture Leans to Side

- Try adjusting "horizontal hold" on TV set.

### Wrong Channel

- Check TV dial and converter for channel setting.

### Snow on Screen

- Check to make sure converter is plugged into a working outlet.

### No Picture, No Sound

- Make sure TV set is plugged into "live" electrical outlet, and not controlled by a wall switch.
- Push reset button on back of TV set, if TV set has one.
- Adjust brightness control on TV set.

### No Picture

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

### Inside Wiring

If you have us repair or maintain the inside wiring in your home, Anne Arundel Broadband will charge you additionally for that service. You have the choice of paying us the hourly service charge or purchasing our optional Service Protection Plan for a monthly fee. Customers subscribing to this plan will not have to pay the hourly service charge for inside wiring maintenance or repair if and when necessary. The optional program covers most but not all inside wiring problems. For example, Anne Arundel Broadband is not responsible for the operation of your television or television related equipment and we do not service TV sets, VCRs, antenna or other equipment that is not owned by us, even if it is attached to the cable. Certain other limitation may apply to this program. For more information regarding the Service Protection Plan, please visit our website at <http://www.broadstripe.com>.



# BROADSTRIPE

an Anne Arundel Broadband Company

# Annual Customer Notification

## Information about your cable service

This booklet provides important information about your cable service. Please keep it for future reference.

We look forward to serving you in the years ahead and thank you for choosing Anne Arundel Broadband as your broadband services provider.

### [www.broadstripe.com](http://www.broadstripe.com)

Visit our website for channel lineups and rates, equipment user guides, support and troubleshooting guidelines, to view or pay your bill online, a list of payment and equipment drop off locations, and much more useful information.

## CONTACT INFORMATION

### **Anne Arundel Broadband**

**Customer Care:** 410-987-9300 or 301-497-5400

[customerservice@broadstripe.com](mailto:customerservice@broadstripe.com)

406 Headquarters Drive, Suite 201, Millersville, MD 21108

## INSTALLATION

Someone over 18 years of age must be home during the installation of any of our services. Anyone under 18 must provide your written consent on your behalf to the service person. In addition, that person will also need to be able to answer any questions regarding preferences for installation of the cable. At the time of connection, installation fee plus pre-payment amounts are due. In some cases, a reasonable security deposit for Anne Arundel Broadband equipment may be required. Billing begins on the date of physical connection.

## ACCESS TO CUSTOMER PREMISIS

By ordering service, Anne Arundel Broadband is implicitly granted the right to enter upon your property at the service address to install service, and to audit, adjust, repair, replace, maintain, move or remove equipment and from time to time check for signal leakage. By accepting service, you are also deemed to grant Anne Arundel Broadband easement or rights of way needed to render service to your property. If you are not the owner of your home, you agree to supply us or our designee, if we ask you to, with the owner's name and address, proof that you may give us access on the owner's behalf and, if needed, consent from the owner of the home.

## BILLING

We provide service to you on a month-to-month basis. The charges for one month's service, any deposits, and any installation and/or equipment lease fees, are generally payable when service is installed. After that, we will bill you each month in advance for service (except pay-per-view or out-of-plan telephone charges). Your cable bill not only gives you a listing of your charges, payments and credits, but it may also contain special messages. Please take time to review your bill to make sure your

name, address and telephone number are correct. You will generally be billed at the same time each month unless you are disconnected and later reconnect service.

The bill you receive will show the total amount due and the payment due date. You agree to pay us monthly, in full, by the payment due date. If we do not receive your payment by the due date stated on the bill, you may be charged additional administrative late charges. You agree to pay all taxes, franchise fees, and other charges, if any, which are now or may in the future be assessed because you receive our service. If there are any billing errors or other requests for credit, you must bring those to our attention within sixty (60) days of the invoice date of the bill for which you are seeking correction. If your service is disconnected because you did not pay your bill by the due date, we may require you to pay all past due charges, a collection fee, an installation fee, and a minimum of one month's advance charges before we reconnect your service.

Subject to applicable law, if you fail to pay your bill when it is due or fail to comply with any term contained in this document, we have the right to terminate your cable service or any other service included within your bill.

You may not transfer or assign the service without our prior written consent. You have the right to cancel your service for any reason at any time by giving us notice, unless you have contractually agreed to other terms. We will refund any balance due to you in approximately 30 days of your notice to discontinue service provided that you have returned Anne Arundel Broadband equipment you may have.

Prior Accounts

Customer warrants that no money is owed to Anne Arundel Broadband from previous accounts with Anne Arundel Broadband. If we find a prior account with money owed to Anne Arundel Broadband, then Anne Arundel Broadband may apply any funds received to that prior account.

Correspondence

Please do not mail written correspondence with your bill statement. PLEASE SUBMIT ALL CORRESPONDENCE TO YOUR LOCAL ANNE ARUNDEL BROADBAND REGIONAL OFFICE LISTED IN THIS BOOKLET.

**MOVING**

Before you move, please call us to inform us of your new location. Informing us in advance is the best way for us to disconnect your service, recover all Anne Arundel Broadband equipment, and arrange for cable TV service in your new home, provided that your new home is in our service area.

**ABOUT YOUR EQUIPMENT**

ALL RECEIVERS (CONVERTER BOXES) AND REMOTE CONTROL DEVICES, AS WELL AS RENTED CABLE MODEMS FOR INTERNET SERVICE, RENTED CABLECARDS AND TELEPHONE MODEMS REMAIN THE PROPERTY OF ANNE ARUNDEL BROADBAND AND MUST BE RETURNED IN GOOD WORKING CONDITION WHEN YOU TERMINATE YOUR SERVICE. FAILURE TO RETURN PROPERTY OF ANNE ARUNDEL BROADBAND WILL SUBJECT YOU TO ADDITIONAL CHARGES AND COLLECTIONS PROCESSES.

**SUBSCRIBER NOTICES**

In the event of a required notice to our subscribers, we will include the notice in the billing envelope, on the billing statement, as a separate mailing to your residence, via email or as a legal notice in your local newspaper, or a combination where appropriate.

**OUTAGES, EMERGENCIES & PLANNED MAINTENANCE**

Severe weather and other unexpected emergencies may interfere with Anne Arundel Broadband services. Please call our customer service number for assistance and to report an outage. Anne Arundel Broad-

band technicians are available to respond to area-wide service outages 24 hours a day. On occasion, it is necessary for Anne Arundel Broadband technicians and engineers to perform preventive maintenance or upgrades to our network that may result in service interruptions. When safely possible, these actions, while infrequent, are performed as necessary in the following maintenance window: during the early morning hours from 2AM to 5AM local time. Many of our digital cable channels are delivered through a partner company which has a maintenance window on Wednesdays from 4AM to 6AM EST.

**THEFT OF SERVICE**

Any person who unlawfully intercepts or receives communications provided over a cable system violates the Federal Communications Act. This includes audio, video, data or other service, including data transmitted to or from a customer over a system that has interactive capability. Parties that are found guilty of cable theft are subject to both civil and criminal penalties which may include substantial fines and/or time in prison. These prohibitions apply to manufacturers, suppliers and users of unauthorized cable devices.

Theft of service creates unfair burdens on cable customers who are forced to subsidize the illegal reception by other individuals of cable service without paying for it. Please contact us if you feel someone is receiving services without paying for them. It is illegal to fraudulently obtain cable service by attaching a wire or device to a company converter, wires, or equipment. In some cases, we will offer amnesty if the offender agrees to become a paying customer. However, we do reserve our right to prosecute to the fullest extent of the law.

**COMPLAINT RESOLUTION PROCESS**

Anne Arundel Broadband places a high priority on ensuring that our customers are satisfied with the service we provide. Toward this goal, and in order to comply with FCC rules, Anne Arundel Broadband has designed the following procedures to respond to any dissatisfaction you may have regarding cable service. Please follow these procedures to help us address your concerns as promptly and as efficiently as possible.

If you have a complaint regarding any aspect of your cable, cable internet or phone service, we encourage you to call your local Customer Care at the phone number listed on the first page. All efforts will be made by our staff to resolve any complaints regarding technical quality, billing concerns or other service related issues. If you are not satisfied with the manner in which your concern has been addressed after speaking with the Customer Care Department, please submit your complaint in writing to the attention of *Customer Advocate* at your local Anne Arundel Broadband office. Most problems can be resolved with the above procedures. You may also contact your local franchising authority. The address and phone number appears, in most cases, on your monthly cable bill. If the franchise contact information is not listed on your statement, please call your local Anne Arundel Broadband office. The representatives will be able to provide you with the contact information. Again, we encourage you to contact us if you are dissatisfied with any aspect of your cable service. Anne Arundel Broadband looks forward to serving you with excellence.

Residential Rates and Services	
Effective 09/2019	
BASIC SERVICES (Per Month)	
Broadcast Basic	\$ 24.95
Expanded Basic (Includes Broadcast Basic)	\$ 96.95
Additional Outlet (each)	\$ 4.00
DIGITAL PREMIUM SERVICES (Per Month -- Except Pay-Per-View)	
HBO	\$ 17.99
Cinemax	\$ 15.99
Showtime/The Movie Channel	\$ 10.99
Starz/Encore	\$ 15.99
Playboy (subscription)	\$ 14.99
Pay-Per-View Adult Movies/Events	Varies
DIGITAL CABLE SERVICES (Per Month)	
Digital Basic	\$ 13.95
DVR Service (Dual Tuner with HD)	\$ 9.95
Sports & Adventure Tier	\$ 6.99
Hispanic Tier	\$ 5.99
HIGH-SPEED INTERNET SERVICES (Per Month)	
Surf 8Mb	\$ 30.95
Surf 15Mb	\$ 52.95
Surf 30Mb	\$ 71.95
Surf 60Mb	\$ 91.95
Home Networking (WiFi) Service	\$ 4.99
VOICE PHONE SERVICES (Per Month)	
Talk Unlimited	\$ 50.99
Talk Local	\$ 29.99
Talk Essential	\$ 19.99
EMTA Phone Device Lease	\$ 6.00
EQUIPMENT & OTHER (Per Month Unless Noted)	
Enhanced HD Cable Terminal	\$ 10.95
Dual Tuner HD Digital Video Recorder (must add DVR Service)	\$ 10.95
Dual Tuner HD Digital Video Recorder (with a bundled package)	\$ 14.95
CableCARD	\$ 2.95
CableCARD (one-time purchase)	\$ 80.00
Cable Modem	\$ 5.00
Service Protection Plan	\$ 5.00
Home Networking (WiFi) Modem	\$ 5.00
Home Networking (WiFi) EMTA	\$ 6.00
INSTALLATION / SERVICE / OTHER CHARGES	
Installation Fee (includes installation of primary outlet only)	\$ 60.00
Installation Fee (incl. installation of each addtl outlet after primary)	\$ 20.00
Installation Fee -- Each Addtl Outlet (separate trip)	\$ 50.00
Install - Wallfish	\$ 75.00
Electronic Change of Service Charge	\$ 1.99
Equipment Deposit (may be required)	Varies
Ethernet Installation	\$ 50.00
Field Collection Fee	\$ 30.00
Field Service Charge	\$ 50.00
Hourly Service Charge	\$ 40.00
Late Payment Processing Fee	\$ 10.00

Residential Rates and Services	
Effective 09/2019	
INSTALLATION / SERVICE / OTHER CHARGES (cont'd)	
Local Broadcaster Fee	\$ 14.40
Shared Network Pass-Through	\$ 1.49
Returned Check Processing Fee	\$ 30.00
Missed Appointment Fee	\$ 50.00
Soft Disconnect Inactivation Restart Fee	\$ 15.00
Reconnect Fee (Hard Disconnect)	\$ 34.95
Transfer Fee	\$ 34.95
Unreturned Cable Modem	\$ 32.00
Unreturned CableCARD	\$ 75.00
Unreturned Digital Cable Terminal (DCT) HD or Standard	\$ 355.00
Unreturned Digital Video Recorder (DVR)	\$ 494.00
Unreturned EMTA Phone Device	\$ 100.00
Unreturned Remote Control	\$ 12.95
Unreturned Router	\$ 29.95
Unreturned WiFi EMTA	\$ 100.00
Unreturned WiFi Modem	\$ 100.00
PACKAGES (Bundle Rates Per Month)	
<b>Watch, Surf 60Mb &amp; Talk (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (60/5) / Ph Unlimited	\$ 224.95
<b>Watch, Surf 30Mb &amp; Talk (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (30/5) / Ph Unlimited	\$ 204.95
<b>Watch, Surf 15Mb &amp; Talk (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (15/2) / Ph Unlimited	\$ 184.95
<b>Watch, Surf 8Mb &amp; Talk (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (8/1) / Ph Unlimited	\$ 164.95
<b>Watch &amp; Surf 60Mb (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (60/5)	\$ 193.95
<b>Watch &amp; Surf 30Mb (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (30/5)	\$ 173.95
<b>Watch &amp; Surf 15Mb (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (15/2)	\$ 153.95
<b>Watch &amp; Surf 8Mb (Digital)*</b> - Exp Bsc / Dig Bsc / Internet (8/1)	\$ 133.95
<b>Surf 60Mb &amp; Talk**</b> - Internet (60/5) / Ph Unlimited	\$ 112.95
<b>Surf 30Mb &amp; Talk**</b> - Internet (30/5) / Ph Unlimited	\$ 92.95
<b>Surf 15Mb &amp; Talk**</b> - Internet (15/2) / Ph Unlimited	\$ 72.95
<b>Surf 8Mb &amp; Talk**</b> - Internet (8/1) / Ph Unlimited	\$ 52.95
<b>Watch &amp; Talk (Digital)</b> - Expanded Basic / Digital Basic / Phone Unlimited	\$ 142.95
<b>Watch Digital</b> - Expanded Basic / Digital Basic	\$ 110.90
*Standard non-digital packages available for less.	
**Additional Voice and High Speed Internet packages available.	

All prices are for residential accounts only and do not include applicable franchise fees, regulatory fees, taxes, copyright or other governmental or franchise related fees. You must purchase Limited Basic service to subscribe to any other video service offered by Anne Arundel Broadband. Some services require additional equipment like a CableCARD, digital cable terminal, cable modem or phone eMTA at an additional charge. Service, programming and equipment is subject to availability. All pricing, programming and channel locations are subject to change. A subscription to premium channels, packages and services such as pay-per-view requires appropriate equipment. Many factors affect Anne Arundel Broadband high speed internet service speeds and actual speeds may vary and are not guaranteed. Installation prices for Anne Arundel Broadband services are for standard residential installations only and custom installation charges are additional.

Subscriptions to Anne Arundel Broadband services are subject to terms and conditions outlined in the following agreements and notices: Anne Arundel Broadband Service Agreement; Anne Arundel Broadband Annual Customer Notice and Anne Arundel Broadband Billing Policies. Subscriptions to Anne Arundel Broadband high speed internet service is subject to the Acceptable Use Policy (AUP); Online Privacy Policy and High Speed Internet (HSI) Subscriber Agreement. Subscriptions to Anne Arundel Broadband Voice phone service is subject to the Anne Arundel Broadband Voice User's Agreement; Anne Arundel Broadband Voice Privacy Notice and Anne Arundel Broadband 911 Notification. These policies are available from Anne Arundel Broadband and are also online at www.broadstripe.com. (North County)