



2018 Annual Customer Notification

Charter Communications Operating LLC, and its respective subsidiaries providing the services (Spectrum), appreciates your subscription to our cable television service. To ensure understanding of our video products and terms of service, we have outlined some essential information below for you. Please note that services listed in this notice may not be available in all Spectrum areas, and that some of the policies, procedures, services herein are not applicable to all Spectrum Business video customers (exceptions may exist by product type).

The terms and conditions applicable to your services contain a binding arbitration provision, which includes a waiver of class actions and provisions for opting out of arbitration and affects your rights with respect to all services.

OVERVIEW OF SPECTRUM TV SERVICES

BASIC SERVICE: (Basic Tier Availability) The Basic Service Tier is our lowest level of video service. Basic Service includes off air broadcast stations and may include any 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, subject to applicable law. Pursuant to federal law, cable customers must subscribe to Basic Service in order to subscribe to any other cable video service.

OTHER OPTIONAL SERVICES: Where available, the following services are optional levels of service above and beyond Basic Service: Expanded Service, Digital packages & tiers, seasonal Sports Programming, Premium channels, Spectrum Receiver, Integrated Interactive Services. Remote Control, HD equipment, DVR service, Internet and Phone.

PROGRAMMING: You may view pricing, channel line-ups and additional services available in your area at www.spectrum.com/cable-tv.html. Your channel lineup is also available through your on-screen Spectrum Guide. A cable operator-issued digital receiver, CableCARD or digital adapter is required to view programming channels in All-Digital markets. A cable operator-issued digital receiver is required to view Pay-Per-View, On Demand programming (where available), and any interactive content. HD capable equipment is required to view HD programming (where available). All programming may not be available to CableCARD Customers. Spectrum receives programming from various broadcast and cable networks. Spectrum is not responsible for the content or schedule aired by these networks. Please contact specific cable or broadcast networks directly with your programming complaints or questions. Spectrum provides notice to its Customers at least thirty (30) days in advance of the deletion of any programming service (if the change is within Charter's control), channel assignment changes or rate increases.

PAY-PER-VIEW AND ON DEMAND: Where available, Pay-Per-View and On Demand are for private, in-home viewing only, not commercial establishments open to the general public. To order one of these services, your account must be current. Customers with a Spectrum receiver may order On Demand via the Spectrum remote control. Some Customers may need to call Spectrum to order live Pay-Per-View events. To prevent unauthorized use in your household, you are responsible for setting up a PIN number, Parental Control, and/or Channel Content Rating Preferences. Without limitation, Spectrum will not give credit for the following circumstances: 1) unauthorized use, 2) if you record a Pay-Per-View event or movie and are not present to monitor the recording, 3) if you do not call to report reception problems while the movie or event you ordered is on, 4) or if you do not call to report that you did not receive the movie or event you ordered, while that movie or event is on.

INSIDE WIRING: Spectrum may offer a Wire Maintenance Plan as an optional service. Certain limitations apply to the Wire Maintenance Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, Customer-caused damage or abuse, and alterations to Spectrum equipment. Please contact Spectrum for more information about the Wire Maintenance Plan. For new and existing single unit installations, the wiring inside your residential premises shall become a fixture to the realty upon installation. If you have someone other than Spectrum install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage.

CABLE COMPATIBILITY: In an "all-digital" cable system, all channels are encrypted and a cable operator-issued digital receiver or digital adapter is required on each television set to receive TV programming. A cable operator-issued digital receiver or digital adapter is required to receive encrypted and subscription-specific signals, which are delivered only to those customers who elect to have them as part of their service package. These typically include, but are not limited to, digital programming packages, premium channels, Pay-Per-View, On Demand, and on-screen Spectrum Guide. A CableCARD is an additional device available at Spectrum Stores, designed to provide some of the same functionality available with a digital receiver (i.e., view digital encrypted cable channels without using a receiver) when used with a television set or an approved retail purchased digital receiver or device that supports it. A CableCARD will not provide all services (including, but not limited to, two-way communication services such as the on-screen Spectrum Guide, On Demand, on screen ordering of Pay-Per-View). In cable systems that are not "all-digital," "cable ready" television sets may be connected directly to the cable system and may receive limited analog signals present on the system without the use of a receiver (typically most, but not all, Limited Basic channels).

A digital receiver functions as a tuner/decoder that receives the cable channel selected by the viewer and converts it to a format that can be received by the Customer's television set or device. This converted signal is usually displayed on the TV input the digital receiver has been connected to (e.g., Component, HDMI1, HDMI 2). Some digital receivers also provide video and audio outputs, which can be connected to the video and audio inputs of additional devices such as Home Theater systems or other edge devices (e.g., PC, sound bar). To operate your television set after it is connected to a cable operator-issued digital receiver, use the remote provided with your television (not the Spectrum remote) to tune to the corresponding TV input as needed. Older TV sets may need to be tuned to channel 3 or 4. Then, use the Spectrum remote to select each channel you wish to watch. To ensure reliable operation, confirm the receiver is plugged into a non-switched power outlet (one that is not controlled by a light switch) and that connections on the back are secure. Loss of power to the receiver may result in a temporary loss of your cable television service. Cable jumpers, signal splitters, amplifiers or A/B switches may cause signal degradation if they do not meet Spectrum's standards. Please contact us for assistance in connecting any additional equipment to your home network, or visit www.spectrum.com/support.

COMPATIBLE REMOTE CONTROLS: Spectrum receivers may work in conjunction with universal remote controls. Spectrum may provide a universal remote, or various models can be found at retail stores. Remote control manufacturers update products frequently, so these exact models may not be available at the time of purchase. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer, contact Spectrum or visit www.spectrum.net/support.

INSTALLING YOUR DVR AND DVD: Installation of your DVR or DVD can be completed through a variety of different methods, depending upon your viewing and recording requirements. If you need assistance, please visit www.spectrum.net/support or contact your device manufacturer for help understanding how to install DVR/DVD and cable television service-compatible entertainment components.

SPECIAL EQUIPMENT: When you use Spectrum provided equipment, you may not be able to use some features on your TV, DVR/DVD or other connected equipment such as other streaming media devices, gaming consoles, personal assistants and audio equipment. For example, you may not be able to use display features (such as picture-in-picture and channel review), use a DVR/DVD to record one program while watching another, use a DVR/DVD to record consecutive programs on different channels or use your voice assistant to tune to Spectrum content. We may be able to provide you with special equipment, available for lease upon request, to enable you to use these features. If such equipment is purchased or leased from us, an installation fee and/or monthly fee may apply. This equipment may also be purchased from local retail outlets.

Bypass Switches/Splitters – This switch is installed on the input side of the receiver to permit signals to bypass the receiver and be routed directly to your television set, DVD or DVR. This may permit the simultaneous recording and viewing of different non-encrypted programs on consecutive channels. This switch may be part of your receiver or it may be a separate device.

Amplification Equipment – Spectrum's network is designed to provide the required signal for up to four home devices. In order to comply with signal strength specifications, if five or more outlets or devices are connected to the home network, a signal amplification device may be required. Spectrum will install the amplification device.

As new technologies and services become available, additional compatibility challenges requiring other special equipment may arise. We are committed to helping you get the most out of your cable television service. Please feel free to contact us to discuss the cable setup appropriate for your needs.

PARENTAL CONTROLS

A Parental Control feature is available on the cable operator-issued digital receiver to prevent children from watching certain programming. You may place channels under Parental Control by blocking out a specific channel number and/or program rating on the Spectrum receiver. The Welcome Kit provided with the Cable Service includes instructions on how to implement and monitor the Parental Control features. Should you deactivate the Parental Control feature, even for one channel or event, this will deactivate the Parental Control feature for all other channels that were previously locked out. You will then have to reactivate the Parental Control to again block out the desired channels. It is recommended that you occasionally verify that the Parental Control feature is activated and operational. Spectrum does not control or assign the specific ratings of the programming/content. For more information on ratings, please visit www.spectrum.net/support.

SERVICE PROCEDURES

REQUEST FOR CONNECTION: Request for connection may be made at the local Spectrum store, via the Internet at www.spectrum.com, by mail or telephone. Customers will be advised of installation and applicable pre-payment amounts. You authorize Spectrum to make inquiries and to receive information about your credit experiences from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes. Based on the results of a credit check, Customers may be required to provide any applicable pre-payment (based on services requested) or specific payment means as a condition of service, and applicable service restrictions may apply. Someone over eighteen (18) years of age with a government issued picture ID must be present during any installation or repair of your cable television service. Spectrum requires its employees to display identification during visits to a Customer's service location. Unless otherwise specified, billing begins on the date of physical installation.

A Customer Service Professional is available 24 hours a day, 7 days a week to provide service for our Customers. Telephone calls, including requests for installation and service calls, will be answered promptly and are periodically monitored and/or recorded for quality assurance purposes. Installation and service call appointments are scheduled in advance. Customers will be offered a standard installation appointment within 7 business days; this may differ based on the service being requested. Up to four hour windows are available for installation and service call appointments. If we cannot meet a scheduled commitment, we will attempt to notify you and reschedule the appointment for a convenient time. Spectrum will not cancel an appointment after the close of business the day before the scheduled appointment. All installations will be completed in a prompt, courteous and competent manner.

Spectrum Equipment: Spectrum will repair and/or replace defective Equipment, if any, as long as such damage was not caused by misuse or other improper operation or handling by you. Without limitation, Spectrum shall have the right to presume misuse or other improper operation or handling by you in the event you request repair or replacement more than twice in any twelve (12) month period, or more than three times in any twenty-four (24) month period, and shall have no obligation to fulfill any such repair or replacement. Spectrum is not responsible for the maintenance or repair of Customer-provided equipment, including but not limited to telephones, computers, modems, or any other related Customer-provided equipment. A service charge may be imposed upon the dispatch of a technician if there is damage to Spectrum Equipment or Service provided by Spectrum or with respect to the Equipment's compatibility with any Customer-provided equipment. You are responsible for any misuse of Spectrum's Equipment, the Service, or any of the third party services that you have contracted for, even if the inappropriate activity was committed by a friend, family member, guest, employee or another person with access to your account. You agree to maintain the security and confidentiality of your user names and passwords or similar credentials that enable you to access the Cable Service. You further agree not to disclose such credentials to any third party. The Equipment, Service or third party services may not be used to breach the security of another user or to attempt to gain access to any other person's computer, software or data, without the knowledge and consent of such person.

ALL EQUIPMENT IS PROVIDED "AS IS", AND SPECTRUM HEREBY SPECIFICALLY DISCLAIMS ANY AND ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, TITLE, AND FITNESS FOR A SPECIFIC PURPOSE. SPECTRUM SHALL NOT BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST BUSINESS, REVENUE, PROFITS, OR GOODWILL) ARISING FROM THE USE, DEPLOYMENT, AND/OR FUNCTIONALITY OF ITS EQUIPMENT.

Spectrum's sole obligation and your sole remedy with respect to any liability or damage caused by your use or deployment of Spectrum Equipment shall be a refund of fees paid by you for such Equipment for the previous billing month/cycle. You shall not use Spectrum's Equipment or the Service for illegal or inappropriate activities or otherwise engage in any illegal or inappropriate activities in your course of dealing with Spectrum.

CUSTOMER PROPERTY: Spectrum assumes no responsibility and shall have no responsibility for the condition or repair of any Customer-provided equipment and/or software. You are responsible for the repair and maintenance of Customer-provided equipment and/or software. Spectrum is not responsible or liable for any loss or impairment of Spectrum's Service due in whole or in part to a malfunction, defect, or other function of, upgrade to, or effect caused by Customer-provided equipment and/or software. Notwithstanding anything to the contrary, you agree to allow Spectrum and its agents the right (A) to install hardware in, (B) send software downloads to, and (C) install, configure, maintain, access, monitor, inspect or upgrade Customer-provided equipment to the extent necessary to provide Service. You warrant that you are either the owner of such equipment or that you have the authority to give Spectrum access to it.

CARE OF PROPERTY AND SERVICE: You agree that neither you nor any other person (except Spectrum's authorized personnel) will: (A) open, service, make any alterations to, or tamper with the Equipment; nor, (B) remove or relocate any Equipment from the service address or location of initial installation. Any such alteration, tampering, removal, etc., or use of Equipment which permits the receipt of Services without authorization or the receipt of Services to an unauthorized number of outlets, or to unauthorized locations, constitutes theft of service and is prohibited. Notwithstanding the foregoing, upon receipt of a request by you, Spectrum shall relocate the Spectrum Equipment for you within your home at a time mutually agreed to by Spectrum and you. You may incur a charge for such relocation and should consult the current Spectrum schedule of rates and charges prior to requesting such relocation. If you move residences outside of Spectrum's service area, you shall notify Spectrum that this Agreement shall be terminated, and you must return all Spectrum equipment immediately.

SERVICE CALLS: If you have a technical problem that is cable system related, there will be no charge for the service call if the problem is associated with the cable plant that Spectrum maintains. In all other cases and where the problem is a result of unauthorized tampering with the cable or abuse of Spectrum's Equipment, a service call charge may be assessed.

COMPANY CHANGES IN SERVICE AND CHARGES: All programming content, services, equipment and rates are subject to change in accordance with applicable law. To the extent required by law, after notification of change(s) of Spectrum services or a rate increase, you may elect within thirty (30) days to downgrade or cancel the services you are receiving at no additional charge. Otherwise, changes by you of the Services you receive may result in upgrade, downgrade, or change of service charges. Please contact Spectrum if you have questions.

BILLING PROCEDURES

BILLING STATEMENT: Braille or large print billing statements are available by request, except in HI, and can be provided within thirty (30) days of Spectrum's receipt of the request. To request these statement options, contact Spectrum Customer Service (<https://www.spectrum.net/page/accessibility>). Once this option is requested, billing statements & associated Customer letters will be received in Braille or large print.

PROCESSING FEES: Additional fees may apply if a Spectrum Customer Service Representative's assistance is needed to process the transaction.

CORRESPONDENCE: Do not mail written correspondence with your bill statement. Please contact Spectrum Customer Service with any additional needs.

SPECTRUM REFUND POLICY/30-DAY GUARANTEE: New Customers (those who have not been Spectrum Customers for thirty (30) days prior to subscription) qualify to have subscription Service refunded/ credited if not fully satisfied with the service. Current Customers subscribing to a new level of video service qualify to receive a refund/credit for such newly added services if not fully satisfied with such added services. Such refund is valid for Customers who pay for their first month of such new or upgraded monthly recurring subscription services. Pay-Per-View and other non-recurring subscription purchases are not refundable. You are limited to one refund or credit per household. Refunds/credits will be given only when request for cancellation of Service is received by Spectrum within forty five (45) days of installation of the qualifying Service. Any equipment associated with the new subscription must be returned prior to release of refund/credit. Any state taxes, franchise fees and other fees or charges that may apply are your responsibility and will not be refunded or credited. Installation fees may apply for complex installation and more than one outlet. Other restrictions per any offer apply.

PAYMENT OF CHARGES: You will be billed monthly in advance for Services to be received, plus pro-rata charges, if any, for periods not previously billed. You will be billed monthly for Pay-Per-View, On Demand, or other Services ordered where charges are based on actual usage or on orders placed during the previous month. You shall pay all monthly charges and all applicable fees and taxes as itemized on the Spectrum monthly bill. Payment is due by the due date and will be reflected as past due if not paid by such due date in your next billing cycle. The date on which a bill becomes past due may vary on a community-to-community basis depending upon applicable law. Customers also have an option to enroll in paperless billing and auto-payment service.

Subject to Spectrum's Refund Policy, 30-Day Guarantee for new Customers and applicable law, Customer shall be responsible for the full monthly charge for those Services that are offered on a monthly subscription basis to which the Customer has subscribed, regardless of Customer's termination of such monthly Service prior to the conclusion of the respective subscription month.

You shall notify Spectrum of disputed items within sixty (60) days of receipt, or longer as required by applicable law. Failure to pay charges billed (including checks returned for insufficient funds) may result in discontinuance of Service, the removal of all Spectrum Equipment (as defined below), and/or imposition of a late payment or service charge. If you have more than one account (business and/or residential) served by Spectrum, all Spectrum-provided Services at all locations may be subject to suspension or discontinuance of Service in the event any one account remains unpaid, and Spectrum may apply any funds received from you first to such delinquent account(s). Should you wish to resume a Service after any suspension, you may be subject to a reconnection fee. Should you wish to resume a Service after termination of Service, Spectrum may charge an installation fee and/or service activation fee. These fees are in addition to all past due charges and other fees. In the event collection activities are required, an additional collection charge may be imposed.

LATE FEE: If your account is past due, Spectrum may include a reminder message on your monthly bill. If your past due balance remains unpaid, you may be charged an applicable late fee in addition to your past due balance at Spectrum's then current rate. If your account remains unpaid your Services may be disconnected. You can avoid incurring late fees by paying your monthly bill promptly. Any late fees assessed are not considered interest, credit service charges, finance charges, or penalties. Spectrum expects that you will pay for Services on a timely basis, and unless expressly stated in the respective terms applicable to mobile phone equipment purchased from Spectrum, Spectrum does not extend credit to Customers.

ONLINE AND PAYMENTS BY PHONE: The payment functionality on Spectrum's website and payment by phone service is provided for the exclusive personal use of Spectrum Customers. No payment processor may use this website to effect a payment in the name of a Customer without authorization in writing from Spectrum. Any attempt to do so will be considered an unauthorized interference with the intended operation of the website or phone systems and may result in Spectrum's failure to process or accept such payment.

PAYMENT BY CHECK; NON-SUFFICIENT FUNDS: If you make payment by check, you authorize Spectrum to collect such payment electronically. You may not amend or modify this Agreement with any restrictive endorsements (such as "paid in full"), releases, or other statements on or accompanying checks or other payments accepted by Spectrum; any of which notations shall have no legal effect. If your card issuer or financial institution refuses payment for insufficient funds, closed or unauthorized accounts, or any other reason, you will be charged an insufficient fund charge (as set forth in the applicable Video Service rate card) for each instance in which such payment is refused. You hereby authorize Spectrum to collect any declined amount and the insufficient funds charge(s) electronically from the subject account. In addition, your Service may be suspended and/or terminated. This fee is in addition to any charges your financial institution may assess. If initially rejected, Spectrum or authorized agents may make additional multiple attempts to execute the payment for up to thirty (30) days following the initial refusal. You will be responsible for any payment processing fees incurred when using a third party to process your payments to Spectrum.

TERMINATION OF SERVICE/DISCONNECTED ACCOUNT: You may terminate Service at a local Spectrum office in person, by written notice, or by telephone. Refunds or credits, if necessary, will be issued after the return of any Spectrum owned equipment. Spectrum reserves the right to terminate your service based on your delinquent status or any misuse of Service. Spectrum will make reasonable efforts (including, without limitation, written notices, phone calls, text messages, e-mail, Internet or browser messages, etc.) to contact you about a pending suspension or disconnection resulting from an unpaid balance. In the event that your account has been disconnected for nonpayment, you may be liable for all reconnect fees, past due balance, and the 1st month of reconnected service in advance, in addition to any applicable pro-rated charges. If your account remains unpaid, it may be forwarded to a 3rd party collection agency for collections, and your credit report may be negatively impacted.

Upon termination, Spectrum may charge additional fees on any unpaid balance and reserves any and all other rights it has under the terms and conditions of Customer's service agreement with Spectrum and otherwise under applicable law with respect to billing for Service and unreturned Equipment. A charge for any unreturned Equipment will be posted to Customer's account and will appear on the next available billing statement. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to Spectrum, Customer shall be liable to Spectrum for applicable on-going rental fees and/or unreturned Equipment charges as set forth in Spectrum's then-current schedule of charges. Further, Customer understands and agrees that Spectrum reserves the right to charge Customer's credit card on file at termination of Service in the amount of ongoing rental fees, any outstanding balance, and/or any unreturned Equipment charges, in accordance with applicable law.

DISRUPTION OF SERVICE: You should notify Spectrum as soon as possible of any service outage you are experiencing. Spectrum endeavors to respond and resolve outages in a Customer's Service within 24 hours of the outage being reported. Unless otherwise required under applicable law, Spectrum shall provide you with the proportionate credit for those qualifying outages that last for 4 or more consecutive hours, after such interruption is reported to us and for which you have requested a credit within 60 days after the conclusion of such service outage. Such credit shall not exceed your monthly recurring charges for service at the time of the service outage and shall exclude all one-time, nonrecurring, and per view/use charges, as well as governmental, franchise, regulatory, or other similar required or permissible fees, surcharges, or taxes. In no event shall Spectrum be liable for any failure or interruption of program transmissions or Service resulting in part or entirely from circumstances beyond Spectrum's reasonable control. Except where specifically prohibited by law, the outage credit set forth herein shall be your sole and exclusive remedy for an interruption of service. Additional service outage credit policies apply in the following states:

- Connecticut: If a video service outage occurs for more than 24 consecutive hours, and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine: If a video service outage occurs for six or more consecutive hours in a 30-day period, Spectrum will, upon request, provide a Customer with a pro rata credit or rebate.
- Massachusetts: If a video service outage occurs for more than 24 consecutive hours, and Spectrum is aware of such outage, Spectrum will provide a proportionate credit, provided such interruption is not caused by the Customer.
- New Jersey: If a video service outage occurs for 6 or more consecutive hours, Spectrum will provide a credit in one-day units to eligible Customers who request a credit from Spectrum, or notify the NJ Office of Cable Television and Telecommunications, within thirty (30) days of such outage, except when restoration of video service within 6 hours is outside of Spectrum's control and Spectrum restores video service within 6 hours once restoration of video service is within its control.
- New York: If a video service outage occurs for at least 4 hours and between 6 pm and 12 am, and Spectrum is aware of such outage, Spectrum will provide a minimum credit equal to one day of Spectrum video service charges. In the event Spectrum cannot determine affected Customers or such outage occurs entirely outside the 6 pm to 12 am time frame, Spectrum will provide a credit to eligible Customers who request a credit within 90 days of such service outage.
- Vermont: If a video service outage occurs for 24 or more consecutive hours, and Spectrum is aware of such outage at the time of such outage, Spectrum will provide an appropriate rate credit, calculated consistently with state law.

COMPLAINT PROCEDURES

Spectrum strives to resolve any complaints concerning its Service as expeditiously as possible. Spectrum maintains offices and trained maintenance staff to be promptly available to you upon request, and technical personnel will be dispatched as warranted. Should you have any complaint regarding quality of service, equipment malfunctions, or similar matters, please contact Spectrum Customer Service (available to you 24 hours a day) at 855-757-7328 for residential Customers. If a complaint remains unresolved, you may elect to write a brief explanation of the complaint and actions taken, and bring them to the attention of Spectrum's office by mailing to Spectrum, Attention: Customer Complaint, 2 Digital Place, 4th floor, Simpsonville, SC 29681. If your dispute remains unresolved (after contacting Spectrum first), local governments may designate additional assistance to Customers regarding resolving complaints. Please consult the local franchise authority listed on the back of your monthly billing statement. If you reside in one of the following states, you can contact the state agency applicable to the state you live in. For example,

- Connecticut: If a video service outage occurs for more than 24 consecutive hours, and Spectrum is made aware of such outage by the customer, Spectrum will provide a proportionate credit, provided such service interruption is not caused by the Customer.
- Maine Customers may request assistance from the municipality identified on the monthly statement or from the Department of the Attorney General regarding matters other than channel selection and rates by contacting the Department of the Attorney General, Consumer Protection Division at 207-626-8800, online at Consumer.mediation@maine.gov, or in writing at 6 State House Station, Augusta, ME 04330.
- Michigan Customers may request assistance from the Michigan Public Service Commission at 1-800-292-9555 or www.michigan.gov/mpsc.
- New York Customers may request assistance from the New York Public Service Commission at the Office of Consumer Services, New York State Public Service Commission, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350, Phone: 1-800-342-3377, Hearing/Speech Impaired: TDD 1-800-662-1220, Fax: 518-472-8502, <http://www.dps.ny.gov/>.
- North Carolina Customers may request assistance from the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at www.ncdoj.com/cable.
- Vermont Customers may request assistance from the Vermont Department of Public Service Consumer Hotline and file complaints regarding billing, service quality, PEG access programming and other concerns by calling 1-800-622-4496, sending an email to PSD.consumer@vermont.gov or writing 112 State Street, Montpelier, VT 05620-2601. Assistance is available Monday through Friday, except state holidays, between the hours of 7:45 a.m. and 4:30 p.m. TTY/TDD number is 1-800-734-8390. Feedback can be provided to The Public Service Board by calling 1-802-828-2358 or in writing to the Board at 112 State Street, Montpelier, VT 05620-2601.

THEFT OF SERVICE

Any person who unlawfully intercepts or receives communications provided over a cable system or tampers with cable equipment violates the Federal Communications Act as amended. [See 47 U.S.C. §553]. This includes 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. Cable theft can also occur when an individual continues to receive Spectrum's cable signal subsequent to termination of Service. Parties 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.

CHARTER CONTACT

If you have any questions about this notice or about Spectrum's video and non-video services or policies, please go to our website at www.spectrum.net for residential Customers or www.spectrumbusiness.net for business Customers; contact Spectrum Customer Service at 855-757-7328 for residential Customers; or by visiting a local Spectrum store. You can also find help videos, user guides, troubleshooting steps, and FAQ's for Spectrum's products and services at www.spectrum.net/support or www.spectrumbusiness.net/support.

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