

Kuhn Communications™ Federal Communications Commission Notice

COMPLAINTS PROCEDURE

Our Customer Service telephone lines are staffed weekdays during regular business hours. The telephone number for Customer Service is listed on the bill statement. Telephone requests made outside of normal business hours may be handled by a call center, a contracted service or an automatic recording device. Our representatives are available to answer billing questions, provide you with programming information, schedule a service call, or upgrade or downgrade service. Kuhn Comm follows the Customer Service guidelines set by the Federal Communications Commission. Kuhn Comm strives to resolve any complaints concerning its Service as expeditiously as possible. Should a Customer have an unresolved complaint regarding quality of Service, equipment malfunctions, or similar matters, the Customer should contact the Manager at the local office. Additionally, local governments designate individuals, councils, boards, committees or commissions to resolve complaints and ensure compliance with all laws and regulations.

LIFELINE AVAILABILITY

The Lifeline Package is the lowest level of cable service. Lifeline Service may include off-air broadcast stations, franchise-required public, Educational and government access channels if any, and any additional video programming signals or services as determined by Kuhn Comm. Please consult channel lineup for a full listing of Channels offered on the Lifeline Service. All such programming varies on a community-by-community basis and is subject to change at any time. A cable customer must subscribe to the Lifeline package in order to subscribe to any Cable Service tier of service offered by the cable company.

CABLE COMPATIBILITY

Most modern television receivers and VCRs are cable compatible and can receive the analog television signals carried on the cable system if those signals have not been encoded to secure the signal. Cable ready television sets may be connected directly to the cable system and will receive the un-secure Analog signals present on the system. Television receivers will not receive the digital or HDTV signals carried on the cable system with a set top unit provided by the cable company. A set top unit may also be required if the television receiver is not cable ready and cannot receive the large number of channels available on the cable system. Channel compatibility problems associated with reception of programming that is not scrambled or encrypted can be resolved through the use of simple converter devices without descrambling or decryption abilities available from Kuhn Comm.

ABOUT YOUR SET TOP UNIT

Even if your television receiver is cable compatible or cable ready, you will still need a set top unit to receive secure analog signals, digital signals, or HDTV signals that are carried on the cable system. Secure analog signals and digital signals are premium services that have been secured by the cable provider and are delivered only to those subscribers who elected to have them as part of their service package. These include movie channels, special events, and other premium service offerings. The set top unit is simply a tuner. It receives the cable channel selected by the subscriber and converts it to a format that can be received by the subscriber's television or VCR. This converted signal is usually displayed on

channel 3 on the subscriber's television or VCR. Some set top units also provide video and audio outputs, which can be connected to the video and audio inputs of the subscriber's devices if they are present. Operating your television receiver after it is connected to the cable television system is easy. Turn on your television receiver and the cable set top unit. Ensure your television receiver is tuned to the proper channel to receive the signals from the set top box. Select the channel you wish to watch by selecting it on the set top box using the remote control. To ensure reliable operation, ensure that the set top box is plugged into a non-switched power outlet (one which is not controlled by a light switch). Loss of power to the set top box may result in a temporary loss of your cable television service. NOTE: The set top box and remote control device are the property of the cable television and must be returned when you are no longer a subscriber.

AMPLIFICATION EQUIPMENT

Kuhn Communications is required by Federal regulation to deliver a minimum signal to each television receiver. The Kuhn Communications network is designed to provide the required signal for up to four home devices. If more than four devices are connected to the home network, a signal amplification device may be required and will be sold to the subscriber. Kuhn Communications will install the amplification device.

VCR HOOKUPS

Your VCR can be used to enhance your cable television experience. Kuhn Communications personnel will help you understand how to make VCR and cable television service compatible entertainment components. You can have maximum flexibility in watching what you want to watch, when you want to watch it.

ADDITIONAL EQUIPMENT

Cable jumpers, signal splitters, or A/B switches may cause signal distortion if they do not meet Kuhn Communications standards. Please contact us for assistance in connecting any additional equipment to your home network. All cable connections must be properly prepared and tightened.