

2023: Privacy/Service Resolution Notice to Subscribers from *CABLE SERVICES*

The following information is provided to you as a subscriber to cable television services from Cable Services, Inc. as required by Federal law and Federal Communications Commission rules:

1. Service or Billing Questions

This procedure is not for repair service of problems within a TV set, VCR, computer, or other customer owned video equipment; it is for the cable television signals delivered to your home via the Cable Services cable television system, and/or billing questions.

Should you have billing or service questions you should first call our Customer Service Office. Please give your name, address, phone number, and description of the problem you are having. A Customer Service Representative will be happy to discuss your problem with you and help determine what action should be taken. The number for Valley City is 701-845-4383. The Number for Jamestown is 701-252-5281. Normal Customer Service hours are Monday through Friday from 8 AM to 5 PM, except for holidays. If the problem is related to the service we provide, appropriate repair service action will take place. If the repair service action requires work at your home, the CSR will schedule a service call and the technician will perform the needed repairs. Service calls to repair problems due to customer owned equipment will be chargeable. If you call after hours, please leave your name and number and the nature of your call with our answering service and we will return your call. Our address, if you prefer to write, is PO Box 1995, Jamestown, ND, 58402-1995 or email info@csicable.com

Should you feel the action taken by the CSR did not resolve your service problem or question, please call or write the Customer Service Office and direct your question to the Office Manager. Please provide the Office Manager with the nature of our response. The Office Manager will review all actions taken by the CSR and respond to your request. Should you feel that the action taken by the Office Manager did not resolve your service problem, please write the General Manager at the address listed below, providing the information listed above. The Manager will research all actions taken and respond to your contact by phone or in writing. Should you feel that the action taken by the General manager did not resolve your service problem and that the problem is a correctable one over which Cable Services has control, then you can contact, in writing, the local Mayor for the City in which you have service; Jamestown: Office of the Mayor, City Hall, 102 Third Avenue SE, Jamestown, North Dakota 58401; Valley City: Office of the Mayor, City Hall, 220 Third Street NE, Valley City, North Dakota 58072. Be sure to provide copies of all correspondence and dates of phone calls. The Mayor will communicate with Cable Services and review all action taken.

2. NOTICE TO SUBSCRIBERS - Cable Television Subscriber Privacy Rights Notice

The following information is provided so that you are aware of limitations placed on this cable system by the Federal Cable Communications Policy Act of 1984 and the Cable Act of 1992.

This cable system collects and maintains personally identifiable information concerning subscribers. That information includes billing records; service maintenance and repair records; premium service subscription information and subscriber complaints.

Unless otherwise noted, all personally identifiable information is used solely for the normal business purpose of offering and rendering cable television—Internet—computer services to you. Some persons have access to such information when necessary in connection with our business. Access is as often as necessary, and may be on a day-to-day basis. Those people include CSi employees, CSi sales agents, businesses which provide services to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable and other affiliated businesses. The cable system will not maintain such information after it is no longer necessary for carrying on our business. We take precautions to prevent unauthorized access to this information.

As a subscriber, you may review any personal information held by us which pertains to you. You must give 10 business days notice if you wish to review such information, in order to give us an opportunity to locate and prepare such information for review. (Preparation is sometimes necessary to avoid disclosure of information relating to other subscribers.) If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our local business office. You may request correction of any errors in personal information which we collect or maintain pertinent to you.

Federal law prohibits the cable system from collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

We are permitted to collect personally identifiable information, by law, only to the extent necessary to conduct our business. Cable Services has not and will not disclose your name and address for non-cable service related mailing lists or other purposes. We will not disclose personally identifiable information without your consent unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a subscriber, we will inform the subscriber before any information is released, unless prohibited by law. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable subscriber. The subscriber will be given an opportunity to contest issuance of such an order, unless prohibited by law.

Any person aggrieved by any act of the cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States district Court to enforce the limitations. **Privacy Notice for CSi Cable**