



## Annual Video Notice

Consistent with FCC regulations, MetroNet provides the following notice about our video service and privacy practices. Additional information, including MetroNet's Terms and Conditions, can be found at <https://www.metro.net>. The information in this notice is subject to change and does not modify any provisions in our Terms and Conditions. Customers receiving service as part of a commercial account, bulk rate or similar arrangement may be subject to separate policies or procedures.

### **Products and Services Offered**

MetroNet offers a variety of video programming choices to our customers. Our basic service tier, *Basic IPTV*, includes popular networks and local TV channels. Additional channels are available in our *Standard IPTV* tier and our *Preferred IPTV* tier. Customers must subscribe to our *Basic IPTV* tier as a prerequisite to subscribing to any other video offering. Channels offered are subject to change and vary by community.

MetroNet's video service prices do not include taxes and fees. Customers must have MetroNet's Internet service as a prerequisite to receiving MetroNet's video service. A one-time \$150 Video Installation Fee will apply to all video installations, in addition to any other installation fee.

MetroNet utilizes Internet-Protocol ("IP") to deliver its video content to customers. Customers must rent set-top boxes from MetroNet to receive its video content. One (1) remote control unit is included with each set-top box.

Please visit us at <https://www.metro.net> or call us at 877-407-3224 to find out more about MetroNet's products, services, equipment and pricing.

### **Prices and Channel Lineups**

Channel lineup listings for your area may be found at <https://www.metro.net/channel-lineup/>. Rates for your area may be found at [shop.metro.net](http://shop.metro.net).

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 or with your monthly bill, on an information channel, in a separate mailing, or in some other written form.

### **Installation and Service Maintenance Policies**

Standard installations are generally performed within seven (7) business days after an order has been placed. Someone over eighteen (18) years of age with a government issued photo ID must be present during any installation or repair of services. MetroNet employees and contractors are required to carry and display identification badges.

Appointments for installations, service calls, and other installation activities will be either a specific time or, at maximum, a four-hour time block during normal business hours. MetroNet will make every reasonable effort to reschedule any missed service at a time which is convenient for you.

By ordering our services, you authorize MetroNet and/or our contractors to enter your residence during normal business hours, or by appointment, to install, inspect, maintain, replace, or remove our equipment. You also grant us the right to enter onto your property at all reasonable times, even if you are not present, to install, inspect, maintain, replace or remove any of the Equipment located outside your residence. MetroNet is not deemed to have abandoned equipment that it does not remove.

If you are not the owner of the residence or other premises upon which our equipment or services are to be installed, you warrant that you have obtained the consent of the owner of the premises for our representatives to enter the premises for the purposes described in this section. You agree to indemnify and hold harmless MetroNet, its affiliates and their representatives from and against any claims of the owner of the premises arising out of the performance of this Agreement (including costs and reasonable attorneys' fees).

Prior to moving to a new residence, please contact us several days in advance to arrange for your service to be disconnected at your old residence and, if you are moving within our service area, installed at your new location.

### **How to Use Your Video Services**

You may visit us at [www.metro.net](http://www.metro.net) or call us at 877-407-3224 for more information regarding the use of your MetroNet video services.

### **Billing Procedures**

Unless otherwise specified, the term of your agreement with MetroNet is month-to-month. With the exception of usage based charges, you will be billed monthly in advance for the video services. In addition, installation, set up, or construction charges may apply. All charges stated in your bill, including any taxes or surcharges, must be paid by the due date. If you do not pay your bill in full by the due date, you may incur a late payment fee. The unpaid portion of your bill will also incur interest, from the due date until paid, at the highest rate allowed by law. In the event that we disconnect your services for nonpayment, you may be required to pay a reconnection fee. If we incur expenses collecting any past amount due from you, you agree to pay our expenses including, but not limited to, court costs, service fees, collection fees, and attorney's fees.

### **Termination of Service/Disconnected Account**

It is our preference that you sign up for the automatic bank draft payment method and that we provide invoices to you electronically. We may offer discounts to you if you sign up for our preferred automatic payment method. In some areas, you may incur a charge for each paper invoice if you elect to receive paper invoices. Please contact us for any current discounts and paper invoice charges.

If your video services are for a term of more than one month and are terminated by you for any reason prior to the expiration of your then current term, Early Termination Charges may be incurred depending on the terms of our current agreement.

### **Complaint Procedures**

If you experience any problems with your video service that you would like to report, please contact our Customer Service team at 877-407-3224 or visit us at [www.metro.net](http://www.metro.net). You may also contact your local franchise authority listed on your bill.

## Annual Video Privacy Notice

As your service provider, we understand how important protecting your privacy is to you. The purpose of this policy statement is to explain how we treat your personally identifiable information. Generally, personally identifiable information is any information that identifies you individually. Aggregate non-individual information about a group of subscribers, which may include you, is not considered personally identifiable information. At all times our goal is to protect your personally identifiable information with care and respect for your privacy.

1. **Information Collected About You.** In the course of providing you our video services, we collect certain information that identifies you personally from all other subscribers. This information may include any of the following: your name, service address, billing address, telephone numbers, social security number, driver's license number, e-mail address, and credit information. We also maintain customer service records about you relating to the following: billing and payment records, equipment usage, credit history, violations of your agreement with us, your service packages, the types and location of equipment installed by us in your home, number of televisions connected to our service, equipment service calls and repairs, and whether you rent or own your home, if required to provision service. We may also collect information about your video and audio equipment to aid in providing customer service support. From time-to-time, we may also collect customer satisfaction surveys, interviews, and questionnaires from you. We also keep records of all calls, e-mails, and correspondence received from you and sent to you by us.

2. **Why We Collect Your Personal Information.** We collect the personally identifiable information described above to help provide you with the best and highest quality video service possible. We also collect this information for related business purposes and as may be required by our contractual and legal obligations.

3. **How We Use Your Personal Information.** We utilize your personally identifiable information for the following purposes: installation of equipment, repair and maintenance activities, billing of services, quality of service improvement, customer service, advertising and marketing, verifying compliance with all applicable laws, verifying compliance with contractual obligations, tax and accounting purposes, and creating and marketing better service packages to you.

4. **Parties Who May Receive Your Personal Information.** The following parties may receive or have access to personally identifiable information about you: our employees, agents and contractors, accountants, billing and collection services, credit reporting agencies, and authorized governmental bodies. Unless you object by contacting our customer service department or mailing us your written objection, we may also disclose personal information, limited to your name and address, to some of our vendors. We may not disclose the extent of any viewing or other use of our video services by you or the nature of any transaction made by you over our video system as part of such disclosure. These vendors are also obligated to treat your personal information as confidential and may not disclose it to any third parties without your consent. It is also important for you to understand that we do not sell or give access to your personal information to any third party for telemarketing, direct mail or solicitation.

5. **Disclosure Required by Law.** As part of civil litigation, if we are required by a valid court order, we may provide personal information about you to a party requesting such information provided that you are notified of such order by the party to whom the order is directed. We may also disclose your personal information to a governmental entity pursuant to a valid court order, if such entity offers clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material to their case, and you are afforded an opportunity to appear and contest such entity's claim. We may also have to disclose the name and addresses of individuals as they appear in our subscriber records with respect to those who owe, or are owed, welfare support as part of an administrative subpoena from a state welfare agency. No court order or notice to you is required for such disclosure.

6. **Retention of Your Personal Information.** We may retain your personal information as long as you are our customer or until it is no longer needed for business or legal purposes, most notably for tax and accounting purposes. When your information is no longer needed for such purposes, we destroy the information unless there is an outstanding request pursuant to a court order.

7. **Access to Your Personal Information.** You have the right to inspect any of our records that contain your personal information for the purpose of correcting such records. If you wish to inspect your records, please notify us in writing and we will arrange such access, during normal business hours, at our local office.

8. **Your Rights and Remedies.** Under Federal law you have a civil cause of action for damages, attorneys' fees and litigation costs in Federal Court should you believe that we have violated our obligations to protect your personally identifiable information under applicable Federal law.

If you experience any problems with your video service that you would like to report, please contact our Customer Service team at: 1-877-407-3224.