

**Buckeye Cablevision, Inc.**

2700 Oregon Rd., Northwood, OH 43619
419-724-9800 • 800-866-3260

Erie County Cablevision, Inc.

774 Crossings Rd., Sandusky, OH 44870
419-627-0800

www.BuckeyeBroadband.com

CUSTOMER SERVICE STANDARDS AND POLICIES

Our Buckeye Broadband retail stores offer customers an open, friendly environment in which to make payments, explore services, and get advice from in-store technology experts. Each store also offers a night deposit box for after-hours payments. Hours of operation for each site, as well as other locations for bill payment, are available at www.BuckeyeBroadband.com/Locations or call **419-724-9800**.

4111 Talmadge Rd.
Toledo, OH 43623

26622 N Dixie Hwy.
Perrysburg, OH 43551

6760 Airport Hwy.
Holland, OH 43528

3050 Navarre Ave.
Oregon, OH 43616

774 Crossings Rd.
Sandusky, OH 44870

For your convenience, automatic payments can be scheduled via a bank account or debit/credit card. American Express, Discover, Master Card and Visa are also acceptable methods of payment.

Buckeye's technical call center is open 24/7 to assist customers with their services. The Sales and Billing teams are available from 6a-11p Monday through Friday, and 7a-9p on Saturday and Sunday. We offer 2-hour appointment windows (e.g., 8a-10a, 10a-12p, etc). Buckeye Broadband schedules service and installation appointments from 8a-8p Sunday through Saturday (NW Ohio/SE Michigan); in Erie County, installations are from 8a-8p Sunday through Saturday, and service appointments are 8a-8p Monday through Friday, and 8a-4p Saturday and Sunday.

Billing Disputes

To dispute your bill, you must submit a written statement no later than 60 days after the date on which the disputed amount was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires additional research, Buckeye will notify the customer and send a separate notification at resolution, which is usually within two weeks. Customer payments made to compromise any disputed amount (i.e., payments which purport fully to discharge the amount due for less than the amount claimed by Buckeye) must be mailed to the following person at the following address: ATTN: President, Buckeye Broadband, 2700 Oregon Rd., Northwood, Ohio 43619. Payments made at any other locations, directed to any other individual, or in any other way, will not be considered for compromise of the account.

We issue refund checks on disconnected accounts automatically, weekly, or upon request from a customer.

Equipment Usage

To help you use and enjoy your services to the fullest extent, please read the following information about how Buckeye Broadband works with your TV, VCR, or DVR.

Power Outages—Phone Modem (EMTA)

During an electrical outage, your phone modem (known as an EMTA) will lose power unless you have a battery back-up, and phone service (including access to 911 and any medical or security monitoring service that uses the phone line) will be unavailable. Battery back-up is not provided, and back-up battery power, maintenance, and replacement are your responsibility. To purchase a back-up/replacement battery, visit <https://shop.surfboard.com/voice-modem-batteries.html>. Pricing, amount of active and standby time provided by the battery, overall performance, storage, warranty, testing, recycling details, and replacement details can be found in the battery product description.

Converter Boxes

Buckeye Broadband encrypts all channels and interactive video services. Even if your receiver tunes our cable channels you will need a digital converter that supports a CableCARD™ in order to view these channels.

Some TVs and DVRs support a CableCARD™, allowing the television to directly decode the channels, but all CableCARD™ retail devices will require use of a tuning adaptor to view digital channels transmitted via switched digital technology (which is used by Buckeye). If you purchase a CableCARD™ compliant TV or DVR, call Buckeye to acquire equipment that will allow your new TV to receive the available digital programming.

Buckeye's basic converter will output only one tuned channel at a time. There might be certain features of your TV and VCR that depends on channel tuning (such as recording two or more programs on different channels at the same time, watching one channel while recording another, or using Picture-in-Picture) that you will not be able to use without additional equipment.

You can purchase the necessary equipment at retail outlets, or Buckeye Broadband can provide that equipment subject to additional equipment charges as applicable. Please call us for more information.

Cable converters that have decryption in them are illegal to sell or use unless authorized by the cable company from which you receive service. People who use illegal converters (so called "pirate boxes" or "black boxes"), or who otherwise use our cable services without our authorization, are violating the law and stealing cable service. Federal and state laws prohibit theft of cable, and violators face criminal and civil penalties.

Remote Control

Buckeye converters operate by a hand-held remote control device. A remote will be provided by Buckeye as part of your service. Alternatively, you may purchase your own "universal" remote (or use the remote control device that came with your TV, DVD, Blu-ray player, or other device) which may be capable of controlling our converter box. Please note: Buckeye does not recommend or guarantee that any third-party remote control will be fully functional with our converters or other equipment.

Buckeye Employee Identification

All Buckeye Broadband employees and subcontractors operating on our behalf carry identification cards with the person's picture and date of expiration. For your own safety, ask to check the identification before letting anyone into your home.

Subscriber Policy

What This Privacy Notice Covers

This notice describes our practices concerning customer "personally identifiable information" and certain other information. Personally identifiable information is information that identifies a customer and that has been furnished to us or that we have collected in connection with our services. This notice applies to our video services ("cable services") and voice services ("phone services"), collectively ("services").

This notice also discusses Customer Proprietary Network Information ("CPNI"). CPNI is customer information about that we obtain solely in connection with receipt of our phone services, and consists of the information contained in our phone services bill as well as any other information about the quantity, technical configuration, type, destination, location, and amount of use of phone services. If a customer is a phone service customer, we have a duty under federal law to protect the confidentiality of this CPNI and customers have the right to have the confidentiality of their CPNI so protected.

This notice does not apply to our Express High-Speed Internet service. See www.BuckeyeBroadband.com/Legal for terms and conditions applying to Express High-Speed Internet service.

This notice does not cover information that we may collect from our internet portals and websites, each of which contains its own privacy notice, or any applications, web services or tools that you download or access from these portals and websites. This notice also does not cover third-party online content, applications or services that you may purchase or access through the Services (e.g., the services of Netflix, Google, Amazon, and other online providers "OLPs"), which may have their own privacy policies.

We provide a copy of this notice at initiation of service, and then annually thereafter; however, we reserve the right to modify our policies, and this notice, at any time. See www.BuckeyeBroadband.com/Legal for the most current version of this notice, or you may also obtain a copy of the current notice by contacting us at **419-724-9800** (NW Ohio/SE Michigan); **419-627-0800** (Erie County).

If you continue to accept our services after a change, then you are deemed to have accepted the change. Please review the Buckeye website regularly for any changes.

Collection and Use of Personally Identifiable Information and CPNI

Personally Identifiable Information

To provide Services, Buckeye will need to collect data about you including your name; home, email, and work addresses; home, mobile, and work telephone numbers; social security number; driver's license number; credit, credit card, debit card, and bank information; billing and payment information; records of damage and security deposits; records of maintenance and repairs; the Buckeye equipment (e.g., converters and cable modems) installed to provide your service; the televisions, telephones, computers, and other equipment you have connected to Buckeye's equipment or otherwise use to receive service or otherwise use; the location and configuration of the equipment; the programs, services, and features to which you subscribe; identifying information for Buckeye's equipment (e.g., a serial number or MAC address of each converter box installed); Buckeye's equipment performance history; subscriber correspondence; records of violations and alleged violations of our terms of service; customer research and satisfaction data; and information available from third parties, such as age, income, other demographic information, and advertiser customer lists. We may remotely check the Buckeye Broadband equipment and the customer equipment for purposes including diagnostics and network security, and we maintain records of the results.

Under federal law, we may collect such personally identifiable information without your consent if it is necessary to provide our services to you or to prevent unauthorized access to services or subscriber data. We may collect other information with your consent, which will be used subject to this consent.

We describe below the information that we may collect through our system or other information collections means.

Other information: Our system, in delivering cable services, may automatically log information concerning the use and performance of your Buckeye Broadband Equipment (e.g., programming choices; the date and time of these choices; and information, services, and products ordered from us or our advertisers). This data may be used to allow us to deliver desired information, products, and services to you.

Examples:

If you request Video On Demand programming (VOD), we will need to collect information about your equipment and the particular title ordered to ensure the right VOD content is delivered to the right converter box. If the video ordered has a charge, we need to use your personal information to associate it with your billing account to bill the correct customer the correct amount.

Our system uses switched digital technology to deliver additional channels and services. To do so, it collects customer tuning choices and information about the equipment used, to ensure that desired channels are delivered upon request. In order to provide the programming, this information is temporarily associated with the customer equipment and account; it will not be once the equipment identification is no longer needed for operations, troubleshooting, and billing purposes, but anonymous information may be preserved and used as described in the next paragraph.

In addition, Buckeye tracks customer information, in a non-personally identifiable way, about its equipment use and consumption of programming. This information may be combined with other non-personally identifiable information, and the aggregate or anonymous information may be used for business and service purposes, including: to research and determine which programming and commercials are being watched; to assist in determining networks to be delivered via switched digital; to assist in paying for programming; to inform us, advertisers and programmers how many impressions were received; to analyze marketing, purchasing, and advertising patterns; and generally to make programming and advertising more relevant and useful to our customers. Because it is kept anonymous, none of this data will be used to personally identify you.

To deliver and route telephone calls, our service may automatically log information concerning the numbers its customers call and from which numbers they receive calls; the service features and functions used; the frequency of such use, and other CPNI as described herein.

Data that Buckeye collects from its customers is maintained and used as otherwise described herein as well as for the purpose of customer communication (e.g., to make sure customers receive the requested services; to make sure they are being billed properly; to send relevant account and service information; to maintain or improve the quality of the Buckeye's equipment and services; to answer questions from subscribers (e.g., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market services and other products that that may be of interest to a customer; and for tax, compliance, and accounting purposes).

With respect to CPNI, Buckeye uses information from furnishing phone services to provide customers with information about communications-related products or services within the same category of services to which you already subscribe. In addition, we may from time to time use such CPNI to provide information about communications-related products or services outside of the category of service to which you already subscribe (e.g., data services), subject to the customer's right to restrict use of CPNI for these purposes.

To exercise your right to restrict use, please notify us in writing at our main office or call **419-724-9800** (NW Ohio/SE Michigan) or **419-627-0800** (Erie County). Include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, it is assumed that you approve using CPNI for this purpose.

Buckeye will not use CPNI without customer permission to provide information or marketing as to services that the FCC classifies as non-communications-related (including video services), or that are offered by third parties or joint ventures in which we participate. However, service representatives may request specific customer permission to use CPNI for the purpose of providing an offer as to video or other services. If such permission is granted, Buckeye will use or disclose the CPNI only for the duration of that telephone call, conversation, or other communication and only to offer additional services.

Permission or denial of permission to use CPNI remains valid until such time as phone services are discontinued or we receive notice changing the customer election on this issue.

Disclosure of Personally Identifiable Information and CPNI

Under the Communications Act, Buckeye may disclose personally identifiable information without your prior written or electronic consent only if: (1) disclosure is necessary to provide the customer services or conduct a legitimate business related to those services; (2) disclosure is required by law; or (3) for mailing lists, subject to the conditions described below. We may also disclose personally identifiable information and CPNI with customer consent.

Pursuant to providing services, Buckeye discloses personally identifiable information to third parties as necessary to provide customer services, including: our employees; related legal entities; agents; strategic partners offering products or services jointly or on our behalf; vendors acting under our direction, including repair and installation subcontractors; sales representatives; accountants; billing and collection services; consumer and market research firms; credit reporting agencies; and authorized representatives of governmental bodies. We also disclose the information to advertisers and vendors in order to carry out transactions at customer request.

To improve audience analysis, Buckeye may provide data that does not include personally identifiable subscriber information to third parties who combine it with other information. This anonymous data helps networks and cable operators decide which programs, channels, and advertising to carry. Buckeye may also use such anonymous information to distribute targeted advertising without disclosing any personally identifiable information to the advertisers. These advertisements may invite customer interaction or transactional follow-up.

Unless you object, Buckeye may disclose limited personally identifiable information (as described below) for non-cable-related purposes, such as direct marketing. Such disclosures are limited to the following "mailing list information": customer name, address and the services being provided (e.g., premium channels such as HBO, or tiers of service). In addition, we may add commercially available information that is available from third parties, such as your age, income, and other demographic or marketing information; or from advertisers to whom you have provided this information. Personally identifiable mailing list information does not include the extent of your viewing or use of a particular service; the nature of any transaction you make over the cable system; or any information that constitutes CPNI.

We may disclose or sell such mailing list information from time to time. If you wish to be removed from our direct mailing list, please notify us in writing at our main office, which will be noted on your cable bill; or by sending an email to askus@buckeyebroadband.com. Include your name and address on any such request. Please note that you may not be able to remove yourself from certain bulk-mailing lists, which are administered by third parties and are not subject to Buckeye control.

We must disclose certain personally identifiable information and CPNI for phone service customers to 911 services; and to the customer, or upon express customer authorization to a designee. We also disclose limited personal information to telephone companies to ensure appropriate call routing. A party called via a toll-free number may identify the origin telephone number using a telephone network

technology called Automatic Number Identification (ANI), but FCC rules prohibit parties that receive calls on toll-free numbers from distributing these telephone numbers.

Customer name, address and/or phone number may be provided in connection with Caller ID functions; dialing *67 prevents display of Caller ID information, and dialing *82 resumes its display.

Buckeye provides customer name, phone number, and address information to directories and 411 services, but does not cannot guarantee that errors will not occur. For customers that subscribe to our Private Listing service, Buckeye will take reasonable precautions to ensure that such information is not provided, but we cannot guarantee that errors will not occur. Customers seeking more information on Private Listing service can contact **419-724-9800** (NW Ohio/SE Michigan); **419-627-0800** (Erie County).

Disclosure of Information to Governmental Entities and Other Legal Process

Federal law requires us to disclose personally identifiable information to a governmental entity or other third parties under certain legal process. Generally, this process requires a court order. If an order is sought by a governmental entity, the customer may have the opportunity to contest the disclosure; however, under the Electronic Communications Privacy Act and other federal laws, we must disclose personally identifiable information in some circumstances to governmental entities without notifying the affected customer. Buckeye will honor these laws and orders, and generally will comply with legal process when we believe we are required to do so. We will also disclose any information in our possession to protect our rights, property, or operations, or in response to threats to individual or public safety.

Phone Conversations

Buckeye Broadband may monitor or record telephone conversations between customers and Buckeye customer relations representatives, for the purpose of evaluating employee performance and improving customer service. Personally identifiable information resulting from this activity will be used only for the above-stated purposes and will be destroyed within two (2) years of the monitoring or recording date, unless such personally identifiable information is placed in an individual employee’s record which will then be destroyed within six (6) years.

Time Period That We Retain Personally Identifiable Information

We reserve the right to maintain any information about subscribers for as long as necessary for business purposes. This retention period may run for the full length

of the customer relationship as well as for such additional time as believed may be necessary to comply with tax, accounting, compliance, and other legal requirements.

Access to Records

Upon a reasonable showing, Buckeye Broadband is required to correct inaccurate information. Personally identifiable information will be provided to the subject customer for review and examination within five (5) working days of the receipt of a request from the customer or authorized representative. The request will specify the date for review and proposed location, as well as additional details on the specific information requested. Information can be examined between 10AM–5PM, Monday–Friday, at the Franklin Park retail store, 4111 Talmadge Rd., Toledo, Ohio 43623 (NW Ohio/SE Michigan); or Erie County Cablevision, Inc., 774 Crossings Rd., Sandusky, Ohio 44870 (Erie County). Customer is responsible for copying and other reasonable costs of providing the information.

Your Rights Under the Communications Act

Violation of these provisions by Buckeye Broadband may lead to criminal and civil liabilities, and a person aggrieved by a violation may bring a civil action for damages. If you have any questions about this Privacy Notice, please contact us at **419-724-9800** (NW Ohio/SE Michigan); **419-627-0800** (Erie County) or email us at **askus@buckeyebroadband.com**.

For Terms & Conditions and Service Disclosure documents related to Express High-Speed Internet service, visit **www.BuckeyeBroadband.com/Legal**. Printed copies are also available in Buckeye Broadband lobby locations.

Technical Standards

Buckeye Broadband strives to maintain cable television signals which conform to all government technical regulations.

Should you have a complaint about the signal quality on our system, call **419-724-9800** (NW Ohio/SE Michigan) or **419-627-0800** (Erie County) and a technical support representative will schedule a service call for you.

If you still have questions about signal quality, you may direct them to Geoff Shook, President and General Manager at **419-724-9802** (NW Ohio/SE Michigan) or at **419-627-0800** (Erie County), or contact the Cable Affairs Office for the franchise area in which you reside, as listed below.

For the cable offices where you may lodge complaints for your franchise area, see below.

NW Ohio/SE Michigan:

Bedford Township 8100 Jackman Rd. Temperance, MI 48182 734-847-6791	Temperance, MI 48182 734-847-6791	Erie Township (including Lost Peninsula) P.O. Box 187 Erie, MI 48133 734-848-5915	Providence Township*	Village of Harbor View*	Berlin Township*
Center Township*	City of Maumee*		Richfield Township*	Village of Holland*	City of Huron*
City of Adrian 135 E. Maumee St. Adrian, MI 49221 517-263-2161	City of Northwood*	Harding Township*	Riga Township 7817 Riga Hwy., Riga, MI 49276 517-486-4260	Village of Ottawa Hills*	City of Sandusky*
City of Bowling Green*	City of Oregon*	Ida Township 3016 Lewis Ave. Ida, MI 48140 734-269-3045	Spencer Township*	Village of Walbridge*	Groton Township*
City of Coldwater One Grand Street Coldwater, MI 49036 517-279-9531	City of Perrysburg*		Springfield Township*	Village of Whitehouse*	Huron Township*
City of Findlay*	City of Rossford*	Jerusalem Township*	Summerfield Township 26 Saline St. Petersburg, MI 49270 734-279-1214	Washington Township*	Margaretta Township*
City of Lambertville 8100 Jackman Rd.	City of Sylvania*	Lake Township*	Swanton Township*	Waterville Township*	Milan Township*
	City of Temperance 8100 Jackman Rd. Temperance, MI 48182 734-847-6791	Middleton Township*	Sylvania Township*	Whiteford Township 8000 Yankee Rd., Suite 100 Ottawa Lake, MI 49276 734-856-5383	Oxford Township*
	City of Toledo*	Monclova Township*	Village of Berkey*		Perkins Township*
	City of Waterville*	Perrysburg Township*		Erie County:	Townsend Township*
		Plain Township*		Allen Township*	Village of Bay View*
					Village of Castalia*