

## Twin Lakes Annual TV Customer Notice

This notice contains important information concerning your television service. We are providing this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services that we provide, our policies and procedures and your rights as a customer. We encourage you to review the following information and contact your local Twin Lakes business office with any questions.

### Customer Privacy.

**Personally identifiable subscriber information;** restrictions on access. To provide video service, we collect and maintain personally identifiable information concerning customers. That information may include: name, address, phone number, Social Security number, driver's license number, billing records, service maintenance repair records, premium service subscription information, marketing information and customer complaints. Except as indicated below under "**Disclosure prohibited exceptions,**" all personally identifiable information is used for the normal business purpose of offering and providing video service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer's information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

**Disclosure Prohibited Exceptions.** Federal law prohibits this disclosure of your personally identifiable subscriber information without your consent. The following exceptions apply:

**Business Activities.** We may disclose customer information in order to conduct a legitimate business activity related to providing video services or other services.

**Unauthorized Reception of Video Service.** We may disclose customer information in order to detect unauthorized reception of our video services.

**Names and Addresses to Third Parties.** We may disclose names and addresses to third parties for purposes of Twin Lakes' direct mail marketing, unless you notify us in writing that you do not wish to disclose it. You may write us at any time with this request. No such disclosure may reveal directly or indirectly the video services you view or other transactions you make over the video service.

**Court Order.** We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will have an opportunity to contest the order.

**Law Enforcement Request.** Under the United States Patriot Act, we may also disclose personally identifiable information without your consent when requested by law enforcement in certain circumstances. In these circumstances, we may not disclose information relating to a customer's selection of video programming.

**Customer's Rights.** As a customer, you may review your personal information maintained by us by contacting your local Twin Lakes business office and setting an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through civil action in federal district court.

**Customer Service.** At Twin Lakes, providing expert customer care and technical service is our top priority. We will endeavor to resolve any complaints concerning video service as soon as possible. Please use the following procedures to best help us resolve your complaints:

1. Customer care and technical support are available by calling the phone number listed on your monthly bill 24/7.
2. We provide 24/7 support to our customers. A representative will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the representative will schedule a Service Technician to visit your home. We do not charge for service calls if our equipment caused the problem.
3. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with your video service. Our crews are promptly dispatched to correct any emergency. As these situations may affect a large service area, it may take several days to resume full service to the entire area. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the address listed at the end of this notice.

**Services and Prices.** Please contact us at 800.644.8582 or visit our website at [www.twlakes.coop](http://www.twlakes.coop) for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Channel positions
- Installation and maintenance policies and prices
- Instructions for using our video service

**Equipment Compatibility.**

**Set Top Boxes.** Some models of TV receivers, video cassette recorders or DVRs may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if equipment like TVs, VCRs, and DVRs are connected directly to the video system. Use of a set top box typically resolves these problems.

If your service is received through a set top box, you may not be able to use special features and functions on TVs, VCRs, and DVRs. For example, some set top boxes may not be compatible with a TV, VCR, or DVR that allow you to view a program on one channel while simultaneously recording a program on another channel, record two or more consecutive programs that appear on different channels, or use advanced picture generation and display features such as "Picture-in-Picture".

**Special Equipment.** Scrambling or encryption technologies may affect your reception of signals.

**Remote Control Devices.** Remote control devices available from retail outlets are not compatible with set top boxes available from Twin Lakes. We provide sophisticated remote control devices depending on the customer's set top box model.

**Unauthorized Reception of Video Service.** Federal and state laws make it a crime to receive, or assist another in receiving, any video service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue video thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.

**Notice Regarding Fox Sports South and Fox Sports Southeast.**

Due to additional charges assessed by Fox Sports South, Fox Sports Southeast, and other sports affiliated programmers, we notify you of the following requirement: As a condition of receiving our video service you represent and warrant that you will not exhibit Fox Sports South, Fox Sports Southeast, and other sports affiliated programs that may charge additional fees for special events, in a commercial establishment unless you pay the applicable monthly surcharge imposed by the programmer. If you intend to exhibit Fox Sports South, Fox Sports Southeast, or other sport affiliated programs in a commercial establishment, please contact us for additional information.

You may contact us at **800.644.8582** with any questions about this information.

**Franchise Authority Contact Information**

City of Allardt 2015 Michigan Ave. P.O. Box 159 Allardt, TN 38504 931.879.7125	City of Baxter 200 Main Street P.O. Box 335 Baxter, TN 38544 931.858.4111	City of Byrdstown 109 West Main Street P.O. Box 325 Byrdstown, TN 38549 931.864.6215
City of Celina 143 Cordell Hull Dr. P.O. Box 387 Celina, TN 38551 931.243.2161	Clay County 145 Cordell Hull Dr. Celina, TN 38551 931.243.2161	City of Cookeville 45 East Broad Street P.O. Box 998 Cookeville, TN 38501 931.526.9591
DeKalb County 1 Public Square Room 204 Smithville, TN 37166 615.597.5175	Fentress County 101 S. Main Street, Courthouse Sq. Jamestown, TN 38556 931.879.7713	Town of Gainesboro P.O. Box 594 Gainesboro, TN 38562 931.268.9315
Jackson County 101 East Hull Ave. Gainesboro, TN 38562 931.268.9888	City of Jamestown 314 East Central Ave. Jamestown, TN 38556 931.879.8815	City of Monterey 302 East Commercial Ave. Monterey, TN 38574 931.839.2323
Morgan County P.O. Box 387 Wartburg, TN 37887 423.346.6288	Overton County 317 University Street, Suite 1 Livingston, TN 38570 931.823.5638	Pickett County 1 Courthouse Square, Suite 200 Byrdstown, TN 38549 931.864.3798
Putnam County 300 East Spring Street, Room 8 Cookeville, TN 38501 931.526.2161	Smith County 122 Turner High Circle Carthage, TN 37030 615.735.2294	