

IMPORTANT SUBSCRIBER INFORMATION



Massillon Cable TV, Inc.

One Connection. A World of Possibilities.



Clear Picture, Inc.

One Connection. A World of Possibilities.

Information found within this pamphlet is current as of January 2012 and is subject to change. Please visit us online for the most recent version at www.massilloncabletv.com or www.cpiwooster.com.

Rev. 01/12

SUBSCRIBER PRIVACY NOTICE

DEAR SUBSCRIBER:

Thanks for giving us the opportunity to serve you.

Many years ago, customers and merchants almost always met face to face. Telephones, ATMs, computers, mail order catalogues and the Internet now tend to keep us apart. Unlike an old fashioned corner store, we don't see you or talk to you very often. That makes it hard to tell you how much we appreciate you.

Serving you is our first priority. Please call us if there is anything we can do to help you. If you have questions, suggestions or problems, please let us know. That's why we are here.

As a subscriber to our cable service and other services (such as cable modem service), under section 631 of the Cable Act ("Cable Act"), you are entitled to know the following: the limitations imposed on cable operators in the collection and disclosure of personally identifiable information ("PII"); the type of PII we collect; our use and disclosure of PII; our record retention practices; how and when you may access your PII that we store; and your rights under the Cable Act concerning the collection and disclosure of your PII.

If you subscribe to our phone service, section 222 of the federal Communications Act of 1934, as amended, (the "Communications Act") provides additional privacy protections for information that we obtain from you by virtue of your use of our telephone service and information contained in the bills, collectively referred to as customer proprietary network information ("CPNI").

1. What kind of information does Massillon Cable TV/Clear Picture collect?

To provide reliable, high quality service to you, we collect and keep regular business records that contain your name, address, email address, telephone number, social security number, bank account number and credit card information.

We also collect information about you, including the following: employer, work address, spouse's name, name of other authorized contact on account (if not spouse), billing and service address (if different from one another), State ID (e.g., driver's license, military license, etc.) and whether you own or rent your home.

We also collect information about your account, including the following: billing, payment and deposit history; the service options you have chosen; customer correspondence; maintenance and complaint information; number of television sets, set-top boxes, converters, remotes, modems or telephones connected to your cable system; serial numbers of any equipment that we have provided to you; and information about the service options you have chosen.

Special Notice for Our Telephone Customers:

If you purchase our telephone service, we also collect CPNI, which includes: technical configuration of service; quantity

of service; amount of use of service; calling patterns (such as telephone numbers called, time and date of call, location of called party); and other information contained on your bill for local and long distance services.

CPNI does not include your name, address and telephone number, because the Communications Act classifies that information as "subscriber list information" which is not subject to protections applicable to CPNI.

Our use of CPNI as discussed herein applies to the digital voice services provided by Super Net. It applies to services provided by Massillon Cable TV/Clear Picture Digital Voice only to the extent required by law.

2. How does Massillon Cable TV/Clear Picture use personally identifiable information?

We collect, maintain, and use PII and CPNI as permitted by the Cable Act, the Communications Act, and other identifiable laws. We will provide our customers with the appropriate CPNI notice, if applicable, as required under Section 64.2008 of the FCC's rules. We consider PII and CPNI to be confidential. We use PII and CPNI primarily to conduct business activities related to providing you with our cable and other services and to help us detect theft of a service. Generally speaking, we use PII in connection with: billing and invoicing, administration, surveys, collections of fees and charges, marketing, service delivery and customization, maintenance and operations, technical support, hardware and software upgrades, maintaining records required by the terms of our franchise and fraud prevention and theft detection.

We also maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires.

We use CPNI for the following purposes: initiate, render, bill and collect for telecommunications services; protect our rights and property; protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to these services; and provide any inbound telemarketing, referral, or administrative services to you.

Massillon Cable TV/Clear Picture transmits, and may collect and store for a period of time, PII and non-PII about you when you use our high-speed Internet and phone services to: Send and receive email and instant messages; transfer and share files; make files accessible; visit websites; place or receive calls; leave and receive voice mail messages; establish customer settings and preferences; communicate with us for support; and any other use of the services and their features.

Our transmission, collection and storage of PII and CPNI is necessary to render the services we offer. In certain situations, third-party service providers may transmit, collect and store this information on our behalf to provide features of our services. These third-parties are not permitted to use your PII or CPNI except for the purpose of providing these features.

3. To whom may we disclose your PII?

For subscribers to our cable television service, Massillon Cable TV/Clear Picture may collect PII from you and may disclose it to a third party if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; or (c) disclosure is required pursuant to a court order after following the requirements of state and federal law, and you are notified of such order, as required and permitted. Such disclosures may be made pursuant to an administrative subpoena, warrant, court order, or other permitted means if allowed under the laws applicable to the services which you subscribe. (For example, we may disclose your name and address, without your consent, to a collection service if required to collect past due bills.)

As a cable operator, we are required to disclose PII to a third-party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required to inform you of the order. If the court order is sought by a governmental entity, we are required to notify you that you have the right to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. The notification and opportunity to contest requirements discussed herein apply only to your purchase and use of cable services from Massillon Cable TV/Clear Picture. If a court order (from either a government entity or a non-government entity) seeks information about you in conjunction with other services that you purchase from Massillon Cable TV/Clear Picture, such as cable modem or telephone services, we are not always required to provide you with notice of the court order and an opportunity to contest that order. In some situations, we are permitted to disclose PII to a government entity, and we are prohibited from notifying you of the request for such information or the disclosure of the same.

Unless you object, from time to time, we may also disclose your name and address for mailing lists and other purposes. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please contact us at the system office.

For subscribers to our phone service, Massillon Cable TV/Clear Picture may disclose PII to others in connection with features and services such as Caller ID, 911/E911, and directory assistance as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 900 numbers or toll free numbers.
- We may provide your name, address and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute telephone directories

in print, on the Internet, and on disks. Such directories may include subscriber names, addresses, and telephone numbers.

- We may also make subscriber names, addresses and telephone numbers available, or cause such information to be made available through directory assistance operators.
- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged and made available again in different formats by anyone.

We take precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

4. How long does Massillon Cable TV/Clear Picture keep personally identifiable information in its records?

Information that personally identifies you will be maintained in our office as long as necessary for the purpose for which it was collected (typically business, legal or tax) but, in any event, the duration will be no longer than seven (7) years after the date that you discontinued being a Massillon Cable TV/Clear Picture subscriber.

5. How can I inspect records pertaining to my personally identifiable information?

You have the right to inspect our records that contain information about you and to correct any error in our information during normal business hours. If you wish to inspect the records pertaining to your account, please contact us at 330-833-4134/330-345-8114 during normal business hours.

6. What are my legal rights?

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act, we encourage you to contact us directly to resolve your question or concern. You may bring a private civil action in U.S. District Court and may seek to recover damages, costs and attorney fees if we violate any of your rights to privacy under the Cable Act.

SPECIAL NOTICE: This notice only covers information that is collected by Massillon Cable TV/Clear Picture in connection with the provision of our cable television service, our high-speed Internet service, and our phone service to you. It does not cover information that may be collected through any other products, services, or websites, even if accessed through our services and even if co-branded with them. You should refer to the privacy policies for these other products, services and websites to learn how they handle your personal information.

You may view the most current version of our privacy notice at www.massilloncabletv.com and www.cpiwooster.com, under the Customer Service section.

CABLE

Cable Compatibility with Other Devices

Digital Signals: Massillon Cable TV/Clear Picture systems are 100% digital. This means that any device with an analog video tuner (TV set, VCR, TiVo, etc.) must be connected to a converter in order to receive viewable pictures.

Digital TV Sets: Some digital TV sets are equipped with a digital tuner that is capable of tuning digital TV signals without a converter. Furthermore, some digital TV sets are capable of receiving special data (called PSIP data) that provides tuning information to the viewer. This includes on-screen labeling of TV networks and an orderly and systematic tuning pattern. Not all digital TV sets include tuners that can perform these functions. Massillon Cable TV/Clear Picture work to maximize the number of digital TV sets that will work without a converter, but cannot guarantee that all sets produced by all manufacturers will work without a converter.

Scrambled Signals: We may use scrambling technology to deliver a secure signal to authorized homes because not all customers subscribe to every offered service. Scrambling allows us to change the components of a signal at the cable television transmission center (headend) to render it unviewable without an authorized descrambler. In most cases, the descrambler and converter are contained in the same terminal, which is connected in the same way as a set-top converter to your entertainment system.

We may scramble all channels above the broadcast basic level and customers must then choose from different service options and many times subscribe without the need of a service appointment. Whenever a customer subscribes to service levels or channels that are scrambled, a converter box will be needed, even if it is a "cable-ready" TV.

If you require a converter and/or a descrambler, special equipment is available to make your cable service more compatible with your existing equipment. Keep in mind that this special equipment will not enable analog TV tuners to receive digital signals.

Bypass Switches: To receive the unscrambled portion of your cable line-up delivered directly to your TV instead of through a converter, you may use a "bypass switch." A bypass switch allows you to simultaneously record and view different programs, record programs on different channels at the same time and use picture-in-picture displays in most cases where at least one channel is not scrambled.

Depending on availability, the switch may be part of your converter or descrambler or it may be a separate device.

Parental Lockout Devices: If you find that any channels you may receive are objectionable or contain questionable

material, you can arrange for the installation of a device that will restrict the viewing of that channel. Please call for details.

Custom Setups: If you want to receive two scrambled signals at the same time (for example, to watch one channel while recording another), you may have to install different equipment or even two descramblers on one TV. Please contact us to discuss the cable setup and appropriate equipment.

Descrambler equipment may also be purchased from local retail outlets. If such equipment is purchased or leased from us, a custom installation fee and/or monthly rental fee may be required. If you can see images or hear sounds from scrambled channels that you have not subscribed to, you may have those channels blocked. Please call for details.

The Converter Box

Having your cable TV connected to your home entertainment system allows you the best home viewing choices, convenience and value. However, extra steps need to be taken to ensure that cable TV works effectively with various equipment. This guide provides information on when a TV is compatible with our equipment and when it may not be. If you are unable to find your particular situation in this guide, please call 330-833-4134/330-345-8114. We'll work with you to determine the proper cable setup and equipment for you.

Massillon Cable TV/Clear Picture's television services are delivered via cable by a composite signal called RF broadband. Analog TV receivers cannot tune to the digital signals sent out on this broadband system, including "cable-ready" analog TVs and VCRs. Some digital TV sets can tune the unscrambled digital signals. Massillon Cable TV/Clear Picture cannot guarantee that all digital TV tuners will be able to tune all digital signals. Consult the manufacturer or retailer for information.

If a TV or VCR cannot tune to the channels provided in your cable service, an extended tuner called a converter will be used to receive the channels and send them to your TV set or VCR. These are available for a nominal monthly fee from Massillon Cable TV/Clear Picture.

To be marketed as "cable-ready" or "cable compatible" the Federal Communications Commission does not allow TVs or VCRs manufactured or imported for sale in the United States after October 31, 1994 without meeting certain bandwidth tuning and other performance standards.

Some services offered employ picture scrambling techniques that require the use of a special converter box in order to get clear reception. Broadcast and some basic services are not scrambled and can be used freely with digital TV sets with appropriate digital tuners. Analog TVs and VCRs require a converter, which we can provide to you. The first three such converters are provided free of monthly charge. However, customers are responsible for their return or will have to pay a fee.

QAM Tuner Televisions

Many digital TV's are now equipped with a QAM Tuner which enables the television to receive television signals without a converter box or Cable Card. Please refer to your owners manual to familiarize yourself with your television's capabilities. A listing of QAM Tuner channels available to MCTV and CPI

customers is available at www.massilloncabletv.com or www.cpiwooster.com.

CableCARD™

The CableCARD™ is a technology that lets you connect to cable TV without a converter box on some Digital Cable-ready devices sold at retail. The CableCARD™ provides you with direct access to digital programming, HD programming and subscription to premium cable channels like HBO or Cinemax. While a CableCARD™ connection offers cable service without a converter box, there are some cable features you will not be able to access, such as:

- iNDemand functions that enable you to stop, fast-forward and replay live TV
- Movies On Demand
- On Demand cable programming libraries
- Interactive Program Guide

Customers who want access to the Interactive Program Guide and other interactive Digital Cable features will want to connect via a digital converter box. Your personal preferences will determine what connection works best.

To obtain a CableCARD™ call 330-833-4134/330-345-8114. The CableCARD™ is available to lease at a monthly fee and is activated and serviced by a Massillon Cable TV/Clear Picture technician to ensure 100% customer satisfaction.

Video Games

Video game units are usually sold with matching transformers that connect directly to the TV set and are connected after other video equipment. Please follow your video game unit's instructions carefully.

Remote Controls

Almost all video equipment is sold with a remote control. Massillon Cable TV/Clear Picture's infrared remote is available to all customers for a small monthly fee.

This remote cannot operate devices not designed for it. If your remote is not working properly, please try replacing the batteries first. If you need help with reprogramming it, please visit <http://remotes.gocontec.com/Default.aspx>. To eliminate the complexity of multiple remotes for separate TVs, VCRs and converter boxes, you can use a universal (or "smart") remote to control multiple devices at once. Some universal remotes can be programmed to replace your existing remote, while others are pre-programmed with built-in codes compatible with a variety of TVs, VCRs and other devices. To use a universal remote with Massillon Cable TV/Clear Picture, the remote must use an infrared format compatible with Massillon Cable TV/Clear Picture converter boxes.

Technical Information

Technical Assistance: Call 330-833-4134/330-345-8114 if your cable is not working. We will respond as quickly as we can to your service concerns. **Upon a report by a subscriber of a service interruption, we will credit the subscriber's account pursuant to ORC Section 1332.26.**

Maintenance: Massillon Cable TV/Clear Picture uses

advanced electronic equipment to provide you with reliable service and quality picture and sound. Massillon Cable TV/Clear Picture technicians periodically perform maintenance work on cable systems, causing minor maintenance outages to a number of customers. However, most customers will not even notice a disruption in their service. If your cable is not working, please call 330-833-4134/330-345-8114 to see if you are located in a maintenance outage area.

Service Interruptions: The most common causes of service interruptions include power outages, electrical storms, high winds, severe weather or equipment failure. In some cases, unrelated factors, such as loss of signal at the origination point, cause cable system problems. Sometimes a reception problem is limited to a particular household, in which case you will need to contact us to restore service.

Solar Interferences: Twice a year, for approximately 10 days (usually in March and October), the sun, satellite and antennae line up perfectly to cause outages with satellite-delivered services. When this occurs, your screen may show white specks that may gradually increase until the picture scrambles. Your picture should return to normal within 5-15 minutes. More information will be available during solar interference time on www.massilloncabletv.com and www.cpiwooster.com.

Troubleshooting Tips

- If your VCR is hooked up, make sure it is on channel 4 or turned off.
- Make sure that all cable connections among your video entertainment equipment are finger-tight.
- If a problem occurs on only one channel, it may be a temporary problem with the TV station or cable station, not your TV set.
- If a problem occurs on all TV sets in your house, please call our office.
- Modern video equipment has many inputs and outputs. Please check the inputs and outputs of all equipment to be certain you are using the proper source and input.

Upgrading Your Services

Depending on equipment in your home, you can upgrade to Premium Channels with a phone call to customer service. Other upgrades may require an installation appointment.

Cable Service Theft

Cable theft affects everybody. Unauthorized viewing or theft of cable is illegal under federal and state laws. To report unauthorized viewing, call 330-833-4134/330-345-8114.

Signal Leakage

A Cable TV system is a "closed system." Breaks in the wire can cause signal leakage. There are many causes of signal leakage. Among these causes are improper installation, substandard equipment, wire and connectors. The Federal Communications Commission requires Cable TV operators to regularly check the entire system for leakage. We are responsible for minimizing signal leakage. If our tests show signal leakage at your home, we will contact you. You will be responsible for

eliminating the leakage within a reasonable period of time. If the leakage is not corrected, we are required to discontinue service to the home. As with all aspects of in-home wiring, you can fix it yourself, pay Massillon Cable TV/Clear Picture to fix the problem, or hire someone (such as an electrician) to make repairs.

Monthly Billing

Monthly cable services are billed in advance and payment must be received on or before your bill's due date. Your itemized bill will show service charges, purchases from Movies On Demand and/or Pay-Per-View, credits, fees and taxes. If your bill shows a beginning balance, your payment and the bill may have crossed in the mail. To see if your payment has been received, call the 24-hour automated account line at 330-833-4134/330-345-8114 or visit <http://yourstatement.massilloncabletv.com> or <http://yourstatement.cpiwooster.com>.

A late fee of \$3 will be charged to delinquent balances not received by the date shown on your bill. Please allow time for mail and bank processing.

HIGH-SPEED INTERNET

I.T. GUYS

I.T. GUYS is a service of Massillon Cable TV/Clear Picture created to help our High-Speed Internet customers have a safe and enjoyable Internet experience. Our I.T. GUYS are equipped to deal with many different types of computer issues. House call service fees are just \$15-50 (depending on level of service: \$25 for Economy customers, \$15 for Mega and High Velocity customers and \$50 for Business customers) for the first hour and \$30 for each additional hour. You can also choose to drop off your computer for bench service for just \$20.

HOME PHONE

Terms of Service

Welcome to Massillon Cable TV/Clear Picture Home Phone!

Below is additional information regarding Home Phone and the terms and conditions of the service.

Unlimited Local Home Phone and Unlimited Local Plus Long Distance Home Phone Service

Unlimited Local Plus Long Distance Home Phone service allows existing Massillon Cable TV/Clear Picture customers to call anyone, any time, anywhere in the continental U.S. & U.S. territories frequently as they like for one simple monthly price. Some rate exceptions apply. Although it is not necessary, you may use the Home Phone service to make calls using other long distance providers by using a calling card or a dial around service. Also included in the Unlimited Local Plus Long Distance Home Phone plan are popular calling features — Call Waiting, Caller ID, Call Waiting ID, and Call Forwarding all at no extra charge. With the Home Phone service, you may keep your telephone number from your existing phone providers and

connect multiple phones in your home to the Home Phone service. Unlimited Local Plus Long Distance Home Phone Service includes unlimited local calling and 3,000 minutes of long distance calling. Each minute over 3,000 will be \$.025 per minute. Caller will be notified when usage limitations are exceeded. Massillon Cable TV also offers Unlimited Local Home Phone service for Stark County residents only. For only \$15.95 a month you can make unlimited Local Calls in the 234 and 330 area. Clear Picture also offers Unlimited Local Home Phone service for Wayne County residents only. For only \$24.95 a month you can make unlimited Local Calls in the 234 and 330 area. Please call for details and restrictions.

Voice Mail is an optional enhancement to your Home Phone service. It is free if you also have our Basic Cable and Internet services. Otherwise, Voice Mail costs just \$3.50 per month.

Home Phone Features

As part of your Unlimited Local plus Long Distance Home Phone plan, you will receive these popular features: Call Waiting, Caller ID, Call Waiting ID, Call Forwarding and others. At this time, Home Phone service does not support fax.

Additional Charges

Calls to international locations are offered at an extra charge and will be billed in total on a separate line of your Massillon Cable TV/Clear Picture bill. Rates for calling to all locations outside the continental U.S. & U.S. territories can be found on the Home Phone websites at www.massilloncabletv.com and www.cpiwooster.com.

Directory Assistance and Operator Services

Calls to Directory Assistance (411) and Operator Services (0) are offered at an extra charge and will be billed on a separate line of your Massillon Cable TV/Clear Picture bill. Rates for Directory Assistance and Operator Services can be found at www.massilloncabletv.com and www.cpiwooster.com or by calling 330-833-4134 or 330-345-8114. Directory Assistance auto connect is offered at an additional charge.

Billing

We will bill you for the Home Phone Plan each month in advance on your Massillon Cable TV/Clear Picture billing statement. In addition to charges for other Massillon Cable TV/Clear Picture services, your statement will include a line item for the Home Phone Plan, and an additional line item for any charges that may result from Directory Assistance and Operator Services and calls to international locations. You will not be charged for disconnection or termination of your Home Phone service.

You may view details relating to calls at www.massilloncabletv.com and www.cpiwooster.com. This only includes details relating to calls to international locations, Directory Services and Operator Assisted calls. You will not receive this call detail information with your Massillon Cable TV/Clear Picture statement, but can view it any time on the web at <http://yourstatement.massilloncabletv.com> or <http://>

yourstatement.cpiwooster.com. In addition, should you wish to receive a particular month of call detail records in the mail, you may contact Massillon Cable TV/Clear Picture at 330-833-4134 or 330-345-8114.

As with your existing services, your Massillon Cable TV/Clear Picture statement, including charges associated with your Home Phone service, will be payable on the due date indicated on the statement. It is the customer's responsibility to report billing errors immediately upon receipt so that the service levels can be verified. Massillon Cable TV/Clear Picture is not responsible for disputed service charges not reported within 90 days of initial billings. To receive credits or rebates for interruption of service, call Customer Service or send a written request. A late charge of 1.0% may be assessed upon any unpaid balance thirty (30) days after services to which the late fee applies have been received by the consumer. All services must be current to avoid disconnection, and nonpayment of any portion of your Massillon Cable TV/Clear Picture statement for Video, High-Speed Internet, and Home Phone services may result in disconnection of your Home Phone service. Account holders are liable for all services rendered by Massillon Cable TV/Clear Picture prior to customer's request to terminate service. All equipment remains the property of Massillon Cable TV/Clear Picture. In addition to these items, your Massillon Cable TV/Clear Picture billing statement will include regulatory fees associated with your Home Phone service.

Other Terms

Massillon Cable TV/Clear Picture may disconnect your Home Phone service for any reason upon fourteen (14) days' notice. In addition, please note that Home Phone does not include back-up power and, as is the case with an electric-powered home cordless phone, should there be a power outage, Home Phone, including the ability to access emergency 911 services, will not be available. Home Phone will operate with monitored security systems. If this is a concern, consider keeping an analog line from your previous phone service provider for the security system (although there is no guarantee the analog service will work due to acts of nature). Massillon Cable TV/Clear Picture, similar to traditional phone service providers, does not install, support, or service monitored security systems. In the event that Massillon Cable TV/Clear Picture installs and configures Home Phone with your home security system, you must contact the provider of your alarm monitoring services in order to test the compatibility of the alarm services with Home Phone. Massillon Cable TV/Clear Picture will not be responsible for the cost of conducting any tests or configuring your alarm monitoring system. Upon your receipt of this information, you may, for any reason, cancel your order for Massillon Cable TV/Clear Picture Home Phone without any penalty or further obligation. As with all Massillon Cable TV/Clear Picture products, you're also eligible for a 30-day money-back guarantee. Additional services incurred during the first 30 days, such as calls to international locations, Directory Services and Operator Assistance are independent of this guarantee and will be billed and due in case of cancellation. Finally, your Massillon Cable TV/Clear Picture Home Phone service is governed by this Subscription Agreement, the Subscriber Privacy Notice and your Cable Modem Subscription Agreement.

Home Phone Features

Selective Call Rejection (*60)

Allows users to block up to 12 telephone numbers

Selective Call Ring (*61)

Allows users to identify callers by selecting up to 12 numbers that ring as two short rings instead of one long ring

Selective Call Forward (*63)

Allows users to forward only calls from specific, pre-programmed numbers to another designated number

Selective Call Acceptance (*64)

Allows users to accept calls from up to only 12 specific telephone numbers

Enable Incoming Caller ID (*65)

Allows users to view name & number of incoming callers

Repeat Dialing (*66)

Keeps trying a busy number for you until the call goes through

Per Call Blocking (*67)

Blocks your own identity when calling another number

Call Return (*69)

Automatically dials your last incoming call, whether the call was answered, unanswered or busy

Cancel Call Waiting (*70)

Allows you to cancel the Call Waiting alert on a per-call basis

Call Forwarding (*72)

Automatically forwards all calls to any number you choose

Disable Call Forwarding (*73)

Deactivates the Call Forwarding feature

Anonymous Call Rejection (*77)

Blocks calls from unidentified numbers

Do Not Disturb (*78)

Automatically forwards calls to Voice Mail (You MUST have Voice Mail to add this feature to your service)

Disable Do Not Disturb (*79)

Deactivates automatic call forwarding to Voice Mail

Per Call Unblocking Number (*82)

Unblocks your private number when calling another person, on a per-call basis

Disable Incoming Calling Name & Number Display (*85)

Blocks Calling Name & Number Display for incoming calls

Disable Anonymous Call Rejection (*87)

Allows all calls to come through

Call Waiting

Alerts you when another caller is trying to reach you while you're on the phone

Caller ID (including Caller ID Number, Name)

Identifies incoming calls if customer has a Caller ID box or Caller ID phone

Caller ID on TV and Caller ID on the Internet

Identifies incoming calls while you're watching TV.
Only \$1.99/month for both

Caller ID for Call Waiting

Lets you use your telephone without missing other calls

Three-Way Call

Permits three-way calls

Text Message Alert

Sends a text message to a cell phone when a Voice Mail is received on the home phone

*Home Phone is not available in all areas. Phone features may have been added after your phone service was installed. Please call if you would like features added.

INTERNATIONAL COUNTRY CALLING CODES

Country	Code	Country	Code
Afghanistan	93	Faroe Islands	298
Albania	355	Fiji	679
Algeria*	213	Finland	358
American Samoa*	684	France	33
Andorra	376	French Antilles*	596
Angola	244	French Guyana*	594
Anguilla	264	French Polynesia*	689
Antarctica	672	Gabon	241
Argentina	54	Gambia	220
Armenia	374	Georgia	995
Aruba	297	Germany	49
Ascension Island	247	Ghana	233
Australia	61	Gibraltar	350
Austria	43	Greece	30
Azerbaijan	994	Greenland	299
Bahamas	242	Grenada	473
Bahrain	973	Guadeloupe*	590
Bangladesh	880	Guam*	671
Barbados	246	Guantanamo Bay	
Belarus	375	Guatemala	502
Belgium	32	Guinea	224
Belize	501	Guinea-Bissau	245
Benin	229	Guyana	592
Bermuda	441	Haiti	509
Bhutan	975	Honduras	504
Bolivia	591	Hong Kong*	852
Bosnia & Herzegovina	387	Hungary	36
Botswana	267	Iceland	354
Brazil	55	India	91
British Virgin Islands	284	Indonesia	62
Brunei*	673	Iran	98
Bulgaria	359	Iraq	964
Burkina Faso	226	Ireland	353
Burundi	257	Israel	972
Cambodia	855	Italy	39
Cameroon*	237	Jamaica	876
Canada	1	Japan	81
Cape Verde Islands*	238	Jordan	962
Caribbean Nation	1	Kazakhstan	7
Cayman Islands	345	Kenya	254
Central African Republic	236	Kiribati	686
Chad	235	Korea, Republic of (North Korea)	850
Chile	56	Korea, Republic of (South Korea)	82
China	86	Kuwait	965
China – Taiwan	886	Kyrgyz Republic (Kyrgyzstan)	996
Columbia	57	Laos	856
Comoros	269	Latvia	371
Congo*	242	Lebanon	961
Cook Islands	682	Lesotho*	266
Cote D'Ivoire	225	Liberia*	231
Costa Rica*	506	Libya	218
Croatia	385	Liechtenstein	423
Cyprus	357	Lithuania	370
Czech Republic	420	Luxembourg*	352
Democratic Republic of The Congo	243	Macau*	853
Denmark	45	Macedonia	389
Diego Garcia*	246	Madagascar	261
Djibouti*	253	Malawi*	265
Dominica	767	Malaysia	60
Dominican Republic	809 or 829	Maldives	960
Ecuador	593	Mali*	223
Egypt	20	Malta*	356
El Salvador	503	Marshall Islands	692
Equatorial Guinea	240	Martinique*	596
Eritrea	291	Mauritania*	222
Estonia	372	Mauritius	230
Ethiopia	251	Mayotte*	269
Falkland Islands	500		

Country	Code
Mexico	52
Micronesia	691
Miquelon	508
Moldova	373
Monaco	377
Mongolia	976
Montenegro	382
Montserrat	664
Morocco	212
Mozambique	258
Myanmar (Formerly Burma)	95
Namibia	264
Nauru*	674
Nepal	977
Netherlands	31
Netherlands Antilles	599
Nevis*	869
New Caledonia*	687
New Zealand	64
Nicaragua	505
Niger, Republic of*	227
Nigeria	234
Niue	683
Norfolk Island*	672
Northern Mariana Islands	670
Norway	47
Oman	968
Pakistan	92
Palau	680
Panama	507
Papua New Guinea	675
Paraguay	595
Peru	51
Philippines	63
Poland	48
Portugal	351
Principe	239
Qatar*	974
Réunion	262
Romania	40
Russia	7
Rwanda*	250
Saipan*	670
Samoa (Western Samoa)	685*
San Marino	378
Saudi Arabia	966
Senegal*	221
Serbia	381
Seychelles Islands	248
Sierra Leone	232
Singapore	65
Slovakia	421
Slovenia	386
Solomon Islands*	677
Somalia	252
South Africa	27
Spain	34
Sri Lanka	94
St. Helena*	290
St. Kitts	869
St. Lucia	758
St. Pierre & Miquelon*	508
St. Vincent & the Grenadines	784
Sudan	249
Suriname*	597
Swaziland*	268
Sweden	46
Switzerland	41
Syrian Arab Republic	963
Tahiti (French Polynesia)	689
Taiwan	886
Tajikistan	992
Tanzania	255
Thailand	66
Togo	228

Country	Code
Tokelau*	690
Tonga	676
Trinidad & Tobago	868
Tunisia	216
Turkey	90
Turkmenistan	993
Turks & Caicos Islands	649
Tuvalu	688
Uganda	256
Ukraine	380
United Arab Emirates	971
United Kingdom	44
Uruguay	598
USA	1
Uzbekistan	998
Vanuatu	678
Vatican City	39, 379
Venezuela	58
Vietnam	84
Virgin Islands	340
Wallis & Futuna Islands	681
Yemen Arab Republic	967
Zambia	260
Zimbabwe	263

*Updated 01/01/2012. Please visit www.whitepages.com for current information and city codes.

SUBSCRIBER PRIVACY NOTICE

As a subscriber of cable services, you are entitled under Federal Law to know the following:

1. In order that we may continue to provide reliable, high quality service to you, we keep regular business records that contain your name, address, and other personally identifiable information. Such records include billing, payment and deposit records, records indicating the number of your television sets connected to cable, and the service options you have chosen. We use this information to make sure that you are being properly billed for the services you receive.

2. We consider information we keep to be confidential. We may collect personally identifiable information from you and may disclose it to a third party if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; or (c) disclosure is required pursuant to a court order after following the requirements of state and federal law, and you are notified of such order. Such disclosures may be made pursuant to an administrative subpoena, warrant, court order, or other permitted means if allowed under the laws applicable to the services which you subscribe. (For example, we may without your consent disclose your name and address to a collection service if required to collect past due bills.) We will notify you if such disclosure is permitted by law.

Unless you object, from time to time, we may also disclose your name and address for mailing lists and other purposes. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please contact us at the system office.

3. As required by the Telecommunications Act, information that personally identifies you will be maintained in our office as long as necessary for the purpose for which it was collected but, in any event, the duration will be no longer than seven (7) years after the date that you discontinued being a Massillon Cable TV/Clear Picture subscriber.

4. As described above, the Telecommunications Act establishes both your rights as a customer as well as the limits upon the cable operator with respect to the collection and disclosure of customer information. You have the right to inspect our records that contain information about you and to correct any error in our information during normal business hours. If you wish to inspect the records pertaining to your account, please contact us at 330-833-4134/330-345-8114 during normal business hours.

5. You may bring a private civil action in U.S. District Court and may seek to recover damages, costs and attorney fees if we violate any of your rights to privacy under the Communications Act. FCC Cable Bureau 1919 M Street Washington, DC 888-225-5322.

6. Under the provisions of the USA Patriot Act of 2001, we may be required to make certain personally identifiable information (excluding video programming service records and the contents of your Internet communications) available to government entities upon receipt of a valid subpoena and you are not entitled to receive advance notice of the disclosure. Disclosure of the contents of your Internet communications through installation or use of a pen register or a trap and trace device can only occur upon issuance by a court of an order pursuant to 18 U.S.C. §§ 3121, 3123.

In addition, under the USA Patriot Act, we may disclose voluntarily and without prior notice to the subscriber Internet information, including the contents of subscriber communications, to law enforcement if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay.

SUBSCRIBER AGREEMENT

1. General

- (a) This Agreement, in addition to the Subscriber Privacy Notice and the applicable price list(s) and/or tariff(s) filed by Operator at the applicable state utility commission, which are hereby incorporated by reference herein, set forth the terms and conditions governing Operator's provision of the Home Phone Service to Subscriber. No representation, warranty, term or condition, and no statements or agreements by any employee or agent of Operator, other than as specifically set forth in this Agreement, shall be binding on Operator. Operator or Subscriber may terminate the Home Phone Service to Subscriber at any time for any reason, in its sole individual discretion.
- (b) The Home Phone Service as offered and provided under this Agreement is available only to customers of Operator's cable television service and/or cable modem service. Subscriber agrees and acknowledges that except as otherwise expressly provided herein, all terms and conditions of Subscriber's Cable Modem Subscription Agreement, including without limitation disclaimer of warranty, will also govern the Home Phone Service, to the extent applicable, and the terms of the Cable Modem Subscription Agreement are incorporated herein by reference.
- (c) In order to receive the Home Phone Service offered and provided under this Agreement, any and all of Subscriber's accounts with Operator must be paid to current. Subscriber understands and acknowledges that the nonpayment of charges associated with Operator's cable television service, cable modem service, and/or Home Phone Service may result in disconnection of the Home Phone Service with notice as required by applicable law.

- (d) Subscriber expressly acknowledges that the Home Phone Service does not have its own power source and will not be available without an independent power supply and that, under certain circumstances, including if the electrical power and/or Operator's cable network or facilities are not operating, the Home Phone Service, including the ability to access emergency 911 services, will not be available.
- (e) Subscriber expressly acknowledges that the Home Phone Service may not be compatible with home security systems and that, in order to maintain any necessary alarm monitoring functions, Subscriber may be required to maintain a telephone connection through a local exchange carrier. In the event that Operator installs and configures the Home Phone Service to operate with Subscriber's home security system, Subscriber expressly acknowledges that it must contact the provider of its alarm monitoring services in order to test the compatibility of the alarm monitoring services with the Home Phone Services.
- (f) Operator shall have the right at any time to add to, modify, or delete any aspect, feature or requirement of the Home Phone Service, including but not limited to equipment and system requirements. Operator shall have the right to add to, modify, or delete any provision of this Agreement, any Terms of Use established by Operator, the Subscriber Privacy Notice, and/or any price list(s) and/or any applicable tariffs filed by Operator at the applicable state utility commission at any time. An online version of this Agreement, the Subscriber Privacy Notice, and any price list(s) and/or applicable tariffs filed by Operator at the applicable state utility commission, as so changed from time to time, will be accessible at www.massilloncabletv.com and www.cpiwooster.com or another online location as designated by Operator. In accordance with any applicable law, Operator will notify Subscriber of any significant change in this Agreement, the Subscriber Privacy Notice, or any price list(s) and/or any applicable tariffs filed by Operator at the applicable state utility commission. Upon any such change and notice, Subscriber's continued use of the Home Phone Service will constitute Subscriber's consent to such change. If Subscriber does not agree to any such change, Subscriber immediately shall stop using the Home Phone Service and notify Operator that he/she is terminating the subscription to the Home Phone Service. Additions, modifications, or deletions shall be enforceable only on a prospective basis and not retroactively.
- (g) Subscriber represents and warrants that he/she is at least 18 years of age.
- (h) Subscriber is responsible in all respects (including payment obligations) for all use of Subscriber's account and all use by others of Subscriber's account is subject to the terms hereof and any applicable tariff(s) filed by Operator at the applicable state utility commission. For the purposes of this Agreement, all use of Subscriber's account, whether or not authorized by Subscriber,

shall be deemed Subscriber's use. Subscriber shall be responsible for ensuring that all use of Subscriber's account complies fully with the provisions of this Agreement and any applicable tariff(s) filed by Operator at the applicable state utility commission.

- (i) Transfer of all or a portion of the account, the Home Phone Service or the Operator's Equipment by Subscriber to any other person or entity, or to a new residence or other location, is prohibited. Subscriber expressly acknowledges that the address associated with an emergency 911 call is the authorized address where the Home Phone Service was originally provided and that movement of the voice-enabled cable modem from the original service location will result in the identification of emergency 911 calls from the original service location. Access to emergency 911 services will therefore be limited if the voice-enabled cable modem is moved from the original service location.

2. Charges

- (a) Subscriber agrees to pay Operator for his/her subscription to the Home Phone Service and for all use of Subscriber's account, including applicable charges for installation, if any, and all local, state and federal fees, taxes, and/or assessments imposed on the Home Phone Service. Charges for the Home Phone Service are set forth on a separate price list of which Subscriber hereby acknowledges receipt. Both the amounts and the types (e.g., periodic, time-based, usage-based) of charges for the Home Phone Service are subject to change. Recurring monthly Home Phone charges will be billed monthly in advance. Charges based upon actual use of the Service (including but not limited to charges for international calls, directory assistance, and/or operator assisted calls) will be billed in the next practicable monthly billing cycle following such use, or as otherwise specified in the price list. All charges are payable on the due date specified on the bill.
- (b) A mandatory Universal Service Fund (USF) rate will apply to your monthly bill for overall Home Phone charges. This USF rate is designed to assist those living in rural areas, low-income consumers, rural health-care providers, schools and libraries. This fee applies to all U.S. residents with digital telephone services. All telephone service providers in the United States are required to contribute to USF, and percentages are subject to change from quarter to quarter. For more information on USF programs, visit www.usac.org/fund-administration.
- (c) An administrative late charge may be charged to Subscriber in the event that Subscriber fails to deliver payment for cable television and/or cable modem service and/or Home Phone service provided by Operator by the due date.
- (d) The availability of the Home Phone Service is dependent upon Subscriber maintaining current accounts with Operator for either cable television service and/or cable modem service. If Subscriber's Home Phone Service account or any other account of Subscriber with Operator is past due, Operator may terminate the Home Phone

Service upon notice to Subscriber.

- (e) If Subscriber's account is past due and Operator sends a collector to the Subscriber's premises, a field collection fee may be charged. The current field collection fee is listed in the list of charges on the price list and/or any applicable tariffs or can be provided on request.
- (f) If Subscriber discontinues the Home Phone Service or Operator's cable modem service or cable television service, or if any such Service to Subscriber is discontinued for any reason including non-payment, Subscriber may be required, in addition to payment of all outstanding balances on all accounts with Operator, to pay a reconnect charge or trip charge (where applicable) before reconnection.
- (g) Operator may verify Subscriber's credit standing with credit reporting agencies in accordance with applicable laws and require a deposit based on Subscriber's credit standing.
- (h) Operator may charge a service fee for all returned checks and account debit, bank card or charge card chargebacks. The current service fee is listed in the list of charges on the price list or can be provided on request.

3. Installation; Equipment and Cabling

- (a) The installation services and related equipment that will be available from Operator for a standard installation are as described in Operator's price list and any applicable tariff(s). Other services that may be available from Operator at additional charges for a non-standard installation are also described in Operator's price list and any applicable tariff(s). If self-installation is available from Operator and elected by Subscriber, Operator will provide kits and instructions and any related installation services as described in the price list and any applicable tariff(s). Subscriber authorizes Operator to make any preparations to the premises necessary for the installation, maintenance, or removal of equipment.
- (b) Any equipment provided by Operator to Subscriber will be considered "Operator Equipment" and will be subject to Section 3(g) below. Any cabling installed by Operator will remain the property of Operator except as otherwise required by applicable law.
- (c) Operator will have no obligation to install, support, maintain, repair or replace any Computer or any cable modem or cabling or other equipment that is not Operator Equipment.
- (d) Operator and its authorized agents may enter Subscriber's premises and have access to the Operator Equipment and Subscriber's computer(s) periodically during the term of this Agreement and after its termination to install, connect, inspect, maintain, repair, replace or alter the Operator Equipment, to install or deliver the Software, or to disconnect and remove the Operator Equipment.
- (e) Operator shall have the right to upgrade, modify and enhance the Operator Equipment and Software from

time to time through “downloads” from the network or otherwise.

- (f) If Subscriber is not the owner of the premises upon which Equipment and Software are to be installed, Subscriber warrants that he/she has obtained the consent of the owner of the premises for Operator personnel and/or its agents to enter the premises for the purposes described in this Section 3. Subscriber shall indemnify and hold Operator harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement.
- (g) Operator Equipment and Cabling.
 - (i) The Operator Equipment is and at all times shall remain the sole and exclusive personal property of Operator, and Subscriber shall acquire no interest therein by virtue of the payments provided for herein or the attachment of any portion of the Equipment to the Subscriber’s residence or otherwise.
 - (ii) Subscriber will not open, alter, misuse, tamper with or remove the Operator Equipment as and where installed by Operator, and will not remove any markings or labels from the Operator Equipment indicating Operator ownership or serial or identity numbers. Subscriber will safeguard the Operator Equipment from loss or damage of any kind, and (except for any self installation procedures approved by Operator) will not permit anyone other than an authorized representative of Operator to perform any work on the Operator Equipment.
 - (iii) Upon termination of the Home Phone Service to Subscriber, for whatever reason, Subscriber acknowledges that his/her right to possess and use the Operator Equipment shall likewise terminate. In such an event, the Operator Equipment shall be returned to Operator in the same condition as when received, ordinary wear and tear excepted. Subscriber will promptly return the Operator Equipment or notify Operator to schedule retrieval by Operator. If Subscriber does not promptly return the Operator Equipment or schedule retrieval, Operator may enter any premises where the Operator Equipment may be located for the purpose of disconnecting and retrieving the Operator Equipment. Failure of Operator to remove its Operator Equipment shall not be deemed abandonment. Subscriber will pay the expense incurred by Operator in any retrieval of the unreturned Operator Equipment from Subscriber. Operator may charge Subscriber a continuing monthly fee until any remaining Operator Equipment is returned, collected by Operator or fully paid for by Subscriber in accordance with Section 3(g)(iv). The current fee is listed in the list of charges on the price list or can be provided on request.
 - (iv) If the Operator Equipment is damaged, destroyed, lost or stolen while in Subscriber’s possession, Subscriber shall be liable for the cost of repair or replacement of the Operator Equipment. If the Operator Equipment is not returned to or retrieved by Operator as described in Section 3(g)(iii) upon termination of the Home Phone Service,

Subscriber will pay Operator, on demand, the amount specified in the then-current price list for the replacement cost of the Operator Equipment without any deduction for depreciation, wear and tear or the physical condition of such Operator Equipment. Subscriber agrees that if he/she fails to return the Operator Equipment, Operator can charge Subscriber's bank or credit card or account (if debit authorization has been obtained from Subscriber) the amounts described in Sections 3(g)(iii) and 3(g)(iv), in addition to any other remedies or collection efforts. If Operator is charging a security deposit, the obligations of Operator regarding such security deposit shall be governed by the terms of the deposit receipt provided by Operator to Subscriber at the time the deposit is collected.

(v) Upon termination of the Home Phone Service, subject to applicable law and regulation, Operator may, but shall not be obligated to, remove any cabling installed by Operator on Subscriber's premises.

(h) Software.

To the extent any Software is licensed by Operator (such as self installation tools), such Software is provided for the limited purpose of facilitating Subscriber's use of the Home Phone Service as described in this Agreement. Subscriber will not engage in, or permit, any additional copying, or any translation, reverse engineering or reverse compiling, disassembly or modification of or preparation of any derivative works based on the Software, all of which are prohibited. Subscriber will return or destroy all Software provided by Operator and any related written materials promptly upon termination of the Home Phone Service to Subscriber for any reason.

4. Subscriber Conduct

(a) The Home Phone Service as offered and provided under this Agreement is a residential service offered for reasonable personal, non-commercial use only. Subscriber will not resell or redistribute (whether for a fee or otherwise) the Home Phone Service, or any portion thereof, or otherwise charge others to use the Home Phone Service, or any portion thereof. Subscriber agrees not to use the Home Phone Service for any enterprise purpose whether or not the enterprise is directed toward making a profit, including but not limited to, telemarketing, call center services, medical transcription, or facsimile broadcasting. Operator reserves the right to disconnect upon notice as required by applicable law any prohibited transmissions or uses and to terminate the Home Phone Service in the event of a violation of the foregoing use restrictions or in the event of an excessive number of calls during a fixed period, heavy usage during business hours, heavy usage concentrated over consecutive dates, or usage that may be deemed to be business use.

(b) The Home Phone Service shall not be used for any unlawful purpose or for any use as to which Subscriber or user has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

- (c) Operator may require Subscriber immediately to shut down its transmission of signals if said transmission is causing interference to others.
- (d) Subscriber may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of Operator. Operator will permit a Subscriber to transfer its existing Service to another entity if the existing customer has paid all charges owed to Operator for regulated communications services. Such a transfer will be treated as a disconnection of existing Service and installation of new Service, and non-recurring installation charges as set forth in the price list and any applicable tariff(s) shall apply.

5. Review and Enforcement

- (a) Operator may suspend Subscriber's account, or cancel Subscriber's account with notice as required by applicable law if Operator determines in its discretion that Subscriber has violated this Agreement or any of the Terms of Use. Operator reserves the right to suspend or terminate the Home Phone Service to Subscriber for a single violation of this Agreement or the Terms of Use. If Subscriber's account is suspended, Subscriber will not be charged for that period of time. If Subscriber's account is canceled, Subscriber will be refunded any pre-paid fees minus any amounts due to the Operator.
- (b) Subscriber agrees that Operator shall have the right to take any action that Operator deems appropriate to protect the Home Phone Service or Operator's facilities and Operator Equipment.

6. Support; Service and Repairs

Operator will repair damage to or, at Operator's option, replace Operator Equipment, and otherwise attempt to correct interruptions of the Home Phone Service, due to reasonable Operator Equipment wear and tear or technical malfunction of the system or network operated by Operator, at Operator's expense. The Subscriber Materials contain details on contacting Massillon Cable TV/Clear Picture for this support. Massillon Cable TV/Clear Picture has no other responsibility for support, maintenance or repair of any equipment, software or service, whether provided by a third party or Subscriber. For assistance with other technical problems, Subscriber should refer to the Subscriber Materials or any applicable tariff(s) for the Home Phone Service. If any other support services are available from Operator, such services will be at additional charges as described in Operator's price list and any applicable tariff(s).

7. Service Interruptions; Force Majeure

Interruptions in Service that are not due to the negligence of or noncompliance with the provisions of this Agreement and/or any applicable tariff(s) by Subscriber or the operation or malfunction of the facilities, power, or equipment provided by the customer will be credited to the customer in accordance with the credit policy set forth in the price list and any applicable tariff(s) for the part of the service that the

interruption affects. Any such credit will be refunded on the next practicable bill for the Home Phone Service issued by Operator to Subscriber. The Operator Parties shall have no liability, including as set forth in this Section 8, for interruption of the Home Phone Service due to circumstances beyond its control, including without limitation, acts of God, flood, natural disaster, regulation or governmental acts, fire, civil disturbance, strike or weather.

8. Disclaimer of Warranty; Limitation of Liability

- (a) SUBSCRIBER AGREES THAT THE HOME PHONE SERVICE IS PROVIDED BY OPERATOR ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY, AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER, THE LAWS APPLICABLE TO THIS AGREEMENT. OPERATOR MAKES NO WARRANTY THAT THE HOME PHONE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE. SUBSCRIBER FURTHER AGREES THAT ALL USE OF THE HOME PHONE SERVICE IS AT SUBSCRIBER'S SOLE RISK. WITHOUT LIMITING THE FOREGOING: NONE OF THE OPERATOR PARTIES MAKES ANY WARRANTIES AS TO THE SECURITY OF SUBSCRIBER'S COMMUNICATIONS VIA OPERATOR'S FACILITIES OR THE HOME PHONE SERVICE, OR OUTSIDE THE SERVICE TO THE INTERNET, OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR SUBSCRIBER'S COMPUTER(S) OR PHONE COMMUNICATIONS. SUBSCRIBER AGREES THAT NONE OF THE OPERATOR PARTIES WILL BE LIABLE FOR ANY SUCH UNAUTHORIZED ACCESS. SUBSCRIBER HAS THE SOLE RESPONSIBILITY TO SECURE SUBSCRIBER'S COMPUTER AND PHONE COMMUNICATIONS.
- (b) SUBSCRIBER UNDERSTANDS THAT THE INSTALLATION, USE, INSPECTION, MAINTENANCE, REPAIR, REPLACEMENT OR REMOVAL OF THE HOME PHONE SERVICE, EQUIPMENT AND SOFTWARE MAY RESULT IN DAMAGE TO SUBSCRIBER'S COMPUTER(S) OR OTHER HARDWARE, INCLUDING SOFTWARE AND DATA FILES STORED THEREON. SUBSCRIBER SHALL BE SOLELY RESPONSIBLE FOR BACKING UP ALL EXISTING COMPUTER FILES PRIOR TO THE PERFORMANCE OF ANY OF THE FOREGOING ACTIVITIES. NONE OF THE OPERATOR PARTIES SHALL HAVE ANY LIABILITY, AND EACH EXPRESSLY DISCLAIMS ANY RESPONSIBILITY WHATSOEVER, FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY SOFTWARE, HARDWARE, DATA OR FILES.
- (c) EXCEPT FOR THE REFUND OR CREDIT AS EXPRESSLY PROVIDED IN SECTIONS 6(B) AND 8 RESPECTIVELY, IN NO EVENT (INCLUDING NEGLIGENCE) WILL ANY OPERATOR PARTY OR ANY PERSON OR ENTITY INVOLVED IN PROVIDING THE HOME PHONE SERVICE OR EQUIPMENT BE LIABLE FOR ANY DIRECT, INDIRECT,

INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE HOME PHONE SERVICE, INCLUDING THE USE OR INABILITY TO ACCESS EMERGENCY 911 SERVICES AND ALARM MONITORING SERVICES, ANY ACTION TAKEN TO PROTECT THE HOME PHONE SERVICE, OR THE BREACH OF ANY WARRANTY.

- (d) SUBSCRIBER HEREBY ACKNOWLEDGES THAT THE PROVISIONS OF THIS SECTION 9 SHALL APPLY TO ALL SERVICES INCLUDED IN, OR ACCESSIBLE THROUGH, THE HOME PHONE SERVICE, AND ARE FOR THE BENEFIT OF, AND MAY BE ENFORCED BY, ALL OF THE OPERATOR PARTIES.

9. Indemnification

Subscriber agrees to defend, indemnify and hold harmless the Operator from and against any and all claims and expenses, including reasonable attorneys' fees, arising out of or related in any way to the use of the Home Phone Service by Subscriber or otherwise arising out of the use of Subscriber's account or any equipment or facilities in connection therewith, or the use of any other products or services provided by Operator to Subscriber.

10. Privacy

- (a) Subscriber's privacy interests, including Subscriber's ability to limit disclosure of certain information to third parties, are addressed by, among other laws, the Communications Act and the Electronic Communications Privacy Act. Personally identifiable information that may be collected, used or disclosed in accordance with applicable laws is described in the Subscriber Privacy Notice delivered to Subscriber by Operator, which is incorporated herein by reference. Subscriber acknowledges receipt of the Subscriber Privacy Notice.
- (b) Operator may collect (whether automatically or otherwise) and share (with other Massillon Cable TV/Clear Picture entities) information of the type described in the Subscriber Privacy Notice (some of which may be deemed personally identifiable information as that term is used in the Communications Act) relating to Subscriber that Operator may acquire as a result of the provision of the Home Phone Service. Subscriber hereby expressly consents to the collection by, and sharing between, Operator and other Massillon Cable TV/Clear Picture entities of such information.
- (c) In addition to actions and disclosures specifically authorized by law or statute or authorized elsewhere in this Agreement, Operator shall have the right (except where prohibited by law notwithstanding Subscriber's consent), but not the obligation, to disclose any information to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril. Subscriber hereby consents to such actions or disclosures.

11. Arbitration

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR

RELATED TO THIS AGREEMENT (BUT NOT ANY CLAIMS ARISING OUT OF COMMERCIAL ACTIVITIES OR THE THEFT OR OTHER UNAUTHORIZED RECEIPT OF ANY MASSILLON CABLE TV/CLEAR PICTURE SERVICE ON THE PART OF SUBSCRIBER) SHALL BE RESOLVED BY BINDING ARBITRATION COMMENCED WITHIN ONE YEAR UNDER THE THEN-CURRENT COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION ASSOCIATION (OR ANY CONSUMER RULES ADOPTED BY THE AMERICAN ARBITRATION ASSOCIATION TO WHICH BOTH PARTIES AGREE), EXCEPT THAT EITHER PARTY MAY SEEK EQUITABLE OR INJUNCTIVE RELIEF ONLY IN AN APPROPRIATE COURT OF LAW OR EQUITY. NO CLAIM SUBJECT TO ARBITRATION UNDER THIS AGREEMENT MAY BE COMBINED WITH A CLAIM SUBJECT TO RESOLUTION BEFORE A COURT OF LAW OR EQUITY. THE ARBITRABILITY OF DISPUTES SHALL BE DETERMINED BY THE ARBITRATOR. ANY AWARD OF THE ARBITRATOR SHALL BE IN WRITING AND SHALL STATE THE REASONS FOR THE AWARD. JUDGMENT UPON AN AWARD MAY BE ENTERED IN ANY COURT HAVING COMPETENT JURISDICTION. THE ARBITRATOR SHALL NOT HAVE THE POWER TO AWARD ANY DAMAGES IN EXCESS OF THE APPLICABLE LIMITS SET FORTH IN OR EXCLUDED UNDER SECTIONS 8 AND 9 OF THIS AGREEMENT. THE FEDERAL ARBITRATION ACT, 9 U.S.C. SECTIONS 1 TO 16, SHALL GOVERN THE INTERPRETATION AND ENFORCEMENT OF THIS PARAGRAPH. EACH PARTY SHALL BEAR ITS OWN EXPENSES AND THE COST OF ARBITRATOR(S) SHALL BE SHARED EXCEPT THAT SUBSCRIBER MAY RECOVER HIS/HER FILING AND ARBITRATOR(S)' FEES IF SUBSCRIBER IS THE PREVAILING PARTY. THE PARTIES EXPRESSLY WAIVE ANY ENTITLEMENT TO ATTORNEYS' FEES OR PUNITIVE DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW. CONSOLIDATED OR CLASS ACTION ARBITRATIONS SHALL NOT BE PERMITTED. THE ARBITRATOR SHALL NOT HAVE THE POWER TO ORDER PRE-HEARING DISCOVERY OF DOCUMENTS OR THE TAKING OF DEPOSITIONS, BUT MAY COMPEL ATTENDANCE OF WITNESSES AND THE PRODUCTION OF DOCUMENTS AT THE HEARING.

12. Entire Agreement

This Agreement, the accompanying work order, any Terms of Use or other rules now or hereafter specified by Operator for the Home Phone Service, and any price list(s) and/or any applicable tariff(s) on file with the applicable state utility commission shall constitute the entire agreement between Operator and Subscriber with respect to the subject matter hereof, and supersedes all previous written agreements between Operator and Subscriber with respect to such subject matter; provided that any other subscription or customer agreement or terms and conditions relating to Subscriber's cable television or cable modem service with Operator shall remain in full force and effect. Acceptance of the Home Phone Service shall constitute acceptance of the terms and conditions herein.

13. Term

This Agreement will remain in effect until terminated by either party or superseded by a revised Home Phone Subscription Agreement.

14. Interpretation; Severability

This Agreement is, and shall be interpreted as, subject to applicable law and regulation and to any applicable franchise agreement between a governmental authority and Operator. In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties as set forth herein, and the remainder of this Agreement shall remain in full force and effect.

15. Consent to Electronic Notice

Unless otherwise specified, all notices required or contemplated hereunder will be provided by Operator by such means as Operator shall determine in its discretion. Without limiting the foregoing, Subscriber agrees that Operator may provide any notices required or contemplated hereunder or by applicable law, including without limitation notice of changes to this Agreement, the Terms of Use or the Privacy Notice, by electronic means (e.g., email or online posting), except as prohibited by applicable law.

16. Waiver

Failure by Operator to enforce any of its rights hereunder shall not constitute a waiver of any such rights. No waiver by either party of any breach or default shall be deemed to be a waiver of any preceding or subsequent breach or default.

POLICIES AND PRACTICES

Customer Service Guarantee

These standards exceed those offered by similar service companies because we believe our customers deserve great home services with the best customer support.

- New cable customers will be completely satisfied within 30 days of installation or we'll refund your money — guaranteed. Some restrictions apply.
- Every time you call, your call will be answered promptly with professional and courteous assistance.
- Installation will be done at the scheduled time or your account will be credited \$20 (upon request).
- Your service appointment will be done at the scheduled time or your account will be credited \$20 (upon request).
- We will make every attempt to exceed your expectations.

Resolving Billing Disputes

Contact us immediately if you think there is a mistake on your bill. You will need to provide us with the following information:

- Your name and account number.
- The dollar amount in dispute.
- A description of the error and why you believe it is an error.

Disconnect Policy

You may disconnect your services at any time. However, you are responsible for payment of delivered services until your disconnection notice is given. Please give us 48 hours to process the request and stop billing.

When you have placed your disconnect order, you will be given a confirmation order to determine when billing will be stopped. Converters remain the property of Massillon Cable TV/Clear Picture and must be returned promptly. If they are not returned, you will be charged for a replacement.

Change of Service

Charges or credit for a partial month will apply when service is cancelled or changed. If you add or drop a service, the change will be reflected in your next bill. Only the account holder and designated others are allowed to make service changes.

Additional Outlets

For a low monthly price, you can enjoy cable services on every TV in your home by adding additional outlets. Each additional outlet provides all of your subscribed channels (although you may need a converter to receive every channel). More than two cable outlets may require an amplifier. In most cases, additional outlets cannot be added in apartments unless the complex has been prewired for cable.

Moving?

Please notify us several days prior to your move so that we can arrange to transfer your service to your new home. When you do transfer your service, your first bill at your new residence will include monthly service charges and any applicable deposits. Any previous credits and charges will also be transferred to your new account and are usually reflected on your second bill at the new address.

Underground Cables

Call Ohio Utilities Protection Service (O.U.P.S.) 1-800-362-2764 before you begin digging anywhere on your property. Underground utilities on your property will be properly marked so that you can dig without interrupting your cable services.

Reconnection of Services after Disconnection for Non-Payment

If you subscribe to Massillon Cable TV/Clear Picture after being disconnected for failure to make a payment, we will require you to pay any outstanding balance from your previous subscription in addition to the reconnect fee and, if applicable, a security deposit. Various payment plans are also available.

Please Note: If you have phone service with Massillon Cable TV/Clear Picture, once disconnected, you may lose your phone number permanently.

Identifying Employees and Agents of Massillon Cable TV/Clear Picture

All Massillon Cable TV/Clear Picture employees will carry proper identification badges and/or wear uniforms so you'll know exactly who is visiting your home.

Notifications of Service and Rate Changes

You will be notified at least thirty days prior to any changes in your rates for monthly service. You will also receive at least one month's notice on any significant changes to services or policies.

Returned Check Policy

All checks returned for non-sufficient funds will incur a service charge. We also request you make arrangements to replace a returned check with a cash, money order or credit card payment within ten days from the date of written notification. Otherwise, your services will be disconnected and a collection fee may be assessed (all fees are subject to change).

Home Wiring Regulations

The following will inform you of the options regarding the wiring located within your home used to provide cable service. Home wiring is the cable that runs from your TV set to a point approximately twelve inches outside your residence. It includes extra outlets, splitters, connections, fittings and wall plates attached to the wire but does not include terminal devices such as converters, descramblers, A/B switches, parental lockout devices, security devices and others.

Pursuant to FCC regulations, customers have the option to acquire the home wiring within their residence upon termination of cable service. However, prior to cable service termination, customers can remove, replace, rearrange, repair or maintain any cable wiring located within the interior space of the customer's residence so long as those actions do not interfere with our ability to meet all FCC technical standards or to provide services to you or your neighbors. For example, you cannot attach any device or equipment to your inside wiring that may cause signal leakage or is in violation of government regulations. Furthermore, you cannot attach devices or equipment to the wiring which results in degradation of your signal quality or that of your neighbors.

If you have us remove, rearrange or maintain the wiring inside your home, you will be charged on a per-visit basis. In addition, we are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as TVs, VCRs, home antennas, etc., which may be connected to the inside wiring of your home. However, we are responsible for any problems that you may have with equipment you have leased from us, other than problems caused by tampering, neglect or abuse.

You also have the option to remove, repair, rearrange or maintain the inside wiring yourself or to hire a qualified

third-party contractor to do the work for you. It is extremely important that these materials be properly installed in order to avoid signal leakage and to maintain signal quality that is in compliance with FCC technical regulations. If you decide to install, replace or repair your own wiring or hire a third-party contractor, we will be more than happy to furnish at cost the necessary wiring and connectors that will meet required technical standards. We will also provide you with a list of the technical specifications for the equipment should you decide to purchase it elsewhere. Please note, however, that in the event of improper installation by anyone other than a Massillon Cable TV/Clear Picture employee or if the use of improper materials causes a signal degradation and/or signal leak, you may be held responsible for the cost of rectifying the problem. We may also be required under federal law to terminate your cable service until the problem is resolved.

ACCEPTABLE USE

We set reasonable limits on the amount of data that can be transferred to and from a residential or commercial modem and the amount of domestic long-distance call time used by a residential or commercial user each month. These limits are established to ensure that a small number of users do not cause congestion for the entire network or increase costs for all users. The goal is to ensure that all users have reasonable access at all times. We only meter usage, not content.

The current limits are:

Economy Internet – 20 GB/mo.

Mega Internet – 50 GB/mo.

High Velocity – 100 GB/mo.

Local Plus Long Distance Residential Phone – 3,000 min./mo.

At this time, there is a \$.025 per minute charge for minutes of phone usage over the limit. A \$1.00 per GB charge for every GB of Internet usage over the limit may be charged. We will inform users when they exceed these reasonable limits.

OFFICE LOCATION AND HOURS

Massillon Cable TV's office is located at 814 Cable Court NW, Massillon (just west of the Cherry Road viaduct). Clear Picture's office is located at 444 W. Milltown Road, Wooster. The lobbies are open from 8AM to 6PM Monday – Friday; 9AM to 12PM Saturday (except holidays). The Phone Center is open 8AM to 12AM Monday – Friday; 9AM to 12AM Saturday; 12PM to 9PM Sunday (except holidays).

**FOR SERVICE OR INFORMATION CALL: 330-833-4134/
330-345-8114**

EMERGENCY SERVICE

Emergency service technicians are available from 8AM to midnight every day of the year. They correct problems with your existing services or equipment provided by Massillon Cable TV/Clear Picture. Emergency technicians should not be asked to add or delete service, rearrange wiring, or add new equipment. Requests of this nature should be made through the business office.

maintenance and repair of all wire and equipment located outside your home. This includes trunk and distribution cable, taps, home service drops, and ground blocks. Massillon Cable TV/Clear Picture is also responsible for the maintenance and repair of equipment we provide to you.

You are responsible for all other wiring and equipment inside your home. This includes (but is not limited to) wire, connectors, splitters, TVs, VCRs, video games, and any other active or passive home electronic equipment connected to the Cable system.

If you believe the problem is outside your home, call a Massillon Cable TV/Clear Picture technician. The technician will check the signal level at the point where the service enters your home. If the signal level is adequate, they will check the operation of the converter (if we supplied one).

During office hours, your call will be answered by office personnel. After hours, your call will be recorded. Technicians check the recording regularly and will return your call. Please leave the following information:

- NAME - ADDRESS - PHONE NUMBER

We can't return your call unless you leave your phone number.

Massillon Cable TV/Clear Picture attempts to complete all service maintenance calls on the day they are received (unless otherwise requested). If you are not home when our technician returns your call, we will try again later. In some cases, this may be the next morning. If you are not home when we arrive at your home, we will leave a card asking you to call the office and schedule another service call.

REPAIR CHARGES

You will not be charged for repairs if the trouble is outside your home. A typical emergency service call to repair inside wiring will result in a \$20.00 charge plus the cost of any materials required to complete the repairs.

INSTALLATIONS

Massillon Cable TV/Clear Picture has a variety of installation appointment options including morning, afternoon, and Saturday availability. We will also schedule specific times and call ahead upon request. We strive to complete all standard installations (up to 125 feet from existing plant) within 7 working days, unless you request otherwise. Our installers work overtime to complete all installations on the date scheduled. If our installer is running late, we will call you. You may reschedule at that time if it is more convenient for you.

Someone who is over 18 years of age with a photo ID must be present during installation. If an apartment manager provides access at your request, the manager must remain on the premises during the installation. If someone other than the account holder is present for the installation, that person must also be authorized to accept responsibility for the account on behalf of the account holder.

If you are not at home when our installer arrives, we will leave a card. We will try to return to your home later in the day (when possible). However, if we are unable to return, please follow the instructions on the card and call the office to reschedule your installation.

Payment for installation work, security deposit (if applicable), and monthly service charges must be paid in advance or at the time of installation. Positive identification may also be required.

If you are not the owner of the premises, you must obtain the consent of the owner for the requested services. You shall indemnify and hold Massillon Cable TV/Clear Picture harmless from and against any claims of the owner of the premises arising from the installation.

IN-HOME WIRING

Massillon Cable TV/Clear Picture service personnel are qualified to install any type of service desired. We use high quality wire, connectors and equipment. However, you are allowed to install in-home wiring. You are also responsible for installing and maintaining wiring properly. Massillon Cable TV/Clear Picture will provide a signal to your home that meets FCC requirements for strength and quality. This level is adequate to operate multiple devices throughout an average home. Once the signal enters the home, it is your responsibility to ensure quality. In-home amplification may be necessary depending upon the number and type of devices attached, type of wire and connectors, and quality of components used. In-home amplification equipment is your responsibility.

EQUIPMENT

Massillon Cable TV/Clear Picture provides modems, converters and remote control units to subscribers who request them. All equipment remains the property of Massillon Cable TV/Clear Picture and should not be removed from your home without first notifying our office. Massillon Cable TV/Clear Picture is responsible for maintaining the equipment. We will replace them if defective. See Monthly Service Charges.

Massillon Cable TV/Clear Picture reserves the right to repossess equipment if service is disconnected for any reason.

You have certain responsibilities if any equipment is installed in your home. You must:

- Keep it free from theft or damage due to tampering, abuse or negligence. (Please keep it clean.)
- Surrender it if your service is disconnected.
- Contact Massillon Cable TV/Clear Picture in advance of any move so we can get it.

REMEMBER: You will be charged for all damages due to theft, tampering, abuse, or negligence. Failure to return equipment, including remote control units and power cords, will result in a charge to your account.

All use of your account (including any equipment), whether or not authorized by you, shall be deemed your use.

Residential Installation Fees and Office Charges

Effective 02/01/2011 (subject to change)

Basic Installation (unwired home)	\$35.00
High-Speed Internet Standard Installation	\$35.00
Home Phone Installation	\$35.00

Multi-service single trip installation discounts available. Call for details.

MONTHLY SERVICE CHARGES

Effective 2/1/2012 (subject to change)

Please call the office at 330-833-4134/330-345-8114 or visit our website at www.massilloncabletv.com or www.cpiwooster.com to learn more about our packages and special offers. A la Carte pricing below does not reflect discounts when bundling multiple services together. Please call or go online for more information about bundling.

À la Carte Pricing

Discounts apply to multiple services and packages

Lifeline Service	\$23.85
Basic Cable	\$61.25
Economy Modem	\$25.00
Mega Modem	\$40.00
High Velocity	\$59.95
Basic Plus	\$10.50
Home Phone	\$47.95
HD Essentials	\$5.95
DVR	\$11.00
"Mini-Max" Digital Converter	\$2.00
Standard Definition Digital Converter	\$2.50
High Definition Digital Converter	\$4 - \$7
Digital Converters include Universal Remote CableCARD™	\$2.00

ACCOUNT AND SERVICE INFORMATION

If you want information about your account or services, please call during regular office hours. When calling about your account, please refer to the account number on your statement whenever possible. Our service technicians cannot answer billing questions.

BILLING

Massillon Cable TV/Clear Picture has six methods of billing: CheckFree, automatic credit card, electronic, monthly, semi-annual, and annual.

CheckFree is an automatic payment plan through your bank, S&L, or credit union. Your payment is automatically withdrawn from your checking account. CheckFree is the easiest, most convenient way to pay for your Cable TV service. CheckFree saves you time and money. You simply authorize your bank, S&L, or credit union to pay the bill for you each month. Your bank account statement will verify that your bill has been paid.

Automatic credit card payment is similar to CheckFree. Your monthly service charges are placed on a credit card of your choice.

Please call the office to select either CheckFree or automatic credit card payment methods.

Monthly statements are sent to subscribers with a positive balance due. Monthly statements are due on or before the first of each month. A 30-day grace period is extended to subscribers with a current balance only. Also available to Massillon Cable TV/Clear Picture customers is a statement website where you can pay your bill, view past statements, monitor Internet Bandwidth or track Home Phone minutes. For more information, please visit

<http://yourstatement.massilloncabletv.com> or
<http://yourstatement.cpiwooster.com>.

Semi-annual and annual statements are also available. A 2% or 5% discount is available for these accounts.

CREDIT FOR LOSS OF SERVICE

Upon a report by a subscriber of a service interruption, we will credit the subscriber's account pursuant to ORC Section 1332.26.

PAYMENT LOCATIONS

BY MAIL (DO NOT MAIL CASH)

Mail payments to:

Massillon Cable TV – P.O. Box 1000, Massillon, OH 44648-1000
814 Cable Court NW, Massillon, OH 44647

Clear Picture, Inc. – P.O. Box 917, Wooster, OH 44691-0917
444 W. Milltown Rd., Wooster, OH 44691

Payments are posted on the day received. Massillon Cable TV/Clear Picture cannot be responsible for delays due to slow mail delivery.

IN PERSON

Pay in person at the following locations:

Massillon Cable TV/Clear Picture Office

Massillon Cable TV Service Area:

- All Occasions, Wales Shopping Plaza
- Baltzly's Drugs, Mayflower Plaza
- Heritage Square Pharmacy, Canal Fulton
- Coach House Floral, Canal Fulton
- Discount Drug Mart, 4730 Hills & Dales NW

Clear Picture Service Area:

- Apple Creek Bank
- Discount Drug Mart, Wooster
- Premier Bank & Trust
- Wayne Savings Community Bank

Allow five working days for payments made at these locations (except our office) to be posted to your account.

Always use your statement when making payments in person or by mail. This ensures accurate posting. Make all checks payable to Massillon Cable TV or Clear Picture.

REFUNDS

We will pro-rate your last month's rent for any service if we are notified in advance. Refunds to active subscribers are credited to the account. Refunds to inactive subscribers are mailed or given in cash at the office. Refund checks are prepared every month.

CREDIT POLICY AND DEPOSITS

It is the policy of Massillon Cable TV/Clear Picture to approve all requests for service, regardless of payment experience or past history. The credit manager will attempt to identify risk factors for every potential subscriber. The credit manager will approve levels of service and set deposit requirements when risk is identified. We will seek to build relationships with subscribers to reduce or eliminate credit restrictions. We recognize that anyone can fall on hard times and therefore make every attempt to approve all service requests, regardless of payment history. We may verify your credit standing with credit reporting agencies in accordance with applicable laws and require a deposit based on your credit standing.

NON-PAYMENT POLICY

If any portion of your account is more than 45 days past due, your service may be disconnected at any time without further notice. While service may be disconnected without further notice, we make a concerted effort to avoid it.

We alert subscribers when their account becomes past due.

- If you have High-Speed Internet service, your web browsing will be interrupted with messages informing you that you need to make a payment.
- If you do not have High-Speed Internet service, you will receive an automated courtesy call to the phone number we have on record.

Please be certain we have your correct phone number. At this point, all Past Due amounts must be paid to avoid further action. Payment can be made at this time with no penalty.

If payment is not received after these alerts, we disable some services remotely.

- If you have High-Speed Internet service, your web browsing will be disabled.
- If you do not have High-Speed Internet service, Motorola converters will be disabled.

After service has been disabled, the entire Balance Due (Past Due amounts plus the current month) and a \$15.00 Reconnection Fee must be paid before service will be restored.

If payment is not received promptly, a technician will be sent to the home. Technicians attempt to collect the amount due before disconnecting the service outside the home. All service will be disconnected if the technician does not collect the full Balance Due (Past Due amounts plus the current month) and a \$15.00 Collection Fee.

After service has been disconnected, the subscriber must call the office and arrange to have the service reconnected. Service will be reconnected only after the full Balance Due (Past Due amounts plus the current month) and a Reconnection Fee are both received.

COMMENTS, COMPLAINTS AND SUGGESTIONS

We have people on staff who can help you with just about any question or problem you may have. If we don't know the answer, we will find it. We also welcome your comments and suggestions about how we can improve our service or help you with some particular problem.

You can contact us:

Massillon Cable TV

- By phone – 330-833-4134
- By mail – P.O. Box 1000, Massillon, OH 44648-1000
- By Internet – www.massilloncabletv.com
- In person – 814 Cable Court NW, Massillon

Clear Picture

- By phone – 330-345-8114
- By mail – P.O. Box 917, Wooster, OH 44691-0917
- By Internet – www.cpiwooster.com
- In person – 444 Milltown Rd., Wooster

After-hours visits are available by appointment.

Massillon Cable TV Local Government Offices

Community	Address	Phone	FCC ID No.
Baughman Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH7826
Bethlehem Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH1892
Brewster	Village Hall, Brewster 44613	330-767-4214	OH0412
Canal Fulton	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH0618
Green	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2421
Jackson Twp.	5735 Wales NW, Massillon 44646	330-832-7416	OH0263
Lawrence Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH0619
Salt Creek Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	
FCC Cable Bureau	1919 Main St, Washington, DC 20554	888-225-5322	
Massillon	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH0076
Navarre	27 W. Canal, Navarre 44662	330-879-5508	OH0367
Perry Twp.	3111 Hilton NW, Massillon 44646	330-833-2141	OH0262
Sugar Creek Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH1893
Sugar Creek Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2522
Tuscarawas Twp.	956 Manchester SW, N. Lawrence 44666	330-832-4337	OH0264
Paint Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	
New Franklin	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	

Clear Picture Local Government Offices

Community	Address	Phone	FCC ID No.
Apple Creek	3400 S. Apple Creek Rd, Apple Creek 44606	330-698-5462	OH0300
Canaan Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2107
Chester Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2110
Clinton Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	
East Union Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH1075
Franklin Twp.	Township House, Moreland Rd, Wooster 44691	330-263-6104	OH1890
Green Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH1891
Paint Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	
Congress Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	
FCC Cable Bureau	1919 M Street, Washington, DC 20554	888-225-5322	
Plain Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2106
Salt Creek Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2422
Smithville	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH0985
Sugar Creek Twp	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	OH2109
Wayne Twp.	7930 Cherry Run Rd., Sugarcreek 44681	330-852-7004	OH0587
Wooster	538 N. Market St, Wooster 44691	330-263-5200	OH0026
Wooster Twp.	1911 Millersburg Rd., Wooster 44691	330-264-9786	OH0588
Mt. Eaton	15958 East Main St., Mt. Eaton 44659	330-359-5452	
Perry Twp.	OH Comm. Dept. www.com.ohio.gov/admin/vsa	800-686-7826	

Information found within this pamphlet is current as of 01/2012 and is subject to change. Please visit us online for the most recent version at www.massilloncabletv.com or www.cpiwooster.com.



Massillon Cable TV, Inc.

One Connection. A World of Possibilities.



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