

# NCTC Cable

## Annual Customer Notice

**Products and Services Offered** – NCTC Cable offers a variety of cable options, including a limited Basic Service Tier that includes many of the local television broadcast stations in your area. The Basic Tier includes additional cable programming services. A Digital Basic Tier includes additional channels and includes access to an on-screen cable guide. Premium movie channels are also available. As a prerequisite to receiving digital and premium services offered by NCTC, cable customers are required to subscribe to NCTC's Basic Service. Digital set top boxes may be required to access certain digital and premium movie services. More information is available at [www.nctc.net](http://www.nctc.net) or call us at 1-888-873-6282 for more information about products and services in available in your area.

**Pricing, Channels and Programming Options** – A complete listing of our channel lineup and pricing for NCTC Cable service areas can be found at [www.nctc.net](http://www.nctc.net) or you may call us at 1-888-873-6282 to obtain a printed copy.

**Changes in Service or Prices** – If any changes in services offered or pricing are planned, customers will be provided notice not less than 30 days in advance of the change. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice, in a separate mailing or some other written form. The information will also be posted on NCTC's website at [www.nctc.net](http://www.nctc.net).

**Installation and Service Maintenance Policies** – Someone over 18 years of age must be home during any installation or repair of your cable television service. NCTC will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

**Access to Customer Premises** – By ordering service, you agree to allow employees of NCTC Cable access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and upon termination of service to remove the equipment. In some cases you will be requested to return the equipment to the nearest NCTC Business Office. Failure by NCTC Cable to remove equipment does not deem it abandoned.

**How to Use Your Cable Services** – Customers may call NCTC Cable at 1-888-873-6282 to receive information regarding how to use your cable service.

**Billing; Miscellaneous Fees** – Your monthly NCTC Cable bill provides the charges, due date, payments and credits for your account, and may also contain special customer messages. Additional information for your area regarding your bill may be found at [www.nctc.net](http://www.nctc.net) or you may call us at 1-888-873-6282. A late fee is added to any bill amount unpaid after the due date. If your payment is returned non-sufficient funds, you may be charged a fee for handling.

**Complaint Procedures** – Customers can direct billing or service complaints to NCTC at 1-888-873-6282. If you believe NCTC has not properly resolved your issue, you may contact your local franchise authority. (Listed below)

**Delinquent Accounts** – If your service is disconnected for nonpayment, we require full payment of the balance and a reconnect fee.

**Disconnect Policy** - A request to disconnect cable service can be made at any time. Billing for service will stop on the day you request the service to be discontinued, subject to billing for applicable fees and outstanding balances on video and/or other services. Nonpayment of any portion of your bill may result in interruption or disconnection of all NCTC provided services. Equipment provided to you must be returned upon disconnecting or appropriate charges will be assessed.

**Theft of Cable Service** – Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

**Television Picture Quality** – If you experience problems with the quality of television signals you receive, you should call us at 1-888-873-6282. One of our Customer Service Representatives can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come to your home. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem.

**Television Equipment Compatibility** - Most modern television sets are cable compatible (or "cable ready") and can receive television signals carried on the cable system if those signals have not been encrypted to secure the signals.

**Remote Controls** – NCTC Cable includes a remote control unit with its digital set-top box. These remote controls may be capable of controlling the basic features of your television so it is important to make sure that the set top box is selected on your remote control or the service may not operate properly. If you have specific questions, we encourage you to contact our Business Office at 1-888-873-6282.

**Parental Control** – NCTC Cable understands that there may be certain television programs available that some customers find unsuitable for members of their household. NCTC Cable service does not provide a parental control feature. Many televisions have settings pertaining to parental control.

**Privacy** – NCTC Cable maintains records containing your name, address and telephone number, and information concerning service packages, equipment service complaints and repairs. This information is used to provide the services ordered and for billing, tax accounting, marketing and research functions.

NCTC Cable will not disclose personally identifiable information to any third party without the subscriber's prior consent, except where disclosure is necessary to provide service or to conduct business. This information may be provided to outside contractors and engineers to perform installation, maintenance or repair functions; to program suppliers for audit purposes; and to distributors to provide program guides. Additionally, law enforcement authorities may obtain personally identifiable information from our records upon a court order.

Personally identifiable information about you will be retained as long as you remain a NCTC Cable subscriber. Thereafter, we will retain such information only for as long as it is necessary to complete billing and accounting functions and as otherwise required by law. No information will be disclosed to third parties following a subscriber cancellation. You have the right to examine all personally identifiable information NCTC Cable maintains. You may do so in person at 22 LaBarre St in Gibbon, NE during normal business hours.

Cable subscribers, whose privacy is violated, may file a suit in U.S. District Court, which may award actual damages, punitive damages, reasonable attorneys' fees and other reasonable litigation costs.

#### **Filing a complaint with the FCC –**

File a complaint online at <https://consumercomplaints.fcc.gov>

By phone: 1-888-225-5322 or TTY 1-888-835-5322

By mail (include your name, address, contact information and details of your complaint)

Federal Communications Commission

Consumer and Governmental Affairs Bureau

Consumer Inquiries and Complaints Division

445 12th St, S.W.

Washington, DC 20554

#### **Franchise Authorities**

Village of Arcadia  
110 West Bridge Street  
Arcadia, NE 68815  
Phone: (308) 789-6552

Village of Elba  
701 12<sup>th</sup> St  
Elba, NE 68835  
308-863-2185

Village of Ansley  
522 Division St  
Ansley, NE 68814  
308-935-1467

Village of Mason City  
463 Main St  
Mason City, NE 68855  
308-732-3311

Village of Ashton  
320 Center Ave  
Ashton, NE 68817  
308-738-2369

Village of North Loup  
112 S B St  
North Loup, NE 68859  
308-496-4362

Village of Boelus  
622 Delaware St  
Boelus, NE 68820  
308-996-4425

City of Sargent  
106 N 2<sup>nd</sup> St  
Sargent, NE 68874  
308-527-4200

City of Burwell  
404 Grand Ave  
Burwell, NE 68823  
308-346-4509

Village of Scotia  
504 Scotia Ave  
Scotia, NE 68875  
308-245-4161

Village of Dannebrog  
104 S Mill St  
Dannebrog, NE 68831  
308-226-2422

Village of Taylor  
407 Third St  
Taylor, NE 68819  
308-942-6136