

CUSTOMER COMPLAINT PROCEDURES

If you have a complaint regarding your cable television service or your bill, please call us at our toll free number 1 800 392 2662. You can also visit the business office at the address listed on your statement. Alternatively, if you wish to put your comments in writing, your letter should be addressed to CommuniComm at the address listed on your monthly bill. We will promptly try to resolve your complaint. If we are unable to resolve your complaint, we will notify you that we are unable to do so and explain the reason why. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill or call our toll free number 1 800 392 2662 for the name and address of your local franchising authority contact designated to receive consumer complaints.

SERVICE PROBLEMS

If you experience a problem with sound or picture quality with your cable television service, you should first review your television and/or DVR/VCR owner's manual for proper adjustment. If the problem does not clear up, you should call us at our toll free number 1 800 392 2662 and describe the problem to a customer service representative. In order to correct the problem, we may need access to your premises. If required, an in-home service call will be scheduled at a time convenient to you. We will make all reasonable efforts to resolve any complaints you have regarding the quality of our signals promptly and efficiently. If our technician is unable to correct the problem to your satisfaction, we will at your request schedule a second service appointment. If we remain unable to correct the problem you will be notified of this fact and the reason why. By accepting service, you agree that CommuniComm is not responsible for the operation, maintenance, service or repair of Customer's television, computer, radio or any other consumer electronics which may be connected to the Service(s). If you are dissatisfied with our resolution of your service problem, you may contact the local franchising authority to discuss the problem with your service. Please refer to your monthly cable statement or call us at our toll free number 1 800 392 2662 for the name and address of your local franchising authority.

EQUIPMENT

In the event your service is terminated, billing for service will stop on the day the service is physically disconnected and any CommuniComm equipment is returned. The converter, remote control and any other equipment provided by us should be returned to our local business office. You will continue to be billed for the service and equipment until it is returned. If you have lost or are otherwise unable to return the equipment you will be billed for the equipment.

SERVICES AND OTHER INFORMATION

In addition to our Broadcast Basic and Classic Cable service tiers, we also offer optional video and audio programming services, including individual premium services (such as Home Box Office (HBO), Cinemax, and Starz). We also offer access to pay-per-view (PPV) services which deliver individual movies, sporting events and special events. We also offer

Digital Service packages and Tiers, HD service, DVR service and High Speed Internet Service and Digital Phone service in selected service areas for an additional monthly charge. Pursuant to federal law, cable customers must subscribe to Basic Service in order to subscribe to the various tiers including premium services and pay-per-view. For some optional services you must have a compatible addressable set-top box or a cable modem or emta. CommuniComm offers customers the ability to rent equipment such as set-top boxes, and/or cable modems. Please call us at the customer service number listed on your statement to talk to one of our customer service representatives about our products and services, or go to our website, www.communicomm.com to see the latest information on our services in your area.

INSTALLATION and SERVICE CHANGES

Request for connection may be made at the local CommuniComm office, by mail or telephone. Customers will be advised of installation and applicable prepayment amounts due at time of installation. Customers may be subject to credit screening in accordance with applicable law and may be asked to submit a deposit to receive service. The account holder or his/her designee (designee must be over 18 years of age) must be home during any installation or repair of your cable television service. You may obtain additional information about our current services; fees and pricing by calling our toll free number 1 800 392 2662,

By ordering service, CommuniComm employees or their agents are implicitly granted 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. Failure by CommuniComm to remove equipment does not deem it abandoned.

By accepting service, you also are deemed to grant CommuniComm any easement or rights of way needed to render Services to your property. If Communicomm is unable to gain reasonable access to your property, CommuniComm reserves the right to discontinue service.

Subject to applicable law, after notice to you of a re-tiering of CommuniComm services or rate changes, you may obtain changes in Service at no additional charge. If you initiate a change in the services you receive, you may be subject to the applicable installation or change of service charge. Please refer to the service rate information we have supplied to you for details. You may obtain additional information about our current services, fees and prices by calling us during normal business hours at the number listed on your statement.

HOW TO USE YOUR CABLE SERVICES

Customers may visit us at www.communicomm.com or call us at the telephone number listed on your statement for more information regarding how to use your cable service.

BILLING

Your monthly cable bill provides the charges, due date, payments and credits for your account and may also contain special customer messages. If there is a billing problem, please

call our office within 30-days of your statement to ensure your bill does not become past due and subject to disconnection. A late fee is added to any bill amount unpaid by your next billing cycle. If your payment is made with a non-sufficient fund check, bankcard (debit or credit) or other electronic transfer transaction that is refused, we reserve the right to electronically debit your account for the amount of the attempted payment and you may be charged a fee for handling.

IDENTIFICATION

Our employees and designated contractors are required to carry a photo-identification card while working. Feel free to ask for identification from anyone who claims to be our employee or representative.

MOVING

Before you move, please call the customer service number listed on your statement. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home if your new home is in our service area.

PREVIEWS

During the course of the year, we may offer a "Free Preview" of a premium channel. If you find any of the programming objectionable, you may call us, and we will block out the Free Preview channel.

PARENTAL CONTROL

If you see images or hear sound from scrambled premium or adult channels that you do not subscribe to, or wish to view, you may contact CommuniComm at the number on your statement for information on the necessary equipment to block the channel(s).

EQUIPMENT COMPATIBILITY

TELEVISIONS AND VCR COMPATIBILITY

Most modern television sets, digital video recorders (DVR) and video cassette recorders (VCR) are cable compatible (or "cable ready") and when connected directly to the cable service can receive the analog television signals and non-premium channels (such as Home Box Office (HBO), Cinemax, and Starz) if those signals have not been scrambled to secure the signal.

Except for new television sets equipped to use the CableCARD technology, described later in this notice, television sets will not receive the digital or high-definition television ("HDTV") signals carried on CommuniComm's cable system without a set-top box provided by CommuniComm. A set-top box may also be required if the television set is not cable ready and cannot receive the large number of channels available on the cable system.

Older televisions and VCRs are more likely to be non-cable ready, which means they generally receive only some numbered channels (usually channels 2-13). Even if you have an older television or VCR that was advertised as being "cable

ready" or "cable compatible," the equipment may not perform as you expected when connected directly to our cable system. This is because there previously were no standards applicable to television set manufactures governing the reception of cable channels. According to new federal regulations, televisions and VCRs sold in the United States as of July 1997 cannot be called "cable ready" or "cable compatible" unless they comply with the new technical requirements adopted by the FCC, including the ability to properly tune cable channels. Existing equipment may meet some but not all of these standards and connecting our cable service directly to such equipment may cause signal degradation or interference. If you are not sure whether your television or VCR is "cable ready", you should review the equipment manual and instructions, or contact the manufacturer. If your equipment is not fully cable ready, you can still receive all standard cable channels offering non-scrambled or non-encrypted programming by renting or purchasing a single set-top converter without descrambling or decryption capabilities. For a low monthly fee, we rent set-top converters to our customers that will be compatible with the services you purchase from us. You may also purchase set-top converters at retail outlets.

AMPLIFICATION EQUIPMENT

CommuniComm is required by federal regulation to deliver a minimum signal to each television set. CommuniComm's network is designed to provide the required signal for up to four home devices. If more than four devices are connected to the home network, a signal amplification device may be required and will be sold or leased to the customer. CommuniComm will install the amplification device.

COMPATIBILITY OF SET-TOP CONVERTERS AND CABLECARDS

Many subscribers currently rent or own set-top converters to receive our cable services. Because a set-top converter functions as the channel tuner on your television, DVR or VCR, it may prevent you from using some of the special features and functions of your television, DVR or VCR. For example, you may not be able to view one program while recording another, record two or more consecutive programs that appear on different channels, use advanced picture generation and display features such as "picture in picture," channel review or use other features that necessitate channel selection by the consumer device. Please call us for technical assistance with questions about the type of special equipment needed to resolve individual compatibility issues.

If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or digital services, you should make sure that any set-top converter, or navigation device or digital-cable-ready television (which can receive digital cable services using a device that we must provide called a CableCARD in place of a converter) that you purchase from a retail outlet is compatible with our system. Due to device limitations, digital cable-ready retail devices using CableCARD technology only receive what is known as "one-way" cable services. Such devices cannot receive "two-way" or interactive cable services, such as the enhanced program guide, video-on-demand, or on-screen ordering of pay-per-view. Please

contact us to inquire about the availability of CableCards in your area. Customers with a TiVo digital cable-ready DVR can access digital video services by obtaining a "tuning adapter" device from CommuniComm. Customers with the TiVo DVR or other digital cable-ready devices will need a digital set-top box from CommuniComm to access two-way cable services. Devices capable of supporting "two-way" services (called Tru2way TVs) are available in limited distribution and CommuniComm is committed to supporting that technology as it becomes available. Upon your request, we will provide you with the necessary technical parameters necessary for any set-top converter rented or acquired from retail outlets to operate with our cable system. If you see advertisements for set-top converters that have descramblers in them, you should understand that these devices may be illegal to use. Because of the need to protect our scrambled services, we will not authorize the use of any converter/descrambler that does not conform to all required signal security specifications. People who use illegal converters/descramblers may be subject to prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to a cable operator in order to receive, intercept, or assist in receiving or intercepting any communications service offered over a cable system. People who take such actions may be subject to fines and/or imprisonment.

REMOTE CONTROL UNITS

We provide subscribers with set-top converters with compatible remote control units. Although we currently provide these remote control units at no charge, subscribers may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Excalibur 201CS, Kameleon URC-9960, Logitech Harmony 676, Logitech Harmony 659, One For All URC-4330, Philips PH301S, Phillips PHDVD5, RCA RCU300-TMS, RCA RCU310, Sony RM-V302, Sony RMV502 and Zenith ZEN760. Please note that this list of current universal remote control units may become obsolete with technological changes. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact CommuniComm.

NOTICE OF AVAILABILITY OF CONVERTERS FOR ADDITIONAL OUTLET

Subscribers who install their own additional receiver connections may not be able to receive all broadcast stations carried on the cable system without additional equipment. For those television sets that are not truly compatible with the cable system, television broadcast stations located above Channel 13 may not be receivable without additional equipment.

The equipment necessary to receive all broadcast stations carried on CommuniComm is available for lease from CommuniComm and may be available from retail stores in your area. Instructions for installation of this equipment are also available upon request. Please contact CommuniComm for complete details.

2011 Annual Notice Policies and Procedures

COMMUNICOMM[®]
Bringing it home to you.

CommuniComm Services ("CommuniComm") is required by federal cable television law to provide you with an annual notice of our products and services and associated conditions for service. If you have any question about this notice or about CommuniComm's cable and non-cable services or policies, please contact us at the local office information provided on your statement.

This notice provides important information regarding your cable television service.

We may change this information in the future. We will send you a written, electronic or other appropriate notice informing you of any changes and the effective date. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive our service after the effective date of the change, we will consider this your acceptance of the change.

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1 800 392 2662 to talk to one of our customer service representatives for further information.

EFFECTIVE DECEMBER 2011

1-800-392-2662