

Exhibit A. Customer Service Standards

- A.1 Customer Service standards. Grantee shall at all time comply with the more stringent of the provisions of the customer service and consumer protection provisions of the cable ordinance, this Franchise Agreement, and those from time to time adopted by the FCC and NCTA. This requirement is in addition to the specific provisions of subsequent sections of Exhibit A.
- A.2 Undergrounding. For new installations, excluding locations where all utilities are underground, if a subscriber requests underground, if a subscriber requests underground Cable Service, Grantee may in addition to the installation charge, which would otherwise apply, charge the subscriber the differential between the cost of aerial and underground installation of the drop to the Subscriber. This provision shall not apply where undergrounding is required by ordinance or policy for all utilities.
- A.3 Lockout Device. Grantee without additional charge beyond that for a set top converter shall make available for pick up, by all subscribers, advice by which the subscribers can prohibit the viewing of a particular cable service during periods selected by the subscriber.
- A.4 Blocking. Upon request by a subscriber, and within a reasonable period of time, and in no event longer than thirty (30) days, Grantee shall entirely block such subscriber from receiving both the audio portion of any channel with predominately adult oriented programming such as by (a) scrambling both the audio and visual portions of the signal or (b) (if scrambling is insufficient to totally prevent reception or as requested by a subscriber) with devices such as a notch filter which prevent the frequencies containing a specific channel or channels from being transmitted into the subscriber's premises.
- A.5 Notification.
 - A5.2. Products and services offered.
 - A.5.3. Prices (rates) and options for Cable Services and conditions of subscription to Cable Service. Prices shall include those for programming, equipment rental, program guides, installation, disconnection, late fees and optional services, fees, and charges charged by Grantee.
 - A.5.4 Installation and service maintenance policies.
 - A.5.5 Instructions on how to use Cable Services, including procedures and options for pay per view and premium channels.
 - A.5.6 Channel positions of programming carried on the Cable System.

- A.5.7 Billing and complaint procedures, including the address and phone number of the person or position at Franchising Authority responsible for cable matters.
- A.5.8. The Grantee's address and phone number for the subscriber to initially contact Grantee with complaints and questions.
- A.5.9. Applicable privacy requirements as set forth in this Franchise Agreement, the Cable Ordinance, or otherwise provided for by the law.
- A.6 Notice of Changes: Subscribers and Franchising Authority shall be notified of any increases in rates , or changes in Cable Services or channel positions as soon as possible through announcements on the Cable System or in writing. Notice must be given to subscribers and the Franchising Authority a minimum of thirty (30) days in advance of such changes if the change is within the control of Grantee and as soon as possible if not within the control of Grantee. In addition, Grantee shall notify subscribers and Franchising Authority thirty (30) days in advance of any significant changes in the other information required by the preceding Section.
- A.7 Program Guide: Upon request, Grantee shall provide subscribers with a periodic (e.g.- monthly) written or electronic program guide listing the specific programs available, their times and (when applicable) ratings. Grantee may charge a fee for this service.
- A.8 Converters: Grantee shall make available for rental by subscribers the converter equipment necessary for subscribers (such as those with "non-cable ready" television sets) to receive the services offered by Grantee.
- A.9 Telephone Service Standards.
 - A.9.1 Grantee shall have a local or toll-free number available for use by subscribers toll-free twenty-four (24) hours per day, seven (7) day per week.
 - A.9.2 Grantee's numbers shall be listed, in the directory published by the local telephone company or companies.
 - A.9.3 Grantee shall have trained Company representatives available to respond to Subscriber telephone inquiries during Normal Business Hours.

After Normal Business Hours, the telephone access line may be answered by a service or an automated response system, including an answering machine. Calls received after Normal Business Hours must be responded to by a representative on the next business day.
 - A.9.4 Under Normal Operating Conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds from when the connection is made. If

the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety percent (90%) of the time under Normal Operating Conditions, measured on a quarterly basis.

- A.9.5 Under Normal Operating Conditions, no more than three percent (3%) of subscriber's calls measured on a quarterly basis shall be abandoned.
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- A.10 Office/Home Delivery-Pick up.
 - A.10.1 Grantee shall maintain a "virtual office" consisting of a toll-free telephone number which all subscribers in County can access twenty-four (24) hours per day, seven (7) days per week to register complaints or ask questions concerning Cable Service, billing matters or the Cable System.
 - A.10.2 Box Return Policy. In the event that Grantee is unable to schedule a home service call at a mutually agreeable time with a customer for the purposes of returning Grantee owned equipment, which is required to be returned, and a local office is not within a 30 mile radius of the center of the franchise area, then Grantee shall either; 1) make arrangements to meet the customer at their place of business or 2) provide the customer with a self addressed, prepaid courier box, insured at the appropriate level, which the customer can use to return Grantee owned equipment.
- A.11 Installations/Service Calls. The following shall apply to subscribers (current or new) requesting installations or service.
- A.12 Installation Standards. Under Normal Operating Conditions, Installations located up to one hundred fifty (150) aerial feet from the existing distribution Cable System shall be performed within seven (7) business days after an order has been placed no less than ninety-five (95%) of the time, measured on a quarterly basis. The preceding requirement shall not apply to commercial subscribers, installations requiring an underground drop, multiple dwellings served by a single drop, or inside "wall fish" installations.
 - A.12.1 Service calls and installation appointments shall be consistent with applicable FCC rule and regulations and NCTA customer service standards.
 - A.12.2 Grantee shall not cancel an appointment with a subscriber after 5:00 PM on the business day prior to the scheduled appointment.
 - A.12.3 If Grantee's technician is running late or an appointment with a subscriber and will not be able

to keep the appointment as scheduled, the subscriber shall promptly be contacted. The appointment shall be rescheduled, as necessary, at a time which is convenient for the subscriber.

- A.12.4 In the event access to the subscriber's premises is not made available to Grantee's technician when the technician arrives during the established appointment window, the technician shall leave written notification stating the time of arrival and requesting that Grantee be contacted again to establish a new appointment window.
- A.12.5 Notwithstanding the foregoing, if Grantee's technician or service representative telephones the subscriber during or prior to the appointment window and is advised that the technician will not be given access to the subscriber's premises during the appointment window, that the technician shall not be obliged to travel to the subscriber's premises or to leave the written notification referred to above, and the burden shall again be upon the subscriber (or adult representatives of the subscriber) to contact grantee to arrange for a new appointment.
- A.12.6 Except as otherwise provided above, Grantee shall be deemed to have responded to service or installation request under the provisions of this section when a technician begins work on the request or is advised by telephone no access will be given.
- A.12.7 Under normal Operating Conditions, Grantee shall meet the standards of Section A.9.4 through A.9.A no less than ninety-five percent (95%) of the time measured on a quarterly basis.
- A. 13. Service interruptions.
- A.13.1 Under Normal Operating Conditions, Grantees shall meet the standard of Section A.11 and A.12.1 no less than ninety-five percent (95%) of the time measured on a quarterly basis.
- A.13.2 Excluding conditions beyond Grantee's control, Grantee shall begin working on a service Interruption promptly and in no event later than twenty-four (24) hours after the interruption becomes known to Grantee.
- A.13.3 "Service Interruption" means the loss of picture or sound on one or more cable channels, affecting one or more subscribers.
- A.13.4 Excluding conditions beyond Grantee control, Grantee shall begin working on subscriber complaints involving impairment or degradation of signal quality (other than a Service Interruption) Promptly and in no event later than forty-eight (48) hours after the problem becomes known to Grantee.
- A.13.5 Grantee shall be deemed to have begun work under the provisions of this section when a technician begins work on the problem in question.

- A.14 Log of Complaints. Grantee shall maintain a written log, or an equivalent stored in computer memory and capable of access and reproduction in printed form, of all cable-related subscriber complaints requiring a service call or further corrective action by Grantee. Such log shall at a minimum list the date and time of each such complaint, and describing the nature of the complaints and when and what actions were taken by Grantee in response thereto. The log shall be kept at Grantee's office in or near Franchising.
- A.15 Payment Options.
- A.15.1 Grantee shall provide all individual, residential subscribers with the option of paying for Cable Service by (1) cash, (1) check, or at Grantee's option (3) an automatic payment plan, where the amount of the bill is automatically deducted from a checking account designated by the subscriber.
- A.16 Bills. Grantee shall comply with the following on Cable Service billing:
- A.16.1 Bills shall be issued monthly to each subscriber with a balance due or charge of service.
- A.16.1 Bills shall be issued monthly to each subscriber with a balance due or charge of service.
- A.16.2 Bills shall be clear, concise and understandable. Bills shall be fully itemized, with itemizations including, but not limited to, basic and premium service charges and equipment charge. Bills shall also clearly delineate all activity during the billing period, including optional charges, rebates, credits and late charges specifically indicating the due date by which a customer must pay their bill in order to avoid a late payment.
- A.16.3 In the case of a billing dispute, Grantee shall respond to any complaint from a subscriber within fifteen (15) days.
- A.17 Refunds and Credits: Refund checks or credits for Cable Service shall be issued promptly, but no later than either:
- A.17.1 The subscriber's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or
- A.17.2 Credits for Cable service or the return of equipment shall be issued no later than the subscriber's next billing cycle following a determination that a credit is warranted.
- A.18 Fire, Etc.-Free Replacement. If a subscriber's converter box or other cable-related Grantee owned customer premises equipment is destroyed by fire, flood, tornado, building collapse or otherwise such that the premises are not habitable, Grantee shall refund any deposit for such

equipment and shall not charge the subscriber for replacement equipment but may seek reimbursement from applicable insurance policies. Notwithstanding the above, the Grantee may charge a subscriber to the extent of any insurance payment(s) to the subscriber covering the cost of the damaged or destroyed Grantee equipment does not fully cover Grantee's replacement cost of such equipment.

A. 19 Late Payments for Cable Service.

A.19.1 No late payment charges, however denominated, shall be added to a subscriber's bill less than twenty-one (21) calendar days after the mailing of the bill to the subscriber.

A.19.2 No late payment charges, however denominated, shall be added to a subscriber's bill by reason of delay in payment other than those described in this Section A. All such charges shall be separately stated on the subscriber's bill and include the word "late" in the description of them.

A.19.3 Late payment charges imposed by Grantee upon subscribers shall be fair and shall be reasonably related to Grantee's cost of administering delinquent accounts.

A.20 Disconnection.

A.20.1 Grantee shall only disconnect a subscriber for failure to pay if at least thirty five (35) days have elapsed after the due date for payment of the subscriber's bill and Grantee has provided at least ten (10) days notice separate from the monthly bill to the subscriber prior to disconnection, specifying the effective date after which Cable Services are subject to disconnection.

A.20.2 Grantee shall not disconnect a subscriber for failure to pay amounts that are legitimately in dispute during a billing dispute.

A. 20. 3. Grantee may disconnect a subscriber for failure to pay amounts that are legitimately in dispute during a billing dispute.

A.20.4 Grantee shall promptly disconnect within seven (7) business days any subscriber who so requests disconnection. No charge shall be imposed upon the subscriber for or related to disconnection offer any Cable Service delivered after the effective date

