

NOTICE TO CABLE TV SUBSCRIBERS REGARDING VIDEO SERVICE

The information provided herein may be revised from time to time as MCTV deems appropriate and should be read in conjunction with MCTV's Residential or Business Subscriber Agreement and associated Service-specific addenda; Customer Privacy Notice and other policies and practices as published on the MCTV website at www.MCTVOhio.com/legal-notice.

The information in this notice may change in the future. We will provide notice of any significant changes at least 30 days in advance as required by law so that you may make decisions about your service needs.

PRODUCTS AND SERVICES OFFERED

MCTV offers a variety of cable TV video programming choices including a basic service tier (Lifeline) with most of the local television broadcast stations in your area, an expanded basic service tier (Basic) and, in some areas, other service tiers and packages that include additional cable programming services. In some areas, additional services and features, including premium channels, pay-per-view services, Video On Demand service and an interactive program guide are available for an additional monthly fee. Customers are required by law to subscribe to the basic service tier (Lifeline) in order to receive any other cable TV service or product.

MCTV's systems in Stark and Wayne counties and Bellaire are all-digital. Any device with an analog TV tuner must be connected to a set-top box in order to receive a viewable picture. MCTV offers customers the option to rent equipment, including set-top boxes, CableCARDs™ and/or remote controls that may be needed in order to access cable services. Newer television sets with a QAM Tuner are able to receive Lifeline and Basic (SD only) services without the need for a set-top box. Due to the differences between QAM Tuner TV sets, MCTV cannot guarantee that your QAM Tuner TV set will be able to receive all channels included in your package. Available programming and features may vary depending on the equipment you use to receive them.

MCTV's systems in Salineville and Amsterdam/Bergholz, as well as portions of Monroe, Stark and Wayne counties, utilize IPTV technology. All television sets must be connected to a set-top box in order to receive a viewable picture. MCTV rents set-top boxes and remote controls that are needed in order to access cable services. Available programming and features may vary depending on the equipment used.

MCTV's system in Woodsfield does not require additional equipment in order to view standard definition (SD) channels. Set-top boxes are needed to view high definition (HD) channels which are available to rent from MCTV.

MCTV's system in Powhatan Point, Barton and West Virginia do not require additional equipment in order to view channels.

Visit us at www.MCTVOhio.com or call us for more information regarding products and services, equipment and pricing. Business customers should contact their MCTV BusinessPro representative for product information and pricing.

PRICES, CHANNELS AND PROGRAMMING OPTIONS

A complete listing of the channel lineup can be found at www.MCTVOhio.com/channel-lineup. A full list of residential rates is available at www.MCTVOhio.com/rates. Business customers should contact their MCTV BusinessPro representative for pricing information. You can also call us to obtain a printed copy of our channel lineup or rate information.

CHANGES IN SERVICE OR PRICES

You will receive notice of changes in services or prices at least 30 days in advance or as in compliance with applicable laws. You will also receive at least 30 days' notice on any significant changes to services or policies. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, or in a separate mailing. Additional information regarding such notices may also be found on the MCTV website.

INSTALLATION AND SERVICE MAINTENANCE

We strive to complete standard installations (up to 125' from existing plant) within 7 working days, unless you request otherwise. We offer a variety of installation appointment options including morning, afternoon and Saturday availability. We will also schedule specific times and can call ahead upon request. MCTV will make every reasonable effort to reschedule missed service appointments at a time that is convenient for you.

Someone over the age of 18 years of age with a photo ID must be present during installation. If a landlord provides access at your request, the landlord or their representative 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.

Payment for installation work, security deposits 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 MCTV harmless from and against any claims of the owner of the premises arising from the installation.

MCTV uses advanced electronic equipment to provide you with reliable service and quality picture and sound. MCTV 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 contact us to see if you are located in a maintenance outage area.

IDENTIFYING EMPLOYEES AND AGENTS OF MCTV

MCTV employees and contractors will carry identification badges and/or wear uniforms.

ACCESS TO CUSTOMER PREMISES

By ordering service, you agree to allow employees and agents of MCTV 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. MCTV is not deemed to have abandoned equipment that it does not remove.

MOVING

Please notify us several days prior to your move so that we can arrange to transfer your service to your new home or office.

HOW TO USE YOUR CABLE SERVICES

For information regarding the use of your MCTV cable TV service, refer to the information provided in your welcome kit, visit us online at www.MCTVOhio.com/TV-support or call us.

BILLING, CHARGES AND FEES

Monthly services are billed one month in advance and payment must be received on or before the bill's due date. Your itemized bill will show monthly recurring service charges; one-time charges including Video On Demand or pay-per-view purchases; taxes and fees; credits on your account and may also contain special billing messages. Monthly statements are sent to subscribers with a

positive balance due only.

Customers may choose to receive their monthly statement through the mail or via email. You may sign up for eStatement at <http://YourStatement.MCTVOhio.com>.

You can pay your bill through the mail, online, in-person or over the phone. You may also set up automatic payments through your checking account or credit/debit card. For more information, visit us at www.MCTVOhio.com or contact us at the following:

Amsterdam/Bergholz: 330-739-8055
Barton, Maynard, Crescent: 740-298-9119
Bellaire: 740-676-6377
Powhatan Point: 740-795-5005
Salineville: 330-679-8882
Stark County: 330-833-4134
Wayne County: 330-345-8114
West Virginia: 304-277-2811
Woodsfield: 740-628-0366

Semi-annual or annual billing is also available for residential customers. Please contact us for additional details.

Charges or credits for partial months of service will apply when a service is cancelled or changed and will appear on your next bill. Additional, one-time charges may be charged for requested changes to your service. Customers adding and cancelling the same service within a 30-day period may not receive a pro-rated fee for that service.

A late fee will be added to balances not received by the due date shown on the bill. A 30-day grace period is extended to subscribers with a current balance only.

All checks returned for non-sufficient funds will incur a service charge and you will need to make arrangements to replace the returned check with a cash, money order or credit card payment within 10 days from the date of written notification. Otherwise, your services will be disconnected and a collection fee may be assessed.

It is your responsibility to report billing errors immediately upon receipt of your bill. MCTV is not responsible for disputed service charges or errors not reported within 90 days of initial billing.

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; and a description of the error and why you believe it is an error.

DISCONNECT POLICY & REFUNDS/CREDITS

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 your MCTV cable TV and/or other services. Equipment remains the property of MCTV and must be returned promptly or you will be charged for a replacement.

If your request to disconnect service occurs before the end of a billing period, MCTV will refund the pro-rated amount. Refunds to active subscribers are credited to the account. Refunds to inactive subscribers are mailed or given in cash at our offices. Refund checks are prepared monthly. MCTV does not charge a disconnection or termination fee for any services.

DELINQUENT ACCOUNTS

If your service is suspended or disconnected for non-payment, we require full payment of the balance and a reconnection fee. You may also be required to pay a security deposit.

COMPLAINT PROCEDURES

Customers can direct cable TV billing or service complaints to MCTV at the telephone number listed on your bill or at the bottom of this notice. If you believe MCTV has not properly resolved your issue, you may contact your local franchise authority listed below and on the back of your bill.

Franchising Authority

Community	Address	Phone
OHIO COMMUNITIES		
Jackson Twp.	5735 Wales Rd. NW Massillon, OH 44646	330-832-7416
Mount Eaton	15958 East Main St. Mount Eaton, OH 44659	330-359-5452
Tuscarawas Twp.	956 Manchester Ave. SW North Lawrence, OH 44666	330-832-4337
Wooster Twp.	1911 Millersburg Rd. Wooster, OH 44691	330-264-4435
Ohio Dept. of Commerce (all other communities)	77 South High Street 20th Floor Columbus, OH 43215-6133	877-207-2225
WEST VIRGINIA COMMUNITIES		
Village of Beech Bottom	PO Box 100 11 Third St. Beech Bottom, WV 26030	304-394-5545
Brooke County	632 Main St. Wellsburg, WV 26070	304-737-3661
Village of Clearview	166 Clearview Ave. Wheeling, WV 26003	304-277-1177
Ohio County	1500 Chapline St. #215 Wheeling, WV 26003	304-234-3628
City of Wheeling	1500 Chapline St. Wheeling, WV 26003	304-234-3617
Village of Windsor Heights	PO Box 208 Windsor Heights, WV 26075	304-394-1292
Public Service Commission of West Virginia	PO Box 812 Charleston, WV 25323	800-344-5113

West Virginia Customers

As a subscriber of Massillon Cable TV, Inc. (MCTV), you have several important rights. This notice describes how to resolve cable television problems, how to apply for credit and how to contact the Public Service Commission of West Virginia.

If you have a cable television problem contact our office by calling 304-277-2811. In every case we will attempt to answer your question promptly or we will schedule a service call.

If, however, we are unable to resolve your complaint to your satisfaction, you may contact the Public Service Commission at the

following address, telephone number, or web page:

Public Service Commission of West Virginia
P.O. Box 812
Charleston, WV 25323
Toll Free Telephone: 1-800-344-5113
www.state.wv.us/psc

Please note the Public Service Commission has jurisdiction to resolve complaints regarding the operation of a cable system.

Your written complaint to the Commission must include the name and address of the cable operator, a clear and concise statement of the facts involved and the remedy sought. The Commission has developed a Complaint Form for your use which will be provided upon request.

In the event the Commission cannot, informally, resolve your complaint to the satisfaction of all parties, you are entitled to file a request for a formal hearing before the Commission.

The Commission will act upon all unresolved cable television problems other than those dealing with programming and channel selection. The Commission will also consider rate level complaints when a rate increase case is being processed by the Commission.

The Federal Communications Commission (FCC) has limited jurisdiction over cable television programming. You may contact the FCC at the following address, telephone number, or web page:

Federal Communications Commission
Cable Services Bureau
445 12th Street, S.W., Room 3-C 830
Washington, D.C. 20554
Phone: 202-418-7200
www.fcc.gov/

CREDIT FOR 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 home or building, in which case you will need to contact us to restore service.

To receive credits or rebates for interruption of service, call Customer Service or send a written request. Upon a report by a subscriber of a video service interruption, we will credit the subscriber's account pursuant to Ohio Revised Code Section 1332.26 and West Virginia Revised Code Section 24D-1-16.

Ohio Customers

If the service interruption is caused by MCTV and lasts for more than four hours in a given day, we will credit your account for the cost of a day's service. If the service interruption is NOT caused by MCTV and last for more than 24 consecutive hours, we will credit your account for each hour of service interruption. When service interruptions occur, contact our office promptly with pertinent facts regarding the outage.

West Virginia Customers

You are entitled to a pro-rata credit if cable service is interrupted for more than 24 continuous hours. The credit will be calculated based upon the proportionate share of the service not received in the applicable billing period, provided the interruption is due to a failure of the facilities of the cable television operator. When service interruption in excess of 24 hours occur, contact our office promptly with pertinent facts regarding the outage.

THEFT OF CABLE SERVICE

Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

SCRAMBLED SIGNALS

If you can see images or hear sound from scrambled premium adult or other channels that you do not subscribe to or you do not want to receive a free preview of any premium channel that MCTV notifies you it is offering, you may contact us at the number on your monthly bill for information on tools to block the channel.

TELEVISION PICTURE QUALITY

If you experience problems with the quality of television signals you receive, please call us at the telephone number listed on your bill. We 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 or office. 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. You may also refer to your cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints.

TELEVISION EQUIPMENT COMPATIBILITY

Most modern television sets and DVRs sold in retail outlets are certified cable compatible ("cable ready" or "digital cable ready") and can receive, when connected directly to the cable service, all unencrypted television channels carried on the cable system. MCTV's cable systems that are 100% digital may encrypt (or "scramble") all channels above the basic service level (Lifetime). Encrypted channels cannot be viewed without a device that can decrypt their signals, which may be either a cable set-top converter compatible with and authorized by MCTV or a certified CableCARD-compatible device purchased from a retail outlet that is equipped with the CableCARD technology described below. Please note that CableCARD-compatible devices purchased from a retail outlet will not work in IPTV systems or system that are analog-only.

CABLE CONVERTERS – ALL-DIGITAL SYSTEMS ONLY

If you have a certified cable-ready or digital cable-ready TV or display device, you may not need a set-top converter to receive services that are unencrypted. However, some models of TVs, VCRs and DVRs — especially older TV sets that are not "cable ready" — may not receive all of the channels offered when connected directly to the cable system. If your TV, VCR, or DVR cannot receive all of the channels you desire or the channels you want to view are encrypted, you may: (i) obtain a set-top converter from MCTV for a nominal monthly charge; (ii) obtain a CableCARD from MCTV at a low monthly charge (if your equipment is a certified CableCARD-compatible device); or (iii) purchase at retail, if available, a different certified CableCARD-compatible device capable of accessing all the cable services you want.

If you plan to access cable services that we scramble or encrypt, you should make sure that any set-top converter, navigation device, television, or other display device you purchase is compatible with MCTV's cable system and is capable of working with separate security devices (CableCARDs) that we must provide for your equipment to access encrypted services. Devices sold in retail outlets that are labeled as "digital cable ready" are certified to comply with the FCC technical standards and will have completed a testing and verification process, indicating that they are compatible with MCTV's network. Upon request, we will provide you with the technical parameters that are needed for any device to operate with our security cards and cable system. Unless authorized or provided by MCTV, the use of converters with

internal or external descrambling units is illegal.

Set-top converters, CableCARDS, and other devices offered by MCTV and other cable operators generally are not interchangeable among various cable system networks because they typically incorporate firmware that is proprietary to the system in which they previously were installed, or system-specific and configured internal CableCARDS that were designed to perform conditional access functions on the specific system in which they were installed, or both.

If you use a cable set-top converter, you also may be unable to use all the internal special features and functions of your TV or DVR tuner. These may include features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and use advanced picture generation and display features such as "Picture-in-Picture," channel review and other functions that necessitate channel selection by the device's internal tuner. You may be able to resolve these issues (and other compatibility issues associated with the reception of programming services) through an additional converter or other equipment that is available for lease from MCTV upon request, or from another electronics retail vendor. Please call us at the telephone number listed on your bill for technical assistance with questions about the type of special equipment needed to resolve individual compatibility problems.

CABLECARDS™ – ALL-DIGITAL SYSTEMS ONLY

Certified CableCARD-compatible TVs, DVRs, and other display devices are sold with a port for a CableCARD, which when properly configured can descramble encrypted channels and can substitute for a cable set-top converter. However, these devices (often referred to as UDCP devices) are generally only capable of processing "one-way" signals and therefore may be unable to access interactive or two-way services offered by MCTV, such as Video On Demand, pay-per-view and the interactive programming guide.

REMOTE CONTROLS

MCTV includes a remote control unit with its set-top converters. Some television, VCR or DVR remote controls are also capable of controlling the basic features of your set-top converter. "Universal" remote control units that are compatible with the basic features of set-top converters may also be obtained from many other sources, such as consumer appliance, electronics outlets or over the Internet. These universal remote controls may not be compatible with all set-top features or services. To use a universal remote with MCTV, the remote must use an infrared format compatible with our set-top boxes. For additional information regarding remote controls, contact us at the number listed on your monthly bill.

INTERNET / TV / PHONE

MCTV®

We go the extra smile.

Amsterdam/Bergholz: 330-739-8055

Barton, Maynard, Crescent: 740-298-9119

Bellaire: 740-676-6377

Powhatan Point: 740-795-5005

Salineville: 330-679-8882

Stark County: 330-833-4134

Wayne County: 330-345-8114

West Virginia: 304-277-2811

Woodsfield: 740-628-0366

www.MCTVOhio.com