



Video Customer Annual Notices

Products and Services Offered – Madison offers a variety of video programming choices including a basic service tier (Essential Economy HD) with most of the local television broadcast stations in your area and, an expanded basic service tier (Expanded Advantage HD) and other service tiers and packages that include additional cable programming services. There are many digital cable programming services and features that you may also purchase, which include access to the interactive programming guide and digital music channels. Madison also offers individual premium channels and pay-per-view services for additional movies, sports and other special events. Various tiers of service offered by Madison may be sold separately or as a package with other tiers; however, as a prerequisite for subscribing to any of the video programming offered, customers are required by law to subscribe to the basic service tier.

Many of the channels included in the basic service tier are available in both an analog and a digital format.

Madison offers customers the option to rent equipment, such as cable set-top converters, remote controls and/or CableCARDS™ that may be needed to access cable services with your TV equipment. Programming services and features available may vary depending on the Madison equipment or other equipment you use to receive them.

Visit us at <http://www.gomadison.com> or call us at 1-800-422-4848 for more information about products and services, equipment options and pricing in your area.

Prices, Channels and Programming Options – A complete listing of the channel lineup and prices available to you can be found at <http://www.gomadison.com> or you may call us at 1-800-422-4848 to obtain a printed copy.

Changes in Service or Prices – Subject to applicable law, we have the right to change our services and prices at any time. As a Madison customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on or with your monthly bill, in a separate mailing, on an information channel, as a newspaper legal notice, as part of this annual notice or in some other written form.

Installation and Service Maintenance Policies – Standard installations are generally completed within 7 business days. Someone over 18 years of age must be home during any installation or repair of your cable television service. Our technical staff will not enter your home to perform

work unless a responsible adult over 18 years of age is present. We have established this policy to protect you and our employees. Never let anyone into your home claiming to be from Madison unless they show proper identification. (Logo on a shirt does not qualify.)

Access to Customer Premises – By ordering service, you agree to allow employees and agents of Madison 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. Madison is not deemed to have abandoned equipment that it does not remove.

Moving – Before you move, please call us at 1-800-422-4848. 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 it is in our service area.

How to Use Your Cable Services – Customers may visit us at <http://www.gomadison.com> or call us at 1-800-422-4848 for more information regarding the use of your Madison cable service.

Billing; Charges and Fees – Your monthly Madison bill provides the charges, due date, payments and credits on your account, and may also contain special customer messages. Fees and charges are payable in advance once service is initiated. If you initiate a change in your services, you are subject to the applicable installation and/or charge associated with your new service selection. There may be a nominal non-recurring administrative charge for requested service tier changes. Bills are due and payable by the 21st of each month. Payments received after the 21st may be subject to a 1.5% late fee, or \$8.95, whichever is greater, which is added to any bill amount unpaid after the due date. If your payment is made with a non-sufficient funds check, you may be charged a fee for handling. Additional information regarding Madison billing may be found at <http://www.gomadison.com> or you may call us at 1-800-422-4848.

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 Madison video and/or other services. Additionally, equipment provided to you by Madison must be returned upon disconnection of service or appropriate charges will apply.

If your request to disconnect service occurs before the end of a prepaid period, Madison will refund the prorated unused portion of the fees and charges (subject to the offsets referenced above and the return of Madison equipment). If the pro-rata unused portion is less than \$5.00, Madison will make the refund on your request. If you are under contract and you are cancelling before the end of your term, you may owe an Early Termination Fee.

Delinquent Accounts – If your service is suspended or disconnected for non-payment, we require full payment of the balance and a reactivation fee and may require a deposit and a minimum of one month's service charge before reconnecting services.

Complaint Procedures – If you have a complaint regarding your cable television service or your bill, please contact our office at 1-800-422-4848. You can also visit our office at 21668 Double Arch Road, Staunton, IL 62088. Alternatively, if you wish to put your comments in writing, your letter should be addressed to Madison Communications, PO Box 29, Staunton, IL

62088. If we cannot resolve your problem over the phone, we will schedule a service call immediately (we do not repair televisions, computers, VCRs, DVDs, or other customer-owned equipment and, once connected and functioning, we do not support these items). If a technical problem has occurred, such as an outage affecting a large number of our customers, our telephone lines may become overloaded with calls. You may receive a busy signal in this instance because your neighbors are also reporting the problem. Please be assured we will act to restore your service as soon as possible.

In the vast majority of cases, we can promptly resolve any problem you may experience. If we are unable to resolve your problem to your satisfaction within a reasonable time period, you may contact the local franchising authority to discuss your complaint. Please refer to your monthly cable bill for the name and address of your local franchising authority. The local government official should be contacted before any contact with the Federal Communications Commission.

If you believe your bill is inaccurate, you may appeal to Madison at 21668 Double Arch Road, Staunton, IL 62088 or call 1-800-422-4848 within 30 days from the due date of the bill. You will be informed of the decision within 30 working days of receipt of the complaint. If you dispute the decision, you may appeal to Madison's General Manager.

For customers with specific complaints regarding closed captioning, please contact us at 1-800-422-4848 or email closedcaption@madisontelco.com.

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

Signal Blocking Tools – 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 Madison notifies you it is offering, you may contact us at 1-800-422-4848 for information on tools to block the channel.

Inside Wiring – An Inside Wire Maintenance Plan is an optional service offered on a per dwelling basis that helps protect you against unexpected repair charges in the event that a problem is found in your inside telecommunications or coaxial cable wiring and/or jacks. Inside Wire Maintenance covers the repair of your inside wiring or jacks, including the service call fee for a Madison technician to come to your home to diagnose and/or repair your telecommunications or coaxial cable wiring or jacks. Certain limitations apply to the Plan, such as the exclusion of repairs to alarm/electrical/twisted pair wiring, customer-caused damage or abuse, and alterations to Madison equipment. Please contact Madison at 1-800-422-4848 for more information about the Wire Maintenance Plan. For new and existing single unit installations, the wiring inside your residential premises shall become a fixture to the realty upon installation. If you have someone other than Madison install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage.

Television Picture Quality – If you experience problems with the quality of television signals you receive, please call us at 1-800-422-4848. A Madison Customer Care Specialist 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. You may also refer to your cable 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. Madison encrypts, or "scrambles," non-basic service channels to improve customer service and assure that services are delivered only to authorized subscribers. 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 Madison, or a certified CableCARD-compatible device purchased from a retail outlet (such as a TiVo® DVR) that is equipped with the CableCARD technology described below.

Cable Converters – 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 basic 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 Madison at a low monthly charge; (ii) obtain a CableCARD from Madison at a low monthly charge (if your equipment is a certified CableCARD-compatible device); or (iii) purchase, 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 the Madison cable system and is capable of working with separate security devices (i.e., CableCARDS) that we must provide for your equipment to access encrypted services delivered over Madison's cable system. 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 Madison's network. Devices purchased on the secondary market, however, such as used, imported, or stolen devices purchased from individuals or internet resellers, may never have been certified for retail sale and may be incompatible or otherwise unsafe and unsuitable for connection to the Madison network. Such devices may: (i) cause electronic or physical harm to the network; (ii) cause interference with the service provided to other customers; or (iii) jeopardize system security or otherwise be used to assist or be intended or designed to assist in the unauthorized receipt of communications services, which are criminal and civil offenses. Therefore, unless authorized or provided by Madison, the use of converters with internal or external descrambling units in a Madison system is illegal. Set-top converters, CableCARDS, and other devices offered by Madison 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. These devices may be incompatible with Madison's network and pose a heightened risk of signal theft, network harm, and interference with other customers' service, even if they are the same make and model number of a customer premises device that Madison deploys on its network. Madison reserves the right to deny the attachment of any device, other than a certified, CableCARD-compatible device, for any of the reasons discussed above. 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.

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 Madison upon request, or from another electronics retail vendor. Please call us at 1-800-422-4848 for technical assistance with questions about the type of special equipment needed to resolve individual compatibility problems.

CableCARDs – 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 Madison, such as pay-per-view and the Madison interactive programming guide. Please visit <http://www.gomadison.com> or contact Madison customer care for more information.

Remote Controls – Madison 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 certain set top features or services available from Madison. If you have specific questions concerning where to find remote controls or their compatibility, we encourage you to contact a Madison Customer Care Specialist at 1-800-422-4848.

About this Notice – The information in this notice may change in the future. We will provide appropriate notice of any significant changes in advance so that you can make decisions about your future service needs.