



2022 Disclosure Statements



640 Whiteville Road NW
PO Box 3198
Shallotte, NC 28459

Customer Care
Residential: 910-754-4311
Business: 910-755-1675
Toll Free: 888-367-2862

www.focusbroadband.com

Residential: 910-754-4311

Business: 910-755-1675

Toll Free: 888-367-2862

www.focusbroadband.com

PRIVACY INFORMATION (CONTINUED)

We may also share or transfer your information along with your account as a part of any sale or transfer of all or a portion of our business operations, merger or combination with another organization. In such a case, you will be notified of any changes in policy. *Outside Parties* – FOCUS Broadband sometimes uses affiliates, vendors or partners in providing our services and may provide your information for such purposes. We require that outside parties maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share your information with other third parties without your consent. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours. *Retention Policy* – FOCUS Broadband may retain personal customer information in its regular business records as long as you are a customer or until no longer needed for business, tax or legal purposes. Our security measures for this information are discussed below. *Voice Services* – Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone services. This information is known as "Customer Proprietary Network Information" or "CPNI," and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. In offering our spectrum of local and long distance telephone, we do use your telephone service information to offer new services and pricing plans. If you do not want us to use your CPNI for this purpose, you may contact us at 910-754-4311 or you may contact us at www.focusbroadband.com. On the other hand, if you would like us to offer you information on video and data services or would like to learn more about our bundled offers, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us offer you the best and most up-to-date services. Your consent will remain in effect until you notify us you want to revoke or change your permission, or as limited by law. Your choice will not affect the services you now receive. We do not disclose this information to unrelated parties, except as required by law. *Directory Listing* – We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. These and certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors. *Video Services* – We provide aggregate information concerning pay-per-view, entertainment-on-demand and interactive services to programmers, advertisers and certain other third parties. Digital video recorder ("DVR") service information is not shared with programmers or third parties, except on an aggregate basis. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party. When we offer new services to you like DVR and interactive features, we will also inform you about information we may need and how it may be used. *Internet Services* – We do not read your email messages, instant messages, online chats, "voice-over-Internet" calls or the content of other online communications that reside on or pass through our service. We may however, retain and provide such communications if we are legally required to do so. Incoming and outgoing

email messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network or other users.

INTERNET SECURITY

Taking Proper Precautions – Maintaining the security of your personal computer is an important part of protecting your own privacy and of helping us protect our network and customers' service. You should follow our Authorized Use Policy and use and update regularly your antivirus software, firewall and your operating system to prevent unauthorized access by others and harm from viruses. You should regularly back up your computer to preserve your files, including email or other messages you want to keep. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before clicking on an Internet link or giving personal information. To avoid all these and other forms of attack, we encourage you to visit our website at www.focusbroadband.com or the Federal Trade Commission ("FTC") at www.ftc.gov for regular updates and tips on protecting yourself. The management of FOCUS Broadband may take protective action related to your service or contact you directly with information from time to time to help with this effort. While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. Once communications enter the Internet, it is possible for them to be accessed by third parties over whom we have no control. Moreover, since we cannot control the websites or services operated by third parties, you should review their terms of service and privacy policy. *Spam* – FOCUS Broadband tries to prevent and block spam, and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up-to-date on ways to avoid and combat spam by watching for advice and tips on our website. We may use email to send transactional or relationship messages related to your service. If you prefer, you may opt out of other marketing messages we may send by notifying us in response to any you may receive. *Cookies* – A third-party ad server that places ads on our websites may use "cookies" to collect anonymous information concerning your preferences. A "cookie" is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit any personalization available to you. *Third-Party Cookies and Web Beacons* – These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the ad's provider. They may use a form of code called a "web beacon" or "clear GIF." These are usually contained in a transparent image on a page or in an image on an email message and serve as a way to gather information about your visit, such as your IP Address and information

PERFORMANCE AND MONITORING OF YOUR BATTERY

The battery available for purchase from FOCUS Broadband is rated by its manufacturer to last eight hours (or twenty-four hours, if purchasing the twenty-four hour backup option) in idle mode, when the battery is new. The battery is intended to enable users to make short, emergency or other urgent telephone calls. During an extended power outage use your telephone service sparingly to preserve your battery life. The actual length of time that your telephone service will be available during a power outage depends on many variables, including, but not limited to, the following: (i) the amount of phone usage when the equipment is utilizing power from a backup battery; (ii) whether a backup battery is properly installed and charged, such as whether it has had an opportunity to fully recharge after a prior outage; (iii) the condition and age of a backup battery; and (iv) the amount of prior usage of the battery. Batteries lose capacity with age and performance and are likely to degrade if the battery is stored at temperatures outside of normal room temperature (59-77°F), or if it is frequently discharged and charged. Failure to adhere to these proper storage and usage conditions will reduce the talk time available to you in an outage and the lifespan of your battery.

YOU ARE SOLELY RESPONSIBLE FOR TESTING, MONITORING, AND REPLACING YOUR BATTERIES ON A REGULAR BASIS. FOCUS Broadband recommends that you check your battery on a regular basis by checking the battery indicator light while the equipment is powered on/plugged in or by checking your telephone's functionality when the equipment is not powered on/plugged in.* For instructions on installing, testing and maintaining a battery, please review the manufacturer's guide or visit the telephone support page at www.focusbroadband.com.

FOCUS Broadband does not guarantee uninterrupted telephone service even to customers that have working backup batteries or other power supplies. In some instances, such as during a weather event, FOCUS Broadband's network may experience other problems that would prevent normal operation of your services even if you supply power to your devices.

If you are concerned that the battery life of one of FOCUS Broadband's batteries may not be sufficient, you may choose to purchase one or more extra batteries that can be installed to work in succession during an extended outage after the power in the first battery is exhausted.

It is recommended that extra batteries be stored at room temperature and be rotated into the equipment at least once per year to recharge the battery. Please note that you may need to press a reset button on the equipment for it to boot from battery power if a new battery is installed when no AC power is provided.

You are responsible for reviewing all safety and other guidelines and instructions from the manufacturer of any battery or other backup power supply that you use with FOCUS Broadband's services. Do not place batteries into fire, intense heat, or liquids. Do not attempt to open or modify battery packs, and avoid skin contact with cracked or leaking batteries.

FOCUS BROADBAND - PRIVACY INFORMATION

As a customer of FOCUS Broadband, you are entitled to know what we do with personal information that we receive about you. We consider our treatment of such information to be a part of the trust you place in us by using our Voice, Video, and Internet Services. We provide this notice to better answer questions you may have, but our basic privacy policy remains the same. We keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure, and destroy it when no longer needed. While we cannot cover here every situation where your personal information may be affected, we have included those we believe are of most interest. By law, we tell you annually about our privacy policy, and you can find additional and updated information at any time by visiting our website at www.focusbroadband.com. You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission (www.ftc.gov), and the Federal Communications Commission (www.fcc.gov). If you receive your bills electronically, FOCUS Broadband reserves the right to provide this notice to you similarly. If you receive this notice electronically and have difficulty opening or printing the notice, you may contact FOCUS Broadband to obtain a copy of the notice or you may visit our website at www.focusbroadband.com to obtain a copy.

INFORMATION WE COLLECT

Personally Identifiable Information – In providing services to you, we obtain certain "personally identifiable information," that is, information that identifies you individually ("your information"). Your information may include: name, service address, billing address, telephone number(s), social security number, driver's license number, premium services you have selected, demographic information, user ID(s), password(s), email address(es), correspondence and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided, and other service related functions. In providing our services, we may also collect information about your video equipment, phone system(s), computer hardware and software, modem(s), router(s), settings and other preferences to aid in customer support. It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business relationship or as the law may require. We take reasonable precaution to identify you or your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your information from unauthorized access. We sometimes collect personal information for special reasons, such as in surveys or registering at our websites. In these instances, you will be notified before it is collected, told how it will be used and may elect not to participate. *Video Services* – We collect certain information in providing you with our cable television and other services. The law prohibits us from using the cable system to collect personal information for unrelated purposes without your consent. Unless you are notified and agree, we will not collect user information concerning most video program viewing, except as needed to bill you. In providing some specific cable television services, such as pay-per-view, entertainment on demand and interactive cable services, we do maintain limited usage information for billing, programming, and related

or statistics about your visit. As with cookies, you can use your browser settings to control web beacons with vendors, advertisers and others.

LAW ENFORCEMENT & LEGAL REQUESTS

Information Disclosure – We regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, we operate by providing such information as the law requires. The laws concerning your privacy and government access change from time to time and may affect how we are required to respond. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we do not assume any duty to notify you of receipt of any legal requests. *Internet Information* – Your account records and information concerning your Internet access may be subpoenaed by a governmental agency or by others through the courts. Internet messages and files shared over "peer-to-peer" services often include your IP address, and you can be identified in this way if we receive a lawful subpoena. As with telephone interception, details concerning your Internet access and the content of communications can be obtained by law enforcement through a court order or similar authority. In addition, the law permits us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay. *Telephone Information* – Current law requires law enforcement to obtain a court order or other similar authority for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information. Voice-over-Internet services are subject to similar interception standards. Law enforcement can also subpoena account and call record information. *Cable Television Programming* – Records concerning video programming selections may generally be obtained only under court order, after notice is given to you and you have the opportunity to object in court.

SECURITY OF INFORMATION

We are aware of the many recently publicized instances of customer information security breaches and continue to work on new ways to protect your information. For our most sensitive databases, we use encrypted formats within controlled and secure environments that have restricted access. Nevertheless, although we endeavor to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

CHILDREN'S PRIVACY

The websites provided by FOCUS Broadband are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the address found on your monthly bill and we will delete this information. You can find more information about protecting children's privacy by contacting the FTC or visiting its website at www.ftc.gov.

TESTING YOUR BATTERY

After the purchase and installation of your replacement battery, you will want to periodically test your battery to ensure it is operational in case of a commercial power outage. Please refer to the manufacturer's materials for your particular modem or ONT or the manufacturer's website for instructions on how to test your battery.

CABLE MODEM CUSTOMERS

If you are a Cable Modem customer, your service requires a modem that is powered by plugging it into an electrical wall outlet. IF THE CABLE MODEM LOSES POWER, YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY AND MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE.

Replacement batteries for your FOCUS Broadband provided cable modem are available for purchase at any FOCUS Broadband retail location. The cable modem battery available for purchase from FOCUS Broadband is rated by its manufacturer to last eight hours (or twenty-four hours, if purchasing the twenty-four hour backup option) in idle mode, when the battery is new. Instructions for replacing your cable modem battery will be provided with the battery. You may be able to obtain a battery directly from the manufacturer of your cable modem or from a third-party provider. Please search the manufacturer's product materials for your model of modem to assure that a battery is compatible with the device. If you are not certain that a battery is compatible, such as the correct voltage, we recommend that you instead purchase the battery from us. You are solely responsible for any damage that results from the attempted installation or use of a third party battery. FOCUS Broadband makes no warranties with regards to any battery that is not purchased from FOCUS Broadband. If you have questions on how to install or replace your battery please visit the telephone support page at www.focusbroadband.com, contact FOCUS Broadband at 910-754-4317 for telephone assistance, or you may schedule installation by an FOCUS Broadband technician for an additional fee.

Modem batteries are customer-purchased equipment and should not be returned to FOCUS Broadband except upon our request or because they are being exchanged within the warranty period as a result of a defect. FOCUS Broadband does not provide battery recycling or disposal, but you are encouraged to visit call2recycle.org or call 877-273-2925 to find a battery recycling location near you. For information about disposal of your used battery, please refer to the manufacturer's website or contact them directly. The battery manufacturer's name can usually be found on the bottom or side of the battery.

The batteries that FOCUS Broadband offers for purchase do not provide backup power for FOCUS Broadband's Internet service. You can purchase backup power solutions from third parties, such as uninterruptible power supplies (UPS), that can provide backup power for your telephone and Internet service, but please note that many UPS devices only last for a short time period, especially when used to power multiple devices. In addition, your FOCUS Broadband telephone and Internet service will only work if FOCUS Broadband's network

purposes. Aggregate information that does not identify you may be collected and used for programming, advertising and similar purposes. When we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below in "Use and Sharing." *Internet Services* – Like most Internet service providers, we automatically collect certain general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store online messages sent and received unless left in your FOCUS Broadband Internet account file. Since we cannot control websites or Internet services provided by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our Online Privacy Policy on our website at www.focusbroadband.com. *Voice Services* – We provide telephone services by traditional "switched" technology and by Internet Protocol (IP) technology. We do not listen to or record your calls. We do, however, monitor certain calls to our staff for quality purposes. If you object to this, you may come to either of our four offices and speak with a customer care representative. In providing telephone services, we do receive usage information, including numbers called and received and duration of calls. We retain this information, as long as required by some authorities or for billing purposes and treat all such information as private.

USE AND SHARING

Use Policy – We consider your information confidential, and use it only in providing our voice, video, and Internet services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with you, billing and collection, and for accounting and tax purposes. We may also use such information in dealing with fraud and unauthorized use of our services or when required under the law. We use aggregate information about our customers and their usage for a variety of purposes. Such aggregated information does not identify individual customers. We may share such aggregate information with third parties to better offer product and services preferences to you but, we will not share your own information with aggregate information or with information from others. *Sharing Policy* – It is our policy not to disclose any personal identification information about you to others outside of FOCUS Broadband and our affiliates, vendors and business partners without your prior consent, except as permitted by law. We do not sell or provide your personal information to parties unrelated to the services we provide without your permission. As a further measure, you can affirmatively opt out of such sharing by writing to the return address on your billing statement, or you may contact us online at www.focusbroadband.com. You can also notify us in either way if you prefer not to receive certain types of marketing contacts from us. *Special Exceptions* – We reserve the right to disclose your information if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our Website Terms of Use, our Acceptable Use Policy or related standards; (5) act in an emergency to protect your safety or that of another.

CHILD PORNOGRAPHY

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

CUSTOMER ACCESS TO INFORMATION

You may check the accuracy of personal information in your account by contacting a customer care representative. We also make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct, upon prior request and at your own cost, during business hours at the FOCUS Broadband office listed on the return address of this notice or noted on your billing statement.

YOUR ENFORCEMENT RIGHTS

You can enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information.

OTHER TERMS AND CHANGES IN POLICY

Other terms and conditions affect our service offerings, including certain Cable Television service contracts, our Authorized Use Policy For High Speed Internet service, Tariffs and the Terms of Use for our websites. Changes in our service offerings, the law and policy may cause us to make changes to this and other policies from time to time. Any changes will be posted on our website at www.focusbroadband.com.

ANNUAL DO-NOT-CALL REGISTRY NOTICE

In an effort to reduce the number of unwanted telemarketing calls, the FCC has provided telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, for inclusion in the national Do Not Call (DNC) registry administered by the FTC. You may register, or revoke registration of, your number without charge by calling the FTC's toll free number, 1-888-382-1222 from the telephone number you are registering or revoking, or via online by visiting the FTC's website located at www.donotcall.gov. The FCC/FTC rules contain an "established business relationship" exception that permits a company that has such a relationship with you, like FOCUS Broadband IP Voice, to call you even if your number is on this national DNC list. For more information, see www.fcc.gov/cgb/donotcall and www.ftc.gov.

OVER-THE-TOP VOICE OVER INTERNET PROTOCOL (FOCUS IP VOICE) CUSTOMERS

If you are a customer that subscribes to Voice over Internet Protocol services ("FOCUS IP VOICE") that are delivered over your FOCUS Broadband internet connection, your FOCUS IP VOICE may require a gateway device that is powered by plugging it into an electrical wall outlet. IF THESE DEVICES LOSE POWER, YOUR FOCUS IP VOICE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY AND MEDICAL MONITORING SERVICES WHICH RELY ON OUR FOCUS IP VOICE TELEPHONE SERVICE. Additionally, other circumstances may limit the availability of 911 services. These circumstances include disconnections, suspensions, or interruptions in your broadband internet connection, modifications to your equipment, the relocation of your equipment, adding new phone numbers or changing your existing phone number(s), disruptions in the network Services of FOCUS Broadband's underlying E911 provider, network congestion, disruptions, or other problems associated with FOCUS Broadband's network, and the suspension or termination of your account with FOCUS Broadband for non-payment of charges.

Battery Backup Disclosure

MAINTAINING TELEPHONE CAPABILITY DURING AN ELECTRICAL OUTAGE

FOCUS BROADBAND'S TELEPHONE SERVICE REQUIRES ELECTRICAL POWER TO WORK. YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE, IF ELECTRICAL POWER IS LOST.

FOCUS Broadband includes a backup battery in the equipment it provides to you when phone service is installed. This backup battery is rated to last eight hours during a power outage. However, FOCUS Broadband does not represent that such complimentary batteries were, or in the future will be, included with its equipment, that such batteries were, or in the future will be, provisioned new; or that such batteries can be expected to supply backup power for continued use of telephone service during a power outage for any length of time. Customers wishing to guarantee that their FOCUS Broadband equipment includes a battery rated to last eight hours in a power outage may purchase a new battery from FOCUS Broadband for an additional fee. If you received a battery from FOCUS Broadband without charge, you will not incur a fee for keeping the battery for use with your FOCUS Broadband equipment, but a fee will apply if you order a replacement battery from FOCUS Broadband. You are responsible for making your own decision about whether or how to supply backup power for your telephone service.

Cordless telephones require power and will not operate during a power outage even if you have purchased a backup battery for your FOCUS Broadband equipment. If you purchase a backup battery or other power source, FOCUS Broadband recommends that you maintain at least one corded telephone to use during power outages.

The type of equipment you have will determine the options available for purchasing and installing your battery. Only cable modem customers have the option to self-install the battery. All customers have the option to request installation by an FOCUS Broadband technician, for an additional fee. Please review the section of this notice specific to your type of service (Cable Modem service or Fiber-To-The-Premise service) to determine which options are available to you.

TWENTY FOUR (24) HOUR BATTERY BACKUP OPTION

A twenty-four (24) hour battery backup option is available for purchase for both cable modem and Fiber-to-the-Premise (FTTP) customers.

WARRANTY INFORMATION

If within the first thirty (30) days after you receive a battery from FOCUS Broadband, you notify FOCUS Broadband that the battery is not working properly, FOCUS Broadband will replace the battery with another battery of the same or equivalent model at no additional cost to you. To notify FOCUS Broadband that a battery is not working properly and to receive a replacement battery, please contact FOCUS Broadband at 910-754-4317, or you can exchange defective cable modem batteries at any FOCUS Broadband retail location.

*May not apply to some FTTP ONT's. See manufacturer's guide for more details.

2022 Cable TV Annual Notification

For FOCUS Broadband Cable TV customers residing in Brunswick County, NC & Columbus County, NC. The 1992 Cable Act requires the following annual notification of customer care standards.

RESOLUTION OF COMPLAINTS AND INQUIRIES

Customers should direct consumer or service complaints to FOCUS Broadband by calling 910-754-4311 or by visiting www.focusbroadband.com. Customers can also visit our office at 640 Whiteville Rd. NW, Shallotte, NC. In the event the customer wishes to register a consumer or service complaint you may do so in writing to:

NC Attorney General's Office
Attn: Consumer Protection Division
1001 Mail Service Center, Raleigh, NC 27699-9001

YOUR BILL

FOCUS Broadband, like most cable companies, will bill you for your services every month in advance, and your bill will be sent to you on approximately the same date each month. If you add or remove services between monthly billings, the pro-rated charges or credits will display in the "Other Charges and Credits" section of your bill.

Payment in full for all billed charges, including taxes and fees, must be received by the date indicated on your bill to avoid late fees and other charges. If you see a charge on your bill that you did not authorize, please contact us immediately. All charges appearing on your bill are considered valid unless you file a dispute with us. You have 90 days from the date of the bill to dispute any charge(s). If you do not file a dispute, you agree to pay all charges on your bill, according to the rates, terms, and conditions contained in FOCUS Broadband's Subscriber Agreement for Video Services. You may initially contact us via phone to discuss your dispute, but to preserve all your rights to dispute resolution, you must file your dispute via email to contact@focusbroadband.com or by mail to FOCUS Broadband Customer Care, P.O. Box 3198, Shallotte, NC 28459. Our goal is to resolve any dispute to your satisfaction, but if we fail to do so, you may contact the franchise authority listed above.

If a refund is due to you as a result of a dispute you filed, a refund will be issued no later than your next bill following resolution of the dispute. Any refund due will first be applied to any outstanding new charges. If there is an amount remaining after applying the refund to new charges, you may request a refund. Otherwise, FOCUS Broadband will apply the refund to any future charges billed to your account.

If your service(s) are disconnected for non-payment of charges, there will be a \$30 fee for reconnection of service. A \$25 fee applies for each item that is returned due to nonresidential funds.

Notices about changes in cable service rates, terms, or conditions will be posted on the company website in advance of such changes, as required by law or regulation.

CONTACTING CUSTOMER CARE

To contact Customer Care, please call 888-367-2862 or you can stop by one of our customer care centers:

- 640 Whiteville Road, Shallotte (Mon-Fri, 8am-6pm)
- 1780-9 Chandler's Lane, Sunset Beach (Mon-Fri, 8am-5pm)

- 1201 Dickinson Drive, Leland (Mon-Fri, 8am-6pm)

- 2230 New Britton Hwy, Whiteville (Mon-Fri, 8:30am-5pm)

Saturday hours may vary.

CONTACTING REPAIR SERVICE

To contact our Repair Department, please call us at 910-754-4317, 24 hours a day. After normal business hours, a trained representative will assist you. Service issues requiring on-site technicians may be addressed the next business day.

VIDEO CLOSED CAPTIONING

Closed captioning allows persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the television screen. For assistance with general closed captioning concerns, please contact the FOCUS Broadband Repair Center at 910-754-4317, via email at operationservices@focusbroadband.com, or via fax at 910-754-6207. For more information about video closed captioning, including how to file a complaint, please visit www.focusbroadband.com.

PRODUCTS AND SERVICES

FOCUS Broadband offers a wide variety of cable services and programming packages. All customers must subscribe to Broadcast Basic Service to access other programming choices, including pay-per-view channels and on demand programming. You can find out about our programming packages by visiting our website or contacting one of our customer care centers.

MERGE-TV - FOCUS BROADBAND STREAMED TV SERVICE

MergeTV is a streaming service which allows FOCUS Broadband customers to use their FOCUS Broadband internet service to stream a lineup of channels on a variety of devices. Most major streaming devices are supported. For a complete list of compatible devices, visit www.focusbroadband.com/mergetv. Subscription to MergeTV programming package and broadband speeds of 100 Mbps or higher are required to receive MergeTV service. Each MergeTV package includes a designated number of concurrent streams which allows users to stream content on different devices simultaneously. Additional concurrent streams are available for a monthly fee. Quality of stream may vary depending upon a variety of factors, many of which are related to the environment at the customer premise and the customer owned devices connecting to the Internet. Start Over, Look Back and Cloud DVR features are included, at no extra charge, with most packages. Start Over feature will allow users to start a program over from the beginning. Look Back feature allows users to skip back up to 72 hours to view previously aired programming. Start Over and Look Back features are enabled/disabled on an individual show and/or network basis. The amount of time certain shows are available varies and not all shows or networks allow these features as part of FOCUS Broadband's content agreements. Cloud DVR functionality works much like traditional DVR service with the amount of storage varying by MergeTV package. Additional Cloud DVR storage may be added for a monthly fee. Parental controls are available with MergeTV and may be set up in MergeTV User Profiles. MergeTV Terms of Use may be viewed at www.focusbroadband.com/mergetv/terms. MergeTV product details, channel lineups, pricing and availability are subject to change. Other conditions and restrictions may apply. Call FOCUS Broadband Customer Care at 888-367-2862 or visit www.focusbroadband.com/mergetv for more details.

INSTALLATION & SERVICE MAINTENANCE POLICIES

Standard installation of new cable service - for those located within 125 feet of a distribution system or in homes that previously had cable service - are performed within seven business days after an order has been placed. Appointments for installations, service calls, and other installation activities are scheduled in four-hour windows during normal business hours. We cannot cancel a service call after the close of business on the day prior to the scheduled service appointment.

Excluding conditions beyond our control, such as natural disasters, power outages, civil disturbances, and severe or unusual weather conditions, technicians begin working on service interruptions promptly or no later than 24 hours after the interruption becomes known. Service interruptions are defined as the loss of picture or sound on one or more cable channels. We begin work to correct other service problems the next business day after being notified of a problem.

DISCONNECTING SERVICE

Please give us one week's notice if you are disconnecting service. It is your responsibility to return cable boxes and remote controls to us. You are liable for equipment that is lost, stolen, damaged, or not returned for any reason and we will bill you for these charges. If there is a balance due, you will receive a final bill which will include a charge for cable boxes and remotes that have not been returned as of the issue date of the bill. These charges will be based on the current replacement value of the unreturned equipment. Please refer to the Cable TV Products and Prices section for more information on equipment replacement cost.

TELEVISION PICTURE QUALITY

Upon experiencing problems with the quality of television signals that you receive, you should call FOCUS Broadband at the telephone number listed on the front cover of this notice. A Service Representative will do all that is possible to resolve your problem over the phone. If this cannot be done, an appointment will be established to have a service technician come to your home in order to resolve your reception problem. 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 inform you of our determination, and the reasons we cannot solve the problem. If you believe FOCUS Broadband has not properly resolved your issue, please contact the franchise authority at the address listed in this publication.

CABLE EQUIPMENT AND COMPATIBILITY

FOCUS Broadband offers digital cable boxes to its customers at a nominal charge. If you wish to view programming with an analog TV, you will need a digital cable box to view any channel on our system. FOCUS Broadband also has digital cable cards available for TVs that utilize digital cable card technology. Digital cable cards are not available in areas served by IPTV. Digital cable boxes and other similar devices that are purchased through other retail outlets will not work with the FOCUS Broadband Cable TV system. Where service is received through a digital cable box, you may not be able to use special features and functions of your TV or other equipment, including, but not limited to, 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" and channel

review. Remote control units that are compatible with digital cable boxes may be obtained from FOCUS Broadband. Please note that remote control units purchased through other retail outlets may not be functional with FOCUS Broadband digital cable boxes.

Each cable TV account and/or single location is entitled to up to seven digital cable TV devices. If you request to have more than seven digital cable TV devices working at a location, FOCUS Broadband will conduct an on-site evaluation to ensure that you are receiving an adequate cable TV signal and all digital cable TV devices on the account are present and connected to the cable TV system. If everything is found to be in order, permission for additional digital cable TV devices will be granted. If signal strength is found to be inadequate, technicians may need to take steps to increase the signal which may result in a cost to you. The on-site evaluation will be conducted at no cost. In instances where the on-site evaluation reveals that some digital cable TV devices on the account are not at your premises, FOCUS Broadband will immediately discontinue service to those digital cable TV devices, and you will be responsible for their return. Unreturned cable TV devices will continue to be billed at regular rates until they have been returned or you have paid the applicable replacement cost for the missing device. FOCUS Broadband reserves the right to prosecute for cable TV theft. Any customer found to be using a digital cable TV device to provide cable TV service to an address not associated with the account registered is subject to prosecution.

PARENTAL CONTROLS

FOCUS Broadband understands that some customers may find certain programs available for viewing on the FOCUS Broadband cable TV system to be unsuitable for members of their household. If you are concerned about the possible viewing of objectionable programming, restricting access to these programs or channels is possible by enabling the parental control options available in the menu of your on-screen guide. By exercising these parental control options, you have the ability to block the viewing and purchase of offensive content by movie rating or channel number. In addition, program titles that are adult in nature may be hidden using the "Hide Adult Titles" option available under the parental control settings. Parental control settings must be set and enabled on each digital cable box in your home in order to block the viewing and purchase of offensive content on each TV. The parental control option is not available on digital cable adapters. You may also contact FOCUS Broadband Customer Care to disable the Pay-Per-View and Video On Demand features on your account.

For more information or for assistance with parental control options, please contact FOCUS Broadband Customer Care at 888-367-2862, or visit the Cable Support section at www.focusbroadband.com.

SIGNAL BLOCKING DEVICES

Customers should receive only those channels that they have ordered. If you see images or hear sound from scrambled premium or adult channels that you do not subscribe to, you may have these channels blocked at no charge by calling 888-367-2862.

HOME WIRING

The following Federal Communications Commission (FCC) required notice will serve to inform you of your options regarding the home wiring that is used to provide cable TV service. Home wiring is the cable which runs from your TV set to a point approximately 12 inches outside of your home. It includes extra outlets, splitters, connections, and fittings or wall plates attached to the wire, but does not include terminal devices such as converters, descramblers, AB switches, parental lockout devices, security devices, etc. You are allowed to remove, replace, rearrange, repair, or maintain any cable wiring located within the interior space of your home as long as such actions do not interfere with an ability to meet FCC technical standards or provide service to your neighbors. We are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, DVD players, home antennas, etc. which may be connected to the inside wiring in your home. Also, we are not responsible for problems caused by tampering, neglect, or abuse.

You have the option of removing, repairing, rearranging, or maintaining the inside wiring yourself or hiring a qualified outside contractor to do the work for you. It is extremely important that only high quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace, or repair wiring or hire a third-party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere. Please note, however, that in the event of improper materials or improper installation causing signal degradation and/or leakage, we may be required under federal law to terminate your cable TV service until the problem can be remedied.

COMMERCIAL SUBSCRIBER NOTIFICATION

Our agreements with certain video content providers require us to charge business (commercial) and residential cable customers differently. These content providers require business customers to pay more if they fall into a particular type of cable use. Please review the commercial subscriber description below to determine if this accurately describes how you use FOCUS Broadband's Cable TV service. *Commercial Subscriber* - each service subscriber that receives video services for exhibition in any commercial establishment (including any arena, bar, club, tavern, restaurant, transportation terminal, store, or office.) If the above description describes how you use FOCUS Broadband's Cable TV service, you should be classified as a business cable TV account and must utilize one of the business cable TV packages. If you are using one of FOCUS Broadband's residential cable TV packages you are certifying that you use your cable TV service for residential/noncommercial purposes only. Pay-Per-View movies and events as well as Video On Demand movies and events are prohibited from being displayed in any arena, bar, club, tavern, restaurant, transportation terminal, store, or office.

BROADCAST BASIC¹

- 1 Video On Demand**
- 2 Channel Guide
- 3 FOCUS Broadband TV-Community Channel
- 4 CW
- 5 WWAY (ABC)
- 6 WECT (NBC)
- 7 TBS
- 8 PBS
- 9 WFSX (FOX)
- 10 WILM
- 12 QVC
- 13 DWAY (CBS)
- 14 HSN
- 69 Heroes & Icons
- 70 CourtTV
- 71 MeTV
- 72 Bounce TV
- 74 GRIT Network
- 75 UNC-EX
- 76 UNC-Kids
- 77 SC-ETV (SC PBS)
- 78 SC Channel
- 79 NC Channel
- 80 Court TV Mystery
- 82 Laff TV
- 91 Circle
- 92 CSPAN
- 93 CSPAN2
- 94 Jewelry TV
- 96 Leased Access
- 97 Leased Access
- 105 Justice Network
- 106 Dabl

STANDARD¹

- 15 Freeform
- 16 Cartoon Network
- 17 Nickelodeon
- 18 Disney
- 19 FX
- 20 FXx
- 21 MLB Network
- 22 NBC Sports
- 23 Fox Sports 1
- 24 ACC Network
- 25 ESPN
- 26 ESPN2
- 27 ESPN Classic
- 28 Golf Channel
- 29 Lifetime
- 30 Hallmark Channel
- 31 TNT
- 32 USA Network
- 33 Animal Planet
- 34 Food Network
- 35 HGTV
- 36 TLC
- 37 History
- 38 Discovery Channel
- 39 Travel Channel
- 40 Comedy Central

STANDARD CONTINUED¹

- 41 Paramount Network
- 42 MTV
- 43 VH1
- 44 CMT
- 45 GAC
- 46 BET
- 47 E! Entertainment
- 48 A&E
- 49 Bravo
- 50 Turner Classic Movies
- 51 AMC
- 52 TV Land
- 53 Syfy
- 54 truTV
- 55 FOX News
- 56 CNN
- 57 Headline News
- 58 MSNBC
- 59 CNBC
- 60 Weather Channel
- 61 Fox Business Channel
- 62 National Geographic
- 63 Investigation Discovery
- 64 We
- 65 Lifetime Movie Network
- 66 Oxygen
- 67 OWN
- 68 Hallmark Movies & Mysteries
- 73 Independent Film Channel
- 81 QVC 2
- 83 The Cowboy Channel
- 84 UP
- 85 Inspirational Network
- 86 Daystar
- 87 Trinity
- 88 EWTV
- 89 The Word
- 90 BYU TV
- 96 Motor Trend - on MergeTV

ADVANCED¹

- 200 Nat Geo Wild
- 201 Science Channel
- 202 American Heroes Channel
- 204 Discovery Family
- 205 Destination America
- 207 BBC America
- 208 Discovery Life
- 209 RFDTV
- 211 FYI
- 212 Military History
- 214 Magnolia Network
- 215 Cooking Channel
- 216 Crime & Investigation
- 217 Smithsonian
- 219 Universal Kids
- 220 NickToons TV
- 221 Nick Jr.
- 222 TeenNick
- 223 Disney XD
- 224 Boomerang
- 225 Disney Junior

ADVANCED CONTINUED¹

- 229 Gameshow Network
- 230 MTV2
- 231 Nick Music
- 232 MTV Classic
- 233 Viceland
- 242 Lifetime Real Women
- 243 FX Movie Channel
- 244 Hallmark Drama
- 246 Sundance
- 248 Olympic Channel
- 249 Fox Sports 2
- 250 ESPNNews
- 251 ESPNU
- 253 Outdoor Channel
- 259 Big Ten Network
- 260 SEC Network
- 265 NFL Network
- 271 SEC Network Alternative

MUSIC CHOICE¹

701-750 Variety Music Channels

MLB EXTRA INNINGS^{**}

Subscription required.

- 301 - 314
- 320-328 in HD³

INDEMAND PAY-PER-VIEW^{**}

- 350 INDEMAND HD
- 351 INDEMAND 7
- 357 INDEMAND 1
- 358 Hot Choice/Adult
- 359 Brazzers TV/Adult

SPORTS PACKAGE¹

- 254 Sportsman Channel
- 261 Outside TV³
- 262 TVG2
- 263 YES Network
- 264 MSG TV
- 266 MAVTV
- 267 World Fishing Network
- 268 NFL Redzone

BROADCAST BASIC HD^{**}

- 899 SC ETV HD (SC PBS)
- 907 TBS HD
- 908 PBS HD
- 909 WWAY HD (ABC)
- 910 FOCUS Broadband-TV HD
- 911 CW HD
- 912 WECT HD (NBC)
- 913 DWAY HD (CBS)
- 914 WILM HD (CBS)
- 915 WFSX HD (FOX)
- 918 QVC HD³

BROADCAST BASIC HD^{**}

- 899 SC ETV HD (SC PBS)
- 907 TBS HD
- 908 PBS HD
- 909 WWAY HD (ABC)
- 910 FOCUS Broadband-TV HD
- 911 CW HD
- 912 WECT HD (NBC)
- 913 DWAY HD (CBS)
- 914 WILM HD (CBS)
- 915 WFSX HD (FOX)
- 918 QVC HD³

SPORTS PACKAGE¹

- 979 NFL Redzone HD
- 989 World Fishing Network HD
- 990 Outside TV HD
- 991 Sportsman Channel HD³
- 993 YES Network HD
- 999 MAVTV HD

ADVANCED HD¹

- 890 Viceland HD
- 896 RFD TV HD³
- 917 Gameshow Network HD³
- 920 Hallmark Drama HD³
- 937 Cooking Channel HD
- 938 Magnolia Network HD
- 946 FX Movie Channel HD
- 951 Disney Junior HD³
- 952 Disney XD HD³
- 953 Nick Jr. HD³
- 954 Discovery Family HD
- 957 NickToons HD³
- 959 Crime & Investigation HD
- 961 Smithsonian HD
- 962 Destination America HD
- 963 BBC America HD³
- 964 Science Channel HD
- 968 FYI HD
- 970 Nat Geo Wild HD
- 975 Olympic Channel HD
- 977 Fox Sports 2 HD
- 982 ESPNNews HD
- 983 ESPNU HD
- 984 NFL Network HD
- 988 Outdoor Channel HD
- 992 Big Ten Network HD³
- 995 SEC Network HD³
- 998 Sundance HD

STARZ & ENCORE^{**}

- 570 Starz - HD on 680
- 571 Starz Edge - HD on 681³
- 572 Starz Kids & Family - HD on 682³

- 573 Starz Cinema - HD on 683³
- 574 Starz Comedy - HD on 684³
- 575 Starz In Black - HD on 685³

- 576 Encore - HD on 687
- 577 Encore Action
- 578 Encore Classic
- 579 Encore Suspense
- 580 Encore Westerns
- 581 Encore Black
- 582 Encore Family
- 583 Starz - on MergeTV
- 686 Starz West HD³

HBO PACKAGE¹

- 500 HBO - HD on 600
- 501 HBO Family - HD on 601³
- 502 HBO2 - HD on 602³
- 503 HBO Comedy-HD on 603³
- 504 HBO West
- 505 HBO Signature-HD on 604³
- 506 HBO Zone - HD on 605³

CINEMAX PACKAGE^{**}

- 520 Cinemax - HD on 620
- 521 5 StarMax - HD on 621³
- 522 ActionMax - HD on 622³
- 523 OuterMax - HD on 623³
- 524 MoreMax - HD on 624³
- 525 ThrillerMax - HD on 625³

SHOWTIME UNLIMITED^{**}

- 540 Showtime - HD on 640
- 541 SHO Extreme - HD on 642³
- 542 SHO FamilyZone
- 543 SHO Women - HD on 643³
- 544 SHOxBET - HD on 644³
- 545 TMC - HD 646³
- 545 SHO 2 - on MergeTV
- 546 TMC Xtra
- 547 Flix Movie Channel
- 548 TMC - on MergeTV
- 549 TMC Xtra - on MergeTV
- 641 SHO2 HD³
- 645 SHOCase HD³

**Advanced package required.*

***Digital box required. Not available with adapter.*

³Available with digital box or adapter.

³Not available on 450 MHz system.

¹¹ HD box & corresponding package required.

Some channels &/or services may not be available with MergeTV or in all areas. Contact FOCUS Broadband for availability. HDTV and HD capable box required to receive high definition programming. Compatible streaming device required for MergeTV. Business customers require Business Cable Packages where select channels may not be available.

Cable TV Products & Prices

Rates, channel lineup and packages are subject to change.

Broadcast Basic \$ 36.75

Broadcast Basic channels, Music Choice channels.

Broadcast Basic Service is required for any other Cable TV Services.

Standard Cable \$ 86.50

Standard Cable including Broadcast Basic channels, Music Choice channels, access to On Demand.

Advanced Cable \$100.00

Standard and Advanced channels, Music Choice channels, access to On Demand.

Premium Channels

HBO Package\$ 14.99

Cinemax Package\$ 15.00

Showtime Package\$ 10.99

Starz Superpak\$ 15.00

Encore Movie Pak\$ 6.50

Sports Package\$ 4.95
Advanced Package & HD Box required.

Whole-Home DVR Service\$ 4.00
Equipment is additional.

MergeTV – Internet Streamed TV Services

Additional Concurrent Streams (2)\$ 5.00

Additional Concurrent Streams (4)\$ 9.00

Additional Concurrent Streams (7)\$ 14.00

Cloud DVR (300 hours)\$ 10.00

Pay-Per-View & On Demand

Movies, Events and Adult Services priced separately.

Digital cable box required to purchase Pay-Per-View and On Demand. Not available with Adapter.

Pay-Per-View not available with MergeTV.

Cable TV Devices

Digital Cable Adapter\$ 2.50

Program guide not available with digital cable adapter.

Standard/HD/IPTV Box\$ 6.15

Required for Advanced packages and higher.

Digital Video Recorder\$14.25

Some devices not applicable in certain areas.

Equipment Replacement Costs:

Standard Digital Box.....\$ 115.00

Digital DVR.....\$ 250.00

Digital HD Box\$ 115.00

Digital Surround Sound Box\$ 175.00

Digital Adapter (DTA)\$ 15.00

Digital Cable Card.....\$ 60.00

IPTV DVR.....\$190.00

IPTV Standard Digital Box.....\$ 115.00

Standard Remote Control.....\$ 8.50

Power Cord\$ 10.00

**IPTV Digital Boxes and IPTV DVRs are not available in all areas.*

Cable TV Installation & Miscellaneous Charges

Premise visit charge\$55.00

Single Service Connection\$25.00

Outlet Connection\$35.00

Box Connection - (over 3 Boxes)\$ 6.00

Connection Material - (faceplate, etc.)\$ 3.00

Cable Reconnection - (with prior service)\$20.00

Returned check fee\$25.00