



Important Notice to Cable Television Customers

ANNUAL CUSTOMER INFORMATION AND SERVICE DISCONTINUATION NOTICE

This notice is provided to FOCUS Broadband Cable TV customers in Brunswick County, NC, to comply with federal cable customer service requirements and to inform you of important information regarding your cable television service.

PRODUCTS AND SERVICES OFFERED

FOCUS Broadband currently provides cable television service to a limited number of customers. No new cable television subscriptions are being accepted.

RATES AND CHARGES

Current rates, fees, and applicable taxes are listed on your monthly billing statement. Prices are subject to change as permitted by law.

BILLING AND PAYMENT

Bills are issued monthly. Payments are due as shown on your statement. Late fees may apply in accordance with your customer agreement.

INSTALLATION AND MAINTENANCE

Installation services are no longer offered. Limited maintenance will be provided as necessary to continue service through the discontinuation date.

RESOLUTION OF SERVICE INQUIRES, ISSUES OR COMPLAINTS

Customers should direct service and billing questions or service issues and complaints to FOCUS Broadband Customer Service.

CONTACTING CUSTOMER CARE

To contact Customer Care, please call 910-754-4311 (Toll Free: 888-367-2862) or visit www.focusbroadband.com. Customers can also visit the main office at 640 Whiteville Rd. NW, Shallotte, NC 28470, Monday through Friday from 8:00 am to 6:00 pm, or on Saturday from 9:00 am to 5:00 pm.

CONTACTING REPAIR SERVICE

To contact the Repair department, please call 910-754-4317 (Toll Free: 833-663-1241), available twenty-four (24) hours a day. After normal business hours, a trained representative will assist you. Service issues may also be reported by visiting www.focusbroadband.com/repair.

VIDEO CLOSED CAPTIONING

Closed captioning allows individuals 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 (Toll Free: 833-663-1241), or 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.

Direct questions to FOCUS Broadband Customer Service:

910-754-4311 or 888-367-2862

Email: contact@focusbroadband.com

Address: 640 Whiteville Road NW, Shallotte, 28470

Mailing Address: PO Box 3198, Shallotte, NC 28459

Website: www.focusbroadband.com