

YOU AGREE NOT TO ATTACH ANY UNAUTHORIZED SERVICE TO THE CABLE OR EQUIPMENT. If you make unauthorized connection or modification to the equipment or another part of the Cable TV System, you will be in breach of these policies and we may terminate your service. We shall be entitled to recover damages from you for tampering with any of the equipment or any other part of the Cable TV System or receiving any unauthorized service or programming.

#### 4. CHANGE OF SERVICE AND CHARGES

The service programming, other services, equipment and our charges and rates for them are subject to change. We may, from time to time, rearrange, delete and/or otherwise change programming or services contained on our basic cable or other services.

#### 5. PAYMENT FOR SERVICE

Service is provided on a month-to-month basis. Charges for service start the day service is installed. When service is installed, the charges for one month's service, any required deposits, any installation fees, and any equipment lease fees are payable in advance. Thereafter, you agree to pay us monthly in advance for service and for any late charges or administrative fees due to late payments, any returned check charges or any other fees or charges due to us.

YOU WILL HAVE TO PAY A LATE FEE OF \$5.00 FOR ANY PAYMENTS RECEIVED AFTER THE DUE DATE ON YOUR BILL. When you receive your bill, the current charges are due on or before the due date listed. Any outstanding balance, plus the late fee (thirty (30) days or more is considered PAST DUE), is due immediately. This late fee is to compensate us for the extra costs, such as clerical, postage and other costs which we incur because of late payment. We reserve the right to change any late fees, administrative fees, or any other fees or charges due us at any time, as long as we notify you in advance of the new fees and their effective date.

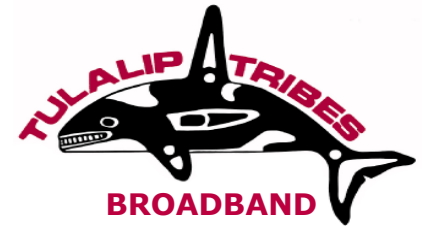
IF YOUR SERVICE IS DISCONNECTED, because you did not pay your bill, we require that you pay ALL past due charges, a Non-Pay (N/P) reconnect fee, and a minimum of one (1) month's advance charges prior to reconnection of your service. Reconnection will be scheduled according to what is available. Converters and remotes **ARE THE PROPERTY OF THE TULALIP BROADBAND CO.**, and must be returned at the time of disconnection to avoid substantial equipment charges.

You must bring any billing errors or requests for credit to our attention within six months of the time you receive the bill for which you are sending correction of a billing error or a credit. You are responsible for payment of any adjustments or corrections to your billing.

All charges are subject to prevailing rate structure and/or local franchise provisions. You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of the transaction.

# 2015

## COMPANY POLICY & SUBSCRIBER PRIVACY NOTICE



2601 88th St NE  
Tulalip, WA 98271  
(360) 716-3270 — Fax (360) 716-3272  
Office Hours: 8:00 am - 4:30 pm  
Monday-Friday

**AFTER HOURS: (360) 652-7577**

## SUBSCRIBER PRIVACY NOTICE

Section 631 of the Cable Communications Policy Act of 1984 ("Cable Act") requires us to inform you of the following matters annually:

### 1. COLLECTION.

The Cable Act requires us to inform you of the nature of personally identifiable customer information that we collect and of the nature of the use we make of such information. Generally the Cable Act permits us to collect and use only the information needed for the business of providing cable and other services to customers. In order that we may continue to provide reliable, quality service and maintain adequate records, we keep regular business records that contain your name, service address, billing address, if different, telephone numbers (home and business), account number, installation, billing, payment, deposit, complaint and service records, converter and equipment records, records of information you have furnished to us, such as the location and number of television sets connected to cable and the service options you have chosen. Such records may also include name and address of your landlord, identification card numbers (Such as driver's license and/or social security number) and other personally identifiable information. We use this information to maintain, disconnect and reconnect cable television services; to make sure that you are being billed properly for the services you receive; to maintain financial accounting, tax, service and property records including records required by the terms of our Company Policy and for the purposes such as described below.

### 2. DISCLOSURE.

The Cable Act allows us to collect personally identifiable information and to disclose it to a third party only if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; (c) disclosure is required pursuant to a court order and you are notified of such order; (d) for mailing lists as described below. The Cable Act requires us to inform you of the nature, frequency and purpose of any disclosure which may be made of such information, including an identification of the types of persons to whom the disclosure may be made. We may make your records available to employees, agents and contractors to install, market, provide, or audit cable service and to measure viewership and customer satisfaction, on each occasion access is needed for the specific job at hand. Access for these purposes is routine, and does not occur with any specific frequency. Further, we make our customer list available each month to an independent billing house to send bills; to distributors each month for sending program guides; to programmers for marketing and promotions of their services carried on our system; to programmers and outside auditors to check our records whenever such audits are required, as needed; to attorneys and accountants on a continuous basis as necessary to render service to the company; to mailing services as needed for

system related mailings to customers; and to collection services if required to collect past due bills at such time as bills are submitted for collection.

### 3. MAILING LISTS.

Although we do not sell our customer list or otherwise disclose it to commercial or charitable users at the present time, the Cable Act allows us to disclose your name and address for mailing lists and other purposes unless you object. Before we make any such disclosure in the future, we will notify you in advance and provide you an opportunity at that time to contact us if you do not wish to have your name and address or other personally identifiable information sold as part of customer lists or otherwise disclosed to commercial or charitable users.

### 4. RETENTION.

The Cable Act requires us to inform you concerning the period during which we will retain information. As required by the Cable Act, we destroy customer information that is no longer necessary for the purpose for which it was collected unless there is a legitimate request or order to inspect the information still outstanding. The information that you have provided us upon installation of service is maintained in our management information system and billing systems, and is updated as new information is added. Accounting and billing records are retained for five years for tax and accounting purposes or until the relative income tax years for which the document was created has been closed for income tax purposes and/or all appeals have been exhausted. Routine paper records necessary to render, or conduct, a legitimate business activity related to the cable service or other service provided to you as a customer are kept in accordance with the local cable company's voluntarily adopted document retention program. Paper records such as work orders and records of technical maintenance and service you are provided are retained for three years. Records relating to involuntary disconnects are kept indefinitely to facilitate collection and are updated as new information is added.

### 5. DISCLOSURE BY COURT ORDER.

The Cable Act also provided that the government may obtain disclosure of personally identifiable information by court order, if it offers evidence that such records are material to criminal activity, and if you are given the opportunity to appear and contest the evidence.

### 6. CUSTOMER RIGHTS.

As described above, the Cable Act establishes your rights as a customer and the limits upon the cable operator with respect to the collection and disclosure of customer information. You have the right to inspect our records that contain information about you and to correct any error in our information. If you wish to inspect the records at our system office pertaining to you, please contact us at the system business office during normal business hours between 8:00 a.m. and 4:30 p.m., Monday through Friday (Holidays excluded), to set up an appointment. You may bring a private civil action in U.S. District Court and you may seek to recover damages, costs and attorney fees if the limits under the Cable Act have been violated.

THE NAME, ADDRESS AND PHONE NUMBER OF YOUR LOCAL CABLE SYSTEM CONTINUES TO BE IDENTIFIED ON THE FRONT OF YOUR MONTHLY BILL. ANY CHANGES TO SUCH INFORMATION WILL BE NOTED ON YOUR FUTURE BILLS.

### CABLE COMPANY POLICY

These are the policies and practices by which your local cable company currently provides your monthly cable television service. We reserve the right to change our policies as long as we notify you in advance.

### 1. EQUIPMENT

"Equipment" may include one or more of the following: CONVERTER, REMOTE CONTROL UNIT OR ANY OTHER EQUIPMENT INSTALLED IN OR AROUND YOUR HOME TO PROVIDE YOU WITH CABLE SERVICE. You are responsible for preventing the loss of or damage to the equipment within your home. Except for batteries the equipment contains no user serviceable parts. We currently make reasonable repair or maintenance calls at no charge to you. However, if the equipment requires repair or maintenance because you or persons within your control mistreated or neglected it or if the problem is caused by your television, then you may be required to pay us for the cost of the necessary repair or maintenance call. We DO NOT service television receivers or any other television related equipment, such as VCR's or home antennas, which is not owned by us, even if it is attached to the cable or to the equipment.

If you cease to be our customer, then it will be your responsibility to return the equipment to us. DO NOT leave the equipment in your vacant home or with anyone else. The equipment must be returned to your representative in working order, to avoid being charged the retail price for a new replacement for each piece of equipment not returned.

### 2. ACCESS TO CUSTOMER'S HOME

You authorize us to enter into your home, in your or your representatives presence or upon your property during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise maintain our equipment and service. This authorization includes allowing us to enter on the property outside your home at reasonable times even if you are not at home. You authorize us to make connections and perform any other tasks we deem necessary or desirable to enable us to render service.

### 3. PROVISION OF SERVICE

We are not responsible for interruptions in service due to circumstances beyond our control including with limitation, acts of God, power failure or any other condition. WE MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, REGARDING THE EQUIPMENT OR SERVICE PROVIDED TO YOU. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED.