



## **LPC Connect Digital Television Customer Bill of Rights**

LPC Connect is dedicated to being the premier communications solution provider in the industry known for its talent, market leadership, and operational excellence. LPC Connect will be respected for the quality and integrity of our people, services and processes. Through a commitment to continuous improvement, we will provide communication solutions that exceed the expectations of our customers.

At LPC Connect we strive to make every part of your experience as simple and as pleasant as possible. So that you know what to expect when you subscribe to television service from LPC Connect, we have created a Bill of Rights.

### **Installation**

1. At the time the installation appointment is set up, customer will receive information as to amount of time the installation is expected to take.
2. It is the responsibility of the customer to move entertainment centers and equipment so that the technician can easily access wall outlets and television equipment.
3. The installation technician will arrive within the designated window of time.
4. Upon arrival, the technician will plan the installation with the customer (show what wiring will be done and where equipment will be placed).
5. Customer will be notified of any additional charges (if applicable) prior to commencement of any work. A standard installation includes necessary equipment for 2 television sets, video activation, service installation, and two jacks installed (not exceeding 150' of cable).
6. Installation of co-located devices is limited to VCR and DVD players.
7. Upon completion of the installation, the technician will run tests to verify that television services are working.
8. Technician will provide training on system use (minimum 15 minutes).
9. Technician will clean up any mess made during the installation and remove debris from the customer residence.
10. Technician will complete the Customer Installation Checklist and obtain the customer's signature certifying that the job was completed to their satisfaction.
11. Technician will leave channel line up card along with the telephone number customer should use if they need technical assistance.

### **Equipment**

12. All equipment needed to receive LPC Connect Digital Television is included with the installation price and monthly package fees unless noted otherwise at the time you sign up for service. Examples of extra equipment fees include, but are not limited to, additional remotes, digital boxes, digital video recorders (DVRs), switches, and surge protectors.

13. Customer is responsible for properly caring for company equipment including television remote, digital boxes, DVRs, and additional equipment as may be necessary to provide customer with the highest quality video experience. Customer is required to use surge protectors to protect digital boxes and other electronics equipment from lightning and power surges. Surge protectors are available for purchase from LPC Connect.
14. Upon disconnection of service, customer is required to return equipment to the LPC Connect Business Office located at 306 Main Street, La Porte City, between the regular business hours of 8:00 am – 4:30 pm, Monday –Friday (except holidays) within seven (7) calendar days or replacement fees will be assessed. Arrangements can be made with LPC Connect to pick up the equipment; however, fees may be payable at the time of pick-up.

### **Customer Service Standards**

15. Customers are entitled to have appointments honored by LPC Connect. An appointment may not be cancelled by LPC Connect after close-of-business of the day prior to the appointment without reasonable attempts to contact the consumer on location.
16. Customers are entitled to receive a copy of the Customer Installation Checklist describing all work performed during an appointment.
17. Customers are entitled to schedule service appointments to occur within a reasonable period of the day and not to exceed a 4-hour appointment window.
18. Customers have the right to an accurate monthly bill that contains all pertinent information including: payment due date, an itemized listing of all charges and fees and the late fee assessment date.
19. Customers have the right to disconnect service at no charge, except for the payment of any outstanding account balance. An exception to this is if a customer has entered into a contract for service where there may be cancellation fees due for early termination.

### **Service Disruptions**

20. Customers should expect to be notified by LPC Connect at least 24 hours in advance of any scheduled interruption of LPC Connect's network providing digital television service.
21. A service outage, defined as the total loss of the audio or visual portion of television service, is an interruption of service that is due to something that affects the network and that is out of the customer's control. On occasion, service interruptions may arise due to unforeseen problems such as power outages, electrical storms, severe weather conditions, equipment failures, auto accidents involving utility poles, and in some cases, loss of signal at the origination point of the program. In addition, twice a year our satellite reception is disrupted by activity from the sun. This disturbance, which affects most cable and satellite companies within the United States, occurs at the end of February and again in October, due to direct alignment of the sun with our satellite and our earth stations. LPC Connect is not responsible for service interruption due to malfunction of customer's personal equipment including television sets, remotes, VCRs, DVD players, game stations or stereo equipment.
22. LPC Connect is not responsible for service interruption due to malfunction of company equipment including remotes, set top boxes, gateways, and DVR malfunctions due to customer misuse or neglect.

### **Service Quality**

23. Customers have the right to receive dependable service, free of unnecessary outages.

24. LPC Connect is not responsible for atmospheric conditions that may interfere with the picture quality or reception. LPC Connect is not responsible for the quality of the signal being delivered by the broadcasting networks. LPC Connect is not responsible for a cable cut affecting service quality.
25. Customers are entitled to the prompt repair of service interruption or television reception problems. Customers are responsible for reporting service outages and quality issues to LPC Connect promptly.

### **Service Changes**

Customers are entitled to receive at least 30 days notice, prior to any changes in programming, channel line-up, rates or terms of service.

### **Treatment of Property Owner's Property**

26. Trees and shrubs or other landscaping on a customer's property that are damaged by LPC Connect, or any employee or agent during installation, construction, repair or maintenance for the customer or in the process of serving adjacent structures, shall be restored to their prior condition or replaced. Trees and shrubs shall not be removed without the prior permission of the owner of the property on which they are located.
27. LPC Connect shall clean all areas surrounding any work site of debris caused by its activities and ensure that all materials are disposed of properly.

### **Billing Policies**

28. Payments are due the 20<sup>th</sup> of the month. Payments received after that date will be assessed a late fee of \$5.00.
29. Bill Cycle
  - Statements are generated on the 23<sup>rd</sup> -24<sup>th</sup> of the month and mailed out 24-48 hours after processing.
  - Payment is due by the 20<sup>th</sup> of the next month.
  - Final notices and late payments fees are generated the 21<sup>th</sup> of the month, one day after due date.
  - Payment of final notice amount is expected within five business days of the due date. If payment is not received by 4:30 p.m. of the 5<sup>th</sup> day, services will be disconnected the following day.
  - A courtesy call placed to past due customers approximately one day prior to disconnecting of service.
  - Customers receive approximately 30 days to pay their monthly statement before receiving a final notice and late fee. An additional five days is given to customers before services are disconnected.
  - Reconnect fees are \$40.00 per account.

### **Dispute Resolution**

30. Contact LPC Connect customer service to report a problem or complaint in writing to:  
LPC Connect  
306 Main St  
PO Box 185  
La Porte City, Iowa, 50651  
or call (319) 342-3369