

**NW Communications dba American Broadband Cable**  
**2021 Annual Customer Notices**

**Products and Services Offered** – American Broadband Cable offers a variety of video programming tiers and services, including a limited/basic service tier that includes many of the local television broadcast stations in your area and, in some areas, an expanded basic service tier that includes additional cable programming services. Many of the local broadcast stations included in the limited/basic service tier are available in both an analog and a digital format. Tiers of service offered by American Broadband Cable may be sold separately or as a package with other tiers; however, as a prerequisite for subscribing to any of the various tiers offered including premium channels, customers are required to subscribe to the limited/basic service. Visit us at [www.ABBMissouri.com](http://www.ABBMissouri.com) or call us at 1-888-438-4490 for more information about products and services in your area.

**Channels and Programming Options** – A complete listing of our channel lineups and service tiers by community can be found at [www.ABBMissouri.com](http://www.ABBMissouri.com) or you may call us at 1-888-438-4490 to obtain a printed copy.

**Pricing and tier options** – Communities of Maitland, Graham and Skidmore monthly pricing effective January 1, 2021: Basic cable \$94.95. Community of Rich Hill monthly pricing effective January 1, 2021: Basic cable \$97.20. Community of Schell City monthly pricing effective January 1, 2021: Basic cable \$90.45. Premium services available are HBO Pak for \$16.50, Showcase Pak for \$13.95 and Cinemax Pak \$10.95 (Rich Hill only). Communities of Hermitage, Humansville, Pittsburg, Weaubleau, Wheatland and Hickory County pricing effective January 1, 2021: Broadcast Basic \$50.24, Expanded Basic (includes Broadcast Basic) \$113.24. Pricing discounts and bundled offerings may be available if purchased with other American Broadband services.

**Changes in Service or Prices** – Subject to applicable law, we have the right to change our services and prices at any time. As an American Broadband Cable 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 your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form.

**Installation and Service Maintenance Policies** – Someone over 18 years of age must be home during any installation or repair of your cable television service. American Broadband Cable will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

**Access to Customer Premises** – By ordering service, you agree to allow employees of American Broadband Cable 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. Failure by American Broadband Cable to remove equipment does not deem it abandoned.

**How to Use Your Cable Services** – Customers may visit us at [www.ABBMissouri.com](http://www.ABBMissouri.com) or call us at 1-888-438-4490 for more information regarding how to use your cable service.

**Billing; Miscellaneous Fees** – Your monthly American Broadband Cable bill provides the charges, due date, payments and credits for your account, and may also contain special customer messages. A late fee is added to any bill amount unpaid after the due date. If your payment is returned non-sufficient funds, you may be charged a fee for handling.

**Complaint Procedures** – Customers can direct cable billing or service complaints to American Broadband Cable at 1-888-438-4490, or by mail to PO Box 400 Blair, NE 68008. If you believe American Broadband Cable has not properly resolved your issue, you may contact your local franchise authority. (Listed below)

**Delinquent Accounts** – If your service is disconnected for non-payment, we require full payment of the balance and a reconnect fee.

**Disconnect Policy** - 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 American Broadband Cable video and/or other services.

**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 or adult channels that you do not subscribe to, you may contact American Broadband Cable at 1-888-438-4490 for information on tools to block the channels.

**Television Picture Quality** – If you experience problems with the quality of television signals you receive, you should call us at 1-888-438-4490. A fully trained Customer Service Representative 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 call 1-888-438-4490 for the address of your franchise authority contact designated to receive consumer complaints. (Listed below)

**Remote Controls** – Universal remote controls may not be compatible with certain features or services available from American Broadband Cable in certain markets. If you have specific questions concerning where to find remote controls or their compatibility, we encourage you to contact Customer Care at 1-888-438-4490.

**Parental Control** – American Broadband understands that there may be certain television programs available that some customers find unsuitable for members of their household. Please check with your TV manufacturer or check the manual for setting up parental controls on your TV.

**Privacy** – American Broadband Cable maintains records containing your name, address and telephone number, and information concerning service packages, equipment, service complaints and repairs. This information is used to provide the services ordered and for billing, tax accounting, marketing and research functions.

American Broadband Cable will not disclose personally identifiable information to any third party without the subscriber's prior consent, except where disclosure is necessary to provide service or to conduct business. This information may be provided to outside contractors and engineers to perform installation, maintenance or repair functions; to program suppliers for audit purposes; and to distributors to provide program guides. Additionally, law enforcement authorities may obtain personally identifiable information from our records upon a court order.

Personally identifiable information about you will be retained as long as you remain an American Broadband Cable subscriber. Thereafter, we will retain such information only for as long as it is necessary to complete billing and accounting functions and as otherwise required by law. No information will be disclosed to third parties following a subscriber cancellation. You have the right to examine all personally identifiable information American Broadband Cable maintains. You may do so in person at 1605 Washington St, Blair, NE during normal business hours.

Cable subscribers, whose privacy is violated, may file a suit in U.S. district court, which may award actual damages, punitive damages, reasonable attorneys' fees and other reasonable litigation costs.

**Filing a complaint with the FCC –**

File a complaint online at <https://consumercomplaints.fcc.gov>

By phone: 1-888-225-5322 or TTY 1-888-835-5322

By mail (include your name, address, contact information and details of your complaint)

Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Consumer Inquiries and Complaints Division  
445 12<sup>th</sup> St, S.W.  
Washington, DC 20554

**Franchise Authority-**

Missouri Public Service Commission  
200 Madison Street, PO Box 360  
Jefferson City, MO 65102-0360  
Phone: 1-573-751-3234  
Toll free: 1-800-392-4211