

CALNEVA BROADBAND

CalNeva Broadband appreciates your continued subscription to our cable television, voip telephone, high-speed broadband internet and premium, services. Certain information regarding our services, policies, and procedures is required to be disclosed annually under governmental regulations and/or our local municipal franchises.

SERVICES WE OFFER

Basic Service: Basic Service Package includes channels of local network programming, franchise-required public, educational, and government access channels, and satellite delivered cable programming.

Premium Services: Premium Service Packages are available to subscribers who receive our Basic Service Package. Currently, CalNeva offers 5 Premium Service Packages: HBO (4 channels); Cinemax (2 channels), ShowTime/TMC (6 channels); Starz/Encore (7 channels); Digital Preferred (31 channels); A separate monthly fee is charged for each Premium Service Package, and an addressable converter is required to receive premium programming.

VoIP Telephone: Voice over IP Service is available starting, offering economically priced telephone service with unlimited local and long distance service, including 15 popular calling features at no additional cost. Bundled package discounts are available to customers subscribing to multiple services

Broadband Internet Services: CALNEVA's Broadband Internet Packages include High Speed 2/way, and High Speed Wireless services. These services are priced and billed separately. Not all types of broadband internet services are available in all of CALNEVA's service areas. Please contact CALNEVA's local Business Office for more information on which services may be available in your particular service area.

SERVICE ACTIVATION AND BILLING PROCEDURES Activation: Requests for service activation should be placed through CALNEVA's local Business Office. Someone over 18 years of age must be home during the activation of requested services. All service activation/installation fees are due and payable at the time of service activation.

Billing: All service charges are billed from the initial activation date and then monthly on the first of each month for that month. Payment is due by the due date stated on CALNEVA's monthly bill and becomes past due upon CALNEVA's next billing cycle. Credit balance accounts are not mailed a monthly statement except when a bill insert and/or written notification of a Company change in services and/or service charges is required. Subscribers who pay 11 months in advance are not protected from a subsequent change in rates and/or fees. Any billing questions or concerns should be directed promptly to CALNEVA's local Business Office to ensure the bill/charges in question do not become past due. Past due accounts may be assessed a late fee.

Company Changes in Services and Charges: Subject to applicable law, CALNEVA retains the right to change services, equipment, prices, and fees at any time. CALNEVA may rearrange, delete, add, or otherwise modify the packages of services it provides. If the change affects you, CALNEVA will provide you notice of the change and its effective date. Such notice may be provided on your monthly bill, as an insert to your monthly bill, or by other permitted means of communication. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive service for 30 days after the effective date of the change, CALNEVA will consider this your acceptance of the change. To the extent required by law, after notice to you of a service re-tier or rate increase, you may obtain changes to your service at no additional charge. Otherwise, changes by you to the services you receive may result in an upgrade, downgrade, or change to your service charges. Information about CALNEVA's current fees, services, and pricing may be obtained by calling or visiting CALNEVA's local Business Office.

Termination of Service: You have the right to cancel your service for any reason and at any time by giving CALNEVA proper notice. CALNEVA will refund any credit balance due you in excess of \$20.00 after applying a \$10.00 check processing charge. Your refund will be issued within 30 days after your account has been physically disconnected, equipment has been returned and has been cycled for a final bill. If you fail to pay your bill when it's due, CALNEVA has the right to terminate your service. You may not assign or transfer your service without written consent.

Equipment: With the exception of inside wiring or equipment purchased by you, all equipment installed in or delivered to your home by CALNEVA remains the property of CALNEVA. Under no circumstances shall you modify, adapt, or change CALNEVA's equipment. We may, at our option, supply new or reconditioned equipment to you. You must have our prior written consent to sell or give away our equipment, and our equipment may only be used in your home. Inside wiring is the responsibility of the subscriber and is defined as wiring that begins at a demarcation point 12 inches outside the subscriber's home and extending to the connection on the back of the television set, the cable receiver, the cable modem, and/or the internal connection point of the wireless CPE unit. A time and materials charge may be assessed for any repair work to inside wiring ordered by the subscriber. If you cease to be our subscriber, you are responsible for returning CALNEVA's equipment, in good working order, to CALNEVA's local Business Office or to one of CALNEVA's representatives. If you fail to do so, you may be charged the retail value of the CALNEVA equipment in your possession.

Repair of Cable Equipment: CALNEVA will repair problems with its equipment and plant at no charge unless such repair is due to abuse by the subscriber. In this case, a time and materials charge to the subscriber may be assessed.

VCRs and DVDs: Please refer to your User's Manual for detailed instructions when connecting your VCR or DVD to your cable service and converter. If you are still unsure about how to install or use your VCR or DVD with your cable service, CALNEVA can assist with detailed printed instructions or instructions over the telephone.

Equipment for Additional Outlets: Subscribers who install their own additional cable outlets may experience incompatibility issues with the quality of signal and services provided by CALNEVA. Please call CALNEVA's local Business Office prior to purchasing and installing cabling and internet equipment and materials obtained from a consumer electronics retailer.

CUSTOMER PRIVACY NOTICE. Federal law requires us to inform you of the following. Customer Privacy Rights. 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 our records, please contact us in writing at our local Business Office listed at the end of this notice and on your monthly bill to set up an appointment during our regular business hours. Federal law provides you with a cause of action in Federal Court if you believe your rights under the law have been violated.

Information Collection. Generally, Federal law permits us to collect and use only the information needed for the business of providing services to our subscribers. In order to provide reliable, high-quality service and maintain adequate records, we keep regular business records that include your name, physical and mailing addresses, telephone numbers, social security number (if applicable), driver's license or state issued identification number (if applicable), credit card numbers' if you have furnished them to us for payment, and other personally identifiable information. The records we maintain include billing, payment, deposit, complaint, maintenance and repair, and levels of service records as well as records of company-provided equipment in your possession. We use this information to sell, maintain, repair, disconnect, reconnect, and change your levels of service; to ensure 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 franchises; to determine your level of satisfaction with the services we provide; to enable us to mail you information concerning our services; to enable us to conduct marketing research; and to enable us to detect unauthorized receipt of services. We take reasonable precautions to prevent unauthorized access to your information and, under no circumstances, do we make your information available to other businesses in connection with the provision of their services, products, or sales of items unrelated to our services.

Information Disclosure: Federal law allows us to disclose personally identifiable information to a third party only if (a) you consent in advance in writing or electronically; (b) necessary to render the services we provide to you and to conduct our related business activities; (c) required pursuant to the Federal Electronic Communications Privacy Act; or (d) required pursuant to a court order, warrant, or subpoena and we notify you that such disclosure has been requested. We may make your records available to our employees, affiliates, sales representatives, agents, and contractors to install, reconnect, disconnect, repair, maintain, change the levels of service, market the services we provide, and audit service on each occasion access to our records is needed for the specific job at hand. Access for purposes is routine and does not occur with any specific frequency. Further, we make our records available to distributors for sending program guides; to programmers and outside auditors to check our records whenever such checks are required by the terms of our carriage arrangements; to attorneys and accountants on a continuous basis as necessary to render services to the Company; to franchising authorities when requested to demonstrate compliance with franchises; to mailing services, if required, for system-related mailings to subscribers; and to collection services, if required, to collect past due bills. Your consent is not required for us to make such disclosures for legitimate business purposes.

Information Retention. Your personal information will be maintained by us only so long as it is necessary for legitimate business purposes or for any other business in connection with their provision of services or products. Certain subscriber information is held for up to seven (7) years for tax purposes. Other information, such as subscriber credit history, subscriber service call history, and length of service records may be held indefinitely to allow us to maintain accurate system maintenance and subscriber history records. Thereafter, such information will be destroyed unless there are pending requests for access to such information either by the affected subscriber or pursuant to a court order.

Access to Subscribers' Homes: The subscriber agrees to allow CALNEVA access at reasonable times to subscriber's premises to install, inspect, repair, replace, remove, or otherwise maintain CALNEVA's equipment and services. This authorization includes allowing CALNEVA to be on your property outside your home at reasonable times even if you are not home. You authorize CALNEVA to make connections and perform other tasks which are necessary or desirable to enable CALNEVA to provide quality service to you or others, including connecting and making necessary attachments to your inside wiring. If you are not the owner of your home, you agree to supply CALNEVA, if asked, with the owner's name and address to verify you have authority to give CALNEVA access on behalf of the owner. Written consent for access from the owner of the home may be required.

Rights of Way: In requesting and accepting service, subscriber grants CALNEVA, without fee, the easements and rights of way necessary to render services to the subscriber.

Suspension of Service: CALNEVA will not be responsible for any failure or interruption of programming or service resulting from circumstances beyond its control. Upon notification by a subscriber of a prolonged service interruption, CALNEVA will credit the subscriber a pro-rata amount for the time service was interrupted, providing the interruption was not the result of planned system maintenance, system modifications, or factors beyond CALNEVA's control, and the interruption exceeded 6 hours in duration.

Service/Trouble Calls: If a subscriber has a technical problem that was caused by CALNEVA's cable plant and/or equipment, the subscriber will not be charged for the service call. In cases where the problem was not related to CALNEVA's cable plant and/or equipment, a service call charge to the subscriber may be assessed.

Complaint Procedures: CalNeVa places a high priority on ensuring our subscribers are satisfied with the services we provide. If you have a complaint regarding any aspect of your cable service, you are encouraged to first call CALNEVA's local Business Office at the telephone number listed at end of this notice and on your monthly bill. If you've reported a service outage to CALNEVA's local Business Office but your service remains interrupted for 6 or more consecutive hours, you may request a pro-rata credit of your subscription fee by calling or writing us. If you are not satisfied with the manner in which your service concern has been addressed after speaking with CALNEVA's local Business Office, please submit your complaint in writing to CALNEVA's local General Manager at the address listed at the end of this Notice and on your monthly bill.

Additionally, local governments designate individuals, councils, boards, committees, or commissions to resolve complaints and ensure compliance with all laws and regulations. These local franchising authorities are empowered to petition the FCC to demand compliance. Please consult the list of franchising authorities we have provided at the end of this Notice and on your billing statement. Service complaints not made within sixty (60) days of the service issue in question may not be honored.

HOW TO SAFELY USE YOUR CABLE SERVICE The cable CALNEVA has installed in your home is approved by the FCC as being safe and reliable for carrying cable and/or broadband signal. During severe electrical storms, unplug your television set, cable converter, cable modem, wireless CPE unit, and computer to avoid potential damage. Your cable company and your television/computer manufacturers are not responsible for damage that may occur due to acts of nature. Your cable converter, cable modem, and power supply for your wireless CPE unit operate on 110 volts so take all the precautions, as you would for any small electrical appliance. Check power cords for damage or normal wear and tear, and provide adequate space to allow for air circulation. For your own safety, do not attempt to open or otherwise tamper with your cable converter, cable modem, and/or wireless CPE unit. If you or someone other than CALNEVA installs the inside wiring in your home, ensure that it complies with applicable governmental regulations (such as FCC signal leakage rules) and does not interfere with the normal operation of other communications systems and devices such as radios/frequencies used by police and fire departments.

EQUIPMENT COMPATABILITY Older television sets cannot receive the number of channels offered through cable, so CALNEVA rents electronic channel-selection devices called "converters". A converter is simply a tuner that converts the cable channel selected by the subscriber to a lower numbered channel such as Ch. 2, 3, or 4. Programs may then be selected by tuning the converter to the desired channel. You may choose to connect your television set and/or DVD/VCR directly to the cable outlet, rather than using a converter. Doing so will enable you to tune all subscribed, non-scrambled channels directly.

Addressable Converter: An addressable converter unscrambles and enables you to receive premium channels which have been scrambled to prevent unauthorized reception. If you subscribe to a scrambled service, you will need an addressable converter and can obtain one from CALNEVA for a monthly rental fee.

Remote Controls: When using an addressable converter, you may not be able to use the remote control furnished with your television or DVD/VCR to access programming through the converter unless the remote control is a "universal" remote control. If your television or DVD/VCR remote control is not compatible with your converter, you may rent a remote control from CALNEVA, or you may purchase a universal remote control from a consumer electronics retailer.

Cable Modems: To utilize CALNEVA's high speed broadband internet service, a subscriber will need an active cable outlet, a broadband cable modem, and a computer ethernet port. It is the subscriber's responsibility to ensure the subscriber's computer is equipped with the proper ethernet port.

Local Business Office CALNEVA BROADBAND

322 Ash St, P.O. Box 1470 Westwood, CA 96137 Phone: 866-330-2028 Fax:
530-256-3123

Business Hours: 8:00am to 5:00pm Monday through Friday

Integrated Broadband Systems (IBBS)
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