

call return, caller ID, etc.); and if you subscribe to more than one category of service from Buckeye TEL, Buckeye TEL may share CPNI with its affiliates that provide a service to you. Buckeye TEL may also disclose your CPNI where otherwise authorized or required by law (e.g., in response to a subpoena or court order).

In order to better serve you and to offer you additional products and services, Buckeye TEL may disclose, use and allow access to your CPNI by its agents and any affiliates that provide communications-related services to market to you communications-related services (e.g., Internet services and services related to the provision or maintenance of customer premises equipment) (collectively, "Disclosures"), unless you contact us to deny or restrict your approval to the Disclosures. IF BUCKEYE TEL DOES NOT HEAR FROM YOU WITHIN 30 DAYS AFTER PROVIDING YOU THIS PRIVACY NOTICE, BUCKEYE TEL WILL ASSUME THAT YOU APPROVE OF THE DISCLOSURES. IF YOU APPROVE, YOU DO NOT HAVE TO TAKE ANY ACTION. Please note that you may deny or restrict your approval to the Disclosures at any time by calling a Customer Relations Representative at 419-627-0800. Any such approval or denial of approval for the Disclosures is valid until you affirmatively revoke or limit such approval or denial. Denial of approval for the Disclosures will not affect the provision of any Buckeye TEL services to you. Note, however, that Buckeye TEL is not responsible for removing your CPNI information from the lists of any third party who has previously been provided your information by you, or by Buckeye TEL in accordance with this Privacy Notice.

TECHNICAL STANDARDS

Buckeye CableSystem strives to maintain cable television signals which conform to all government technical regulations.

Should you have a complaint about the signal quality on our system, call 419-627-0800 and a technical support representative will schedule a service call for you. We answer our phones 24/7. Buckeye CableSystem technicians make scheduled service calls from 8 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 4 p.m. on Saturday and Sunday.

If you still have questions about signal quality, you may direct them to Patrick Deville, President and General Manager, at 419-627-1371, or contact the Cable Affairs Office in the franchise area in which you reside.

The cable offices for the various franchise areas where you may lodge complaints follow:

CABLE AFFAIRS OFFICES

City of Sandusky
222 Meigs Street
Sandusky, Ohio 44870
419-627-5844

Huron Township Trustees
1820 Bogart Road
P.O. Box 441
Huron, Ohio 44839
419-433-2755

City of Huron
417 Main Street
Huron, Ohio 44839
419-433-5000

Berlin Township
Contact the Ohio Department
of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Village of Castalia
126 Main Street
Castalia, Ohio 44824
419-684-5161

Perkins Township
5420 Milan Road
Sandusky, Ohio 44870
419-626-2457

Margaretta Township
114 Main Street
P.O. Box 278
Castalia, Ohio 44824
419-684-9500

Village of Bay View
304 E. Bay View
Bay View, Ohio 44870
419-684-5315

Groton Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Oxford Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Milan Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826

Townsend Township
Contact the Ohio
Department of Commerce at
<http://www.com.ohio.gov/admin/vsa>
or via PUCO's call center at
800-686-7826



Buckeye CableSystem

Erie County Cablevision, Inc.

409 E. Market Street, Sandusky, Ohio 44870

419-627-0800 • buckeyecablesystem.com

CUSTOMER SERVICE STANDARDS AND POLICIES

Our lobby is open from 8 a.m. to 6 p.m. Monday through Saturday. For your convenience, we accept MasterCard, VISA and Discover Card. Your cable bill can be paid automatically by deducting it from your bank account. It can also be paid at Sandusky Drug Mart on Perkins Avenue, Huron Drug Mart on Cleveland Road East and the Castalia Banking Company on South Washington Street in Castalia. We also have a night deposit box located on the west side of the Buckeye CableSystem Building, 409 E. Market Street, Sandusky.

We offer 2-hour appointment windows (i.e. 8 a.m. to 10 a.m., 10 a.m. to noon, etc.) Monday through Saturday for installations. We schedule installations from 8 a.m. until 8 p.m. Monday through Saturday. We offer 2-hour appointment windows (i.e. 8 a.m. to 10 a.m., 10 a.m. to noon, etc.) Monday through Sunday for service calls. We schedule service calls from 8 a.m. to 8 p.m. Monday through Friday and from 8 a.m. to 4 p.m. Saturday and Sunday.

We answer our phones 24/7, 365 days a year.

BILLING DISPUTES

We act upon any billing dispute upon receipt of a written query, which must be submitted no later than 60 days after the statement date on which the disputed charge was billed. If the issue can be resolved immediately, the customer is called or sent a letter that same day. If the dispute requires extensive research, the customer is sent a letter to that effect, and then is notified upon resolution, usually within two weeks.

We issue refund checks on disconnected accounts automatically twice monthly or upon request from a customer. In many cases, customer relations representatives may authorize credits or refunds.

EQUIPMENT USAGE

To help you use and enjoy your cable service to the fullest extent, please read the following information about how Buckeye CableSystem works with your TV or VCR.

CONVERTER BOXES

One of the reasons you subscribed to Buckeye CableSystem is that we offer many more channels of programming than you are able to receive off-air. Some of you might have TV receivers and VCRs that can tune to all the 69 Standard Service channels we provide, while others might have older sets that do not. In the latter case, we can provide you with a Buckeye CableSystem set-top converter for a small monthly fee, plus tax. If you do not choose to have a set-top converter, you might experience interference from off-air local broadcast signals. In either case, if you do not choose to have a CableSystem set-top converter, you may choose to buy a compatible set-top converter at a retail outlet.

Even if you have a TV or VCR that was advertised as being "cable

ready," or able to receive all cable channels, some might still need a converter. Further, some TVs and VCRs cannot tune all cable channels without some interference. If this is the case with your equipment, call us at 419-627-0800 because you might also need to use a converter.

In addition, because Buckeye CableSystem scrambles premium channels such as HBO, all digital services, and iN DEMAND pay-per-view channels, you will need a converter with a built-in descrambler should you wish to receive these channels, even if your receiver tunes our cable channels.

Buckeye CableSystem also offers digital channel services which require a converter in order to receive these channels. Beginning in 2004, some TVs will have the capability to support a Cablecard™ which allows the television to directly decode premium digital channels such as HBO. If you purchase a Cablecard™ compliant TV please call Buckeye CableSystem to acquire the appropriate equipment that will allow your new TV to receive the available digital programming.

High-Definition Television is also offered by Buckeye CableSystem. HDTV sets are labeled as either HD-ready or HD-capable. HD-ready sets have an integrated HDTV decoder. HD-capable sets function only as a monitor and require the use of an external decoder, which is available from Buckeye CableSystem. While an HD-ready set has a decoder, this may only allow it to receive the local off-air signals from local broadcasters and is not compatible with the Buckeye CableSystem digital channels.

Buckeye CableSystem's converter will "convert" the cable channels to channel 3 or baseband for your TV or VCR. Please understand that the process of converting all of our channels to channel 3 means that your TV or VCR can receive only one channel at a time through the converter. Thus, there might be certain features of your TV and VCR that depend on channel tuning that you will not be able to use without additional equipment, such as taping one program while watching another, recording two or more consecutive programs on different channels, and using Picture-in-Picture.

Should you wish to use any or all of those features, Buckeye CableSystem will provide you with supplemental equipment, such as an additional converter. Please call us for more information. You also may purchase by-pass switches and additional converters at retail outlets. Recently introduced HD/DVR's provide a lot more flexibility than do VCRs. For example, they are equipped with dual tuners, allowing you to watch one channel while recording another.

Please remember that converters with descrambling capability can be obtained legally only from Buckeye CableSystem. In fact, should you see advertisements for cable converters that have descramblers in them (so-called "pirate boxes" or "black boxes"), please understand that these devices are illegal to sell or use, unless authorized by your cable company. People who use illegal converters/descramblers actually are stealing cable service, a practice which, in addition to being a felony in Ohio, unfairly results in increased prices to our honest subscribers.

REMOTE CONTROL

The converters used by Buckeye CableSystem can be operated by a hand-held remote control device, which we provide for a small monthly fee, plus tax. It is possible that the remote control that might have come with your TV or VCR is capable of controlling our converter box as well. In that case, please feel free to use it. If you choose, you may buy at a retail outlet a "universal" remote control device capable of working with our converters. Following is a list of some universal remote control devices. We have been told by the manufacturer that they work with our converters. We cannot guarantee that all the devices will perform all functions with all our converters. You probably

can find others as well; if you do, please let us know and we will update our list.

Universal Electronics Products:

URC-2000	URC-2030	URC-2062	URC-2085
URC-2001	URC-2060	URC-2075	URC-2086

EMPLOYEE IDENTIFICATION

All Buckeye CableSystem employees, and subcontractors operating on our behalf, carry identification cards with the person's picture, date of expiration and an HR signature on the back. For your own safety, ask to check the identification before letting anyone into your home.

SUBSCRIBER PRIVACY

In connection with your Cable TV subscription, personally-identifiable information will be collected and maintained such as your name, service address, billing address, home telephone, other telephone, social security number and driver's license number, services, channels and service levels you subscribe to, demographic information, and customer complaints.

This information is collected for use by Buckeye CableSystem for financial, tax, and accounting purposes and in rendering certain cable service and other services, and in monitoring unauthorized reception of cable signals.

Buckeye CableSystem may disclose this information if necessary to render or conduct legitimate business activities related to a cable service or other service. For example, we may disclose subscriber information to program guide distributors, collection agencies, construction and installation contractors, marketing and research companies and service providers, or under legal compulsion. We may also disclose names and addresses and services, channels and service levels to third parties for purposes such as mailing lists, charities, and direct-mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request. No such disclosure may reveal directly or indirectly the extent of any viewing or other use of a cable service or other service we provide, or other transactions you make over the cable system.

Buckeye CableSystem maintains this information as long as you are a customer. After you are no longer a customer, the system will maintain this information for three (3) years, unless there is an outstanding balance due, in which case Buckeye CableSystem will maintain this information for seven (7) years. Although work-performed records are retained for a longer period of time, there is no way these records can be accessed after three (3) years (or seven {7} years if there is an outstanding balance due) through the use of any personally-identifiable information. The computer records are purged at least every six (6) months.

Buckeye CableSystem may monitor or record telephone conversations between customers and Buckeye CableSystem customer relations representatives for the purpose of evaluating employee performance and improving customer service. Any personally-identifiable information resulting from this activity will be used only for the above stated purposes and will be destroyed within thirty (30) days of the monitoring or recording date, unless such personally-identifiable information is placed in an individual employee's record which will then be destroyed within six (6) years.

The specific restrictions and prohibitions regarding the acquisition and use of personally-identifiable subscriber information are as follows:

1. Except as noted above, we will not use any electronic device to record, transmit, or observe any events or listen to, record or

monitor any conversations which take place inside your residence, work place, or place of business, without obtaining your express written or electronic consent.

2. Except as provided herein, we may not collect or disclose personally-identifiable information regarding any of our customers without the customer's express written or electronic consent.
3. Personally-identifiable information shall be made available for your examination within three (3) working days of the receipt of a request from you. You shall be responsible for all costs of copying of documents supplied. Upon a reasonable showing, Buckeye CableSystem is required to correct any inaccurate information. All personally-identifiable information will be made available between 8 a.m. to 5 p.m., Monday-Friday at Erie County Cablevision, Inc., 409 East Market St., Sandusky, OH 44870.
4. We must disclose personally-identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, unless otherwise prohibited we will promptly inform you before releasing any information. You will then have an opportunity to contest the order in court. Under the United States Patriot Act, we must also disclose personally identifiable information when requested by law enforcement in certain circumstances without notifying you. In these circumstances, we may not disclose information relating to a customer's selection of video programming.
5. Violation of these provisions by Buckeye CableSystem may lead to certain criminal and civil liabilities. A person aggrieved by a violation of these provisions may bring a civil action for damages in United States District Court.

For additional terms and conditions related to your BUCKEYE EXPRESS® High-Speed Internet service, please see the BUCKEYE EXPRESS® Terms of Service, available at www.buckeyecablesystem.com/express. For the privacy provisions applicable to your Buckeye TEL service, please see the section below.

BUCKEYE TEL PRIVACY NOTICE: CUSTOMER PROPRIETARY NETWORK INFORMATION

In the normal process of providing its voice services to you, Buckeye Telesystem, Inc. ("Buckeye TEL") collects and maintains customer proprietary network information ("CPNI"). CPNI includes the types of services you currently purchase, and related usage and billing information such as that typically included on your monthly statement. You have the right, and Buckeye TEL has a duty under federal law, to protect the confidentiality of your CPNI. Note, however, that Buckeye TEL customers' telephone numbers, names and addresses are not CPNI because federal law classifies that information as "subscriber list information" which is not subject to the protections applicable to CPNI.

Under federal law, without your approval, Buckeye TEL may use, disclose or allow access to your CPNI by Buckeye TEL, its affiliates or agents to initiate, bill, maintain, repair, render, and collect for your Buckeye TEL services; to offer additional Buckeye TEL services to you among the categories of service (e.g., local or long-distance services) to which you already subscribe; and to protect our rights or property, or to protect users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services. In addition, Buckeye TEL may use your CPNI without approval to market adjunct-to-basic services to you (e.g., call blocking,