

# GreatWave Communications

## VIDEO SERVICE

### TERMS & CONDITIONS

Pursuant to Ohio Revised Code § 1332.26(D), the company will abide by the following customer care standards in providing video service to its customers.

1. Restoration of Service. The company will restore video service within seventy-two (72) hours after a customer reports a service interruption or other problem, as long as the cause of the interruption or problem was not a natural disaster.

2. Billing Credits.

a. Interruptions Caused by the Company. When a customer reports a service interruption, and if the interruption is caused by the company and lasts for more than four (4) hours in a given day, the company shall give the customer a credit in the amount of the cost of each such day's video service as would be billed to the customer. Customers should note that they must report the service interruption in order to receive the credit, though they need not specifically request the billing credit.

b. Interruptions Not Caused by the Company. When a customer reports a service interruption, and if the interruption is not caused by the company and lasts for more than twenty-four (24) consecutive hours, the company shall give the customer, for each hour of service interruption, a credit in the amount of the cost of per-hour video service as would be billed to the customer. Customers should note that they must report the service interruption in order to receive the credit, though they need not specifically request the billing credit.

3. Written Notification of Changes.

a. Removal of Channels from Programming. The company shall give the customer at least thirty (30) days' advance written notice before removing a channel from the company's video service. However, no such notice is required if the company must remove the channel because of circumstances beyond its control.

b. Rate increases. The company shall give a customer at least thirty (30) days' advance written notice before instituting an increase in video service rates.

4. Billing Due Date. The provider shall not establish a due date earlier than fourteen days after a video service bill is issued.

5. Disconnection.

a. Advance Written Notice. The company shall give a customer at least ten (10) days' advance written notice of a disconnection of all or part of the customer's video service, unless the disconnection has been requested by the customer, is necessary to prevent theft of video service, is necessary to prevent the use of video service through fraud, or is necessary to reduce or prevent signal leakage as described in 47 C.F.R 76.611.

b. Required Timeframe. The company shall not disconnect all or part of a customer's video service for failure of the customer to pay its video service bill until the bill is at least fourteen (14) days past due.