



## **Alpine Communications Digital Television Customer Bill of Rights**

Alpine Communications is dedicated to being the premier communications solution provider in the industry known for its talent, market leadership, and operational excellence. Alpine Communications 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 Alpine Communications 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 Alpine, 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 Alpine 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 Alpine Communications.
14. Upon disconnection of service, customer is required to return equipment to the Alpine Communications Business Office located at 923 Humphrey Street, Elkader, between the regular business hours of 8:00 am – 5:00 pm, Monday –Friday (except holidays) within ten (10) calendar days or replacement fees will be assessed. Arrangements can be made with Alpine 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 Alpine Communications. An appointment may not be cancelled by Alpine 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 Alpine Communications at least 24 hours in advance of any scheduled interruption of Alpine's network providing digital television service.
21. A service outage is an interruption of service that is due to something that affects the network and that is out of the customer's control. Alpine 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. Alpine 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. Alpine is not responsible for atmospheric conditions that may interfere with the picture quality or reception. Alpine is not responsible for the quality of the signal being delivered by the broadcasting networks. Alpine 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 Alpine 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 Alpine, 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. Alpine 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 9<sup>th</sup> of the month. Payments received after that date will be assessed a late fee of 1.5% or \$5.00 minimum.
29. Bill Cycle
  - Statements are generated on the 9<sup>th</sup> of the month and mailed out 24-48 hours after processing.
  - Payment is due by the 9<sup>th</sup> of the next month.
  - Final notices and late payments fees are generated the 10<sup>th</sup> of the month, one day after due date.
  - Payment of final notice amount is expected within seven days of the due date. If payment is not received by 5:00 p.m. of the 7<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 seven days is given to customers before services are disconnected.
  - Reconnect fees are \$29.00 per account.

### **Dispute Resolution**

30. Contact Alpine Communications customer service to report a problem or complaint in writing to:

Alpine Communications  
PO Box 1008  
Elkader, IA 52043

or call (563) 245-4000 or 1-800-635-1059.