

**ATLANTIC BROADBAND  
ADDITIONAL INFORMATION FOR VIDEO CUSTOMERS**

**Revised September 1, 2019**

We offer a variety of video service plans. The programming included in each plan varies on a community-by-community basis and is subject to change at any time. As required by federal law, in each market we offer a basic Limited Service that includes broadcast stations and any franchise-required public, educational and government access channels that each customer must subscribe to in order to subscribe to any of our other video service plans. Information about the rates, channels, and premium options for our video packages and our video-on-demand and other video services is available at <https://atlanticbb.com/tv>. Information on how to use our service through TiVo experience is available at <https://atlanticbb.com/my-services/tv/use-my-tivo>. If you have other questions about how to set up or use our service, please contact us. Atlantic Broadband may charge additional service-related fees and surcharges such as a Local TV Surcharge and Sports Programming Surcharge. Bills for services are issued monthly and payment is due by the date specified in the invoice. The Residential Subscriber Agreement that sets the terms of services is posted at <https://atlanticbb.com/support/policies-and-agreements>, and includes a class action waiver and a mandatory arbitration clause. Please read the Residential Subscriber Agreement in its entirety and check our website regularly for important updates.

**EQUIPMENT NEEDED TO ACCESS SERVICE.** All of our digital video services, including local broadcast stations, are encrypted so that services are viewable only by authorized subscribers. To decrypt and access the services, you must use a digital television adapter (DTA), set-top box, TiVo digital video recorder, TiVo mini or CableCARD that you rent from us on each television. Subscribers may also access our services using the Atlantic Broadband app through select compatible devices such as tablets, smartphones and computers.

**COMPATIBILITY WITH HOME ELECTRONICS.** You may not be able to use certain features or functions of your home equipment with our service, particularly older features such as a TV's picture-in-picture feature or the use of a VCR to record one program while watching another. Some compatibility issues can be resolved with special equipment such as signal splitters or bypass switches that can be purchased from electronics stores. We cannot guarantee that this equipment will meet your expectations or that it will not interfere with other equipment or services, especially if not installed properly. Please call us if you would like to discuss the type of equipment needed to try to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

**INSTALLATION AND SERVICE MAINTENANCE POLICIES.** By ordering service, you agree to allow our employees and agents access to your premises at reasonable times to install, inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Someone over 18 years of age must be home during any installation or repair of your service. You, or the owner of your premises, are responsible for the repair and maintenance of wiring inside the home. Atlantic Broadband will charge you for any installation or repair of home wiring that you request. Before you move, contact us to arrange for your service to be disconnected and to schedule an installation at your new home if it is in our service area.

**REMOTE CONTROLS.** Our set-top box and TiVo rentals include a compatible remote control. Information regarding this use of these remotes is available at <https://atlanticbb.com/support/remote-control>. You may also purchase compatible remote controls at retail. We cannot guarantee that these remotes will remain compatible in the future. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

**COMPLAINTS PROCEDURE.** Our goal is to provide our customers quality Service. Our customer service representatives are available by telephone, email, and chat during regular business hours. Requests made outside of normal business hours may be handled by a call center, a contracted service or an automatic recording device. Our representatives are available to answer billing questions, provide you with programming information, schedule a service call or to change service. Atlantic Broadband strives to resolve any complaints concerning its Service as expeditiously as possible. If a complaint remains unresolved, the Customer may write a brief explanation of the complaint and the actions taken and bring them to the attention of the Vice President of Customer Care, Atlantic Broadband, 120 Southmont Blvd, Johnstown, PA 15905. Additionally, local governments designate individuals, councils, boards, committees or commissions to resolve complaints and ensure compliance with all laws and regulations. The address and number of your local franchise authority is listed on your bill statement.

**BASIC SERVICE TIER AVAILABILITY.** Our Limited Service is the most basic level of cable service. Limited Service includes broadcast stations, franchise-required public, educational and government access channels, if any, and any additional video programming signals or services as determined by Atlantic Broadband. Please consult the channel lineup for a full listing of channels and services offered in each of our service plans. All such programming varies on a community-by-community basis and is subject to change at any time. Because of requirements of federal law, a cable customer must subscribe to Limited Service in order to subscribe to any of our other video service plans.

**CABLECARD.** A CableCARD supplied by Atlantic Broadband can be used with a CableCARD-compatible retail device that you obtain from a source other than Atlantic Broadband. Customers using a CableCARD device will only be able to receive one-way digital cable service and will not be able to receive video-on-demand, pay-per-view, or Atlantic Broadband's interactive programming guide. Prices for CableCARDS are set forth in the current rate cards.