

CableSystem, its affiliates or agents to initiate, bill, maintain, repair, render, and collect for your services; to offer additional Buckeye CableSystem 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 CableSystem may use your CPNI without approval to market adjunct-to-basic services to you (e.g., call blocking, call return, caller ID, etc.); and if you subscribe to more than one category of service from Buckeye CableSystem, Buckeye CableSystem may share CPNI with its affiliates that provide a service to you. Buckeye CableSystem 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 CableSystem 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 CABLESYSTEM DOES NOT HEAR FROM YOU WITHIN 30 DAYS AFTER PROVIDING YOU THIS PRIVACY NOTICE, BUCKEYE CABLESYSTEM 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 419-724-9800. 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 CableSystem services to you. Note, however, that Buckeye CableSystem 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 CableSystem 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 419-724-9800 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. Sunday through Saturday.

If you still have questions about signal quality, you may direct them to W.H. Carstensen, president and general manager.

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

Village of Harbor View
127 Lakeview Drive
Harbor View, Ohio 43434
419-698-9691

City of Maumee
110 East Dudley Street
Maumee, Ohio 43537
419-897-7115

Village of Holland
P.O. Box 249
Holland, Ohio 43528
419-865-7104

Village of Ottawa Hills
2125 Richards Road
Toledo, Ohio 43606
419-536-1111

City of Rossford
133 Osborne Street
Rossford, Ohio 43460
419-666-0210

City of Oregon
5330 Seaman Road
Oregon, Ohio 43616
419-698-7028

Bedford Township
Administrator
8100 Jackman Road
P.O. Box H
Temperance, Michigan 48182
734-847-6791

Ida Township
Lewis Avenue
Ida, Michigan 48140
734-269-3045

Summerfield Township
26 Saline Street
Petersburg, Michigan 149270
734-279-1214

City of Perrysburg
201 West Indiana Avenue
Perrysburg, Ohio 43551
419-872-8010

City of Sylvania
6730 Monroe Street, Suite 203
Sylvania, Ohio 43560
419-885-8931

City of Toledo
One Government Center
Toledo, Ohio 43604
419-245-1020

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

Monclova Township
Monclova and Albon Roads
Monclova, Ohio 43542
419-865-7862 ext. 10

Perrysburg Township Trustees
26609 Lime City Road
P.O. Box 729
Perrysburg, Ohio 43551
419-872-8861

City of Northwood
6000 Wales Road
Northwood, Ohio 43619
419-693-9320

Riga Township
P.O. Box 25
Riga, Michigan 49276
517-486-3713

Richfield Township
3951 Washburn Road
Berkey, Ohio 43504
419-829-2781

Spencer Township Trustees
P.O. Box 28
Holland, Ohio 43528
419-865-2883

Springfield Township Hall
7617 Angola Road
Holland, Ohio 43528
419-865-0239

Sylvania Township Trustees
4927 Holland-Sylvania Road
Sylvania, Ohio 43560
419-882-0031

Washington Township Trustees
P.O. Box 5133
Toledo, Ohio 43611-0130
419-726-6621

Village of Waterville
25 North Second Street
P.O. Box 140
Waterville, OH 43566
419-878-8100

Waterville 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

Erie Township
P.O. Box 187
Erie, Michigan 48133
734-848-5915

Whiteford Township
5063 Consear Road
Ottawa Lake, Michigan 49276
734-856-5383

Allen 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

Lake 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

Buckeye Cablevision, Inc., 5566 Southwyck Blvd., Toledo, Ohio 43614
419-724-9800 • 800-866-3260 • buckeyecablesystem.com

CUSTOMER SERVICE STANDARDS AND POLICIES

We have three customer service locations to make it more convenient for you to transact business: 5566 Southwyck Blvd., in the DeVeaux Village Shopping Center at the corner of Sylvania and Douglas and at 3021 Navarre Ave., inside ComputerXtreme. All locations are open from 8 a.m. – 7 p.m. Monday through Saturday and from noon to 5 p.m. on Sunday. We also have a night deposit box at each location and accept bill payments at any of the 20 National City Bank branches in our service area, Island Variety at Dearborn and Starr Avenue, Holland Carry Out at Angola and McCord, AJ's Carryout at Broadway and Woodville, Broadway FoodMart at Broadway and South, Toledo Urban Credit Union, 1339 Dorr St., and Flick's Drug at Sterns and Secor Roads in Lambertville.

We offer 2-hour windows (i.e. 8 a.m. to 10 a.m., 10 a.m. to noon, etc.) for installations and for service calls. We schedule installations from 8 a.m. until 8 p.m. Monday through Saturday. We schedule non-emergency service calls from 8 a.m. to 8 p.m. 7 days a week. For a small fee, exact time appointments are available.

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 automatically weekly 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 419-724-9800 because you might also need to use a converter.

In addition, because Buckeye CableSystem scrambles SuperChannels, 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

BUCKEYE 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 8:30 a.m. - 5 p.m., Monday-Friday at Buckeye Cablevision, Inc., 5566 Southwyck Boulevard, Toledo, Ohio 43614.
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.

We also collect limited anonymous, aggregate information using set-top boxes and other equipment. We use this aggregate information to determine which programs are most popular, how many people watch a program to its conclusion, how many people watch commercials, and how customers use our services. We may provide this anonymous, aggregate information to third parties such as audience measurement firms who provide us with additional audience analysis information. We use this information to improve our cable television service and other services and make programming and advertising more relevant to our customers.

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 CABLESYSTEM HOME PHONE SERVICE (BUCKEYE TEL) PRIVACY NOTICE: CUSTOMER PROPRIETARY NETWORK INFORMATION

In the normal process of providing its voice services to you, Buckeye CableSystem 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 CableSystem has a duty under federal law, to protect the confidentiality of your CPNI. Note, however, that Buckeye CableSystem 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 CableSystem may use, disclose or allow access to your CPNI by Buckeye