

## Hood Canal Communications: Annual Cable Customer Notice, 2024

This notice contains important information concerning your cable television. We provide this notice as a service to our customers and in accordance with applicable federal law. It is important to us that you are informed about the services we provide, our policies and procedures, and your rights as a customer. We encourage you to review the following information and contact us at (360) 898-2481 with any questions.

### Cable Notice

#### Customer privacy

Personally identifiable subscriber information; restrictions on access. To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under Disclosure prohibited; exceptions, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure prohibited; exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other service.

Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.

Court order. 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, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Customer rights. As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

#### Customer service

Complaint procedures. At HCC, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our business office at the phone number listed on your monthly bill. Our business office is open weekdays during normal business hours. An answering service may take your message at other times.
2. During normal business hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.
3. If you do not call during our normal business hours, leave a complete message with the answering service. Please leave your name, address, work and home telephone numbers and a brief description of the nature of the problem. When possible, a Service Technician will be dispatched by the next business day to fix the problem. In other cases, the answering service will forward the message to our office, and we will contact you during normal business hours.

4. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area.
5. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the address on the attached list.

Services and prices. Please contact us at (360) 898-2481 or visit our website at <https://www.hcc.net> for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Channel line-up
- Installation and maintenance policies and prices
- Instructions for using our cable service
- CableCARD requirements
- Late fee

Payment Policy. Any payment received more than fifteen (15) days after the date of invoice shall be considered late and subject to a standard late fee. HCC reserves the right to disconnect unpaid accounts at any time.

#### Equipment compatibility

Set-top boxes. Some models of TV receivers and other devices (VCRs, DVD Players, TiVo...etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters are available from HCC and may be available from retail outlets in some areas.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation and display features such as "Picture-in-Picture."

Special equipment. Scrambling or encryption technologies may affect your reception of signals. We offer special equipment for our customers encountering these problems.

Remote control devices. Remote control devices available from retail outlets may be compatible with our set-top boxes. Models of remote control devices that are compatible with our set-top boxes can found at <https://www.hcc.net>.

#### Unauthorized reception of cable service

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.

#### Franchise Authority Contact information

Mason County Commissioners Office  
411 N. 5th Street  
Shelton, WA 98584  
360-427-9670