

Annual Streaming Video Customer Notice, 2025

This notice contains important information concerning your streaming video service. 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.

Customer Privacy. Personally identifiable subscriber information; restrictions on access. To provide streaming 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, email address, 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 streaming video 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:

1. **Business activities.** We may disclose customer information in order to conduct business activities related to providing streaming video service or other service.
2. **Unauthorized access to streaming service.** We may disclose customer information in order to detect unauthorized access to our streaming service.
3. **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.
4. **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 streaming privacy rights through a civil action in federal district court.

Changes in Service or Prices. Subject to applicable law, HCC has the right to change our services and prices at any time. As an HCC customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on or with your monthly bill, in a separate mailing, on an information channel, as a newspaper legal notice, as part of this annual notice, or in some other written form. Additional information regarding such notices may also be found on the HCC website.

Access to Customer Premises. By ordering service, you agree to allow employees and agents of HCC to access your premises at reasonable times to inspect and maintain the equipment at your service address and, upon termination of service, to remove the equipment. HCC is not deemed to have abandoned equipment that it does not remove.

Moving. Before you move, please call us at the phone number listed on your bill. This is the best way for 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.

Disconnect Policy; Refunds/Credits. A request to disconnect service can be made at any time. Billing for service will stop on the day you request the service to be discontinued, subject to billing for applicable fees and outstanding balances on HCC video and/or other services. Additionally, equipment provided to you by HCC must be returned upon disconnection of service or appropriate charges will apply.

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 streaming video 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 assist you, 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 network outages or severe weather may interfere with streaming 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 any applicable authorities 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 any applicable authorities.

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
- Streaming device compatibility
- Channel line-up
- Installation and maintenance policies and prices
- Instructions for using our streaming service
- 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. Streaming devices. Our streaming service is compatible with a variety of modern streaming devices including those provided by HCC. These devices allow customers to access all available content seamlessly through their HCC home internet connection. If you have any questions about whether your current device is compatible, please visit our website or contact customer support.

Remote control devices. Remote control devices available from retail outlets may be compatible with HCC streaming devices. Check the remote control manufacturers website to verify compatibility.

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

Sharing passwords. Sharing passwords with individuals outside of a single household is strictly forbidden. Access credentials, including usernames and passwords, are intended for use solely by members residing within the same household. Any unauthorized sharing, distribution, or use of login credentials by individuals outside the household violates the terms of service and may result in account suspension, termination, or other enforcement actions.