

apply per Digital Receiver). For more information, you may contact us by calling Customer Service at 99-FIBER (993-4237).

LUS Fiber Supplied Remote Controls – LUS Fiber includes a remote control unit with each Digital Receiver. Some televisions, DVRs, DVDs, or Home Theater devices (hereafter controlled device) can be controlled with the remote control unit that LUS Fiber supplies. LUS Fiber makes no guarantees that any or all features of your controlled device will function as desired. However, we do find that in most cases the remote control unit will interact with many of the controlled devices available on the market.

Other Universal Remote Controls – We are currently unaware of any “Universal” remote control units that are compatible with LUS Fiber Digital Receivers. As we understand the nature of this issue, this is currently a licensed feature that the remote control unit manufacturers have not yet purchased from our current set-top vendor. However, we do anticipate that these devices will be compatible at some point in the near future. If you find that a certain model of a “Universal” remote control is compatible with our Digital Receivers, then please contact our Technical Support at 99-FIBER (993-4237) so that we may certify its operation with our system.



ANNUAL CABLE CUSTOMER NOTICE – 2016

Products and Services Offered – LUS Fiber offers a variety of video programming tiers and services, including a Basic tier that includes many of the local television broadcast stations in your area and an Expanded Basic tier that includes many additional cable programming channels. Some of the local broadcast stations included in the Basic tier are also available in a digital format. Where available, there are many additional digital cable programming channels and services that you may purchase with LUS Fiber Digital Basic or Digital Plus, which includes access to the interactive program guide, digital music channels, pay-per-view channels and video-on-demand (OnDemand). Tiers of service offered by LUS Fiber are generally independent of each other, unless noted in special offers; however, as a prerequisite for subscribing to the various tiers offered including premium movie channels or pay-per-view events, customers are required by law to subscribe to Basic service. LUS Fiber may also offer customers the option to rent equipment, such as set-top boxes and remotes that may be needed to access certain programming services. Visit us at www.LUSFIBER.com or call Customer Service at the 99-FIBER (993-4237) for more information about products and services in your area.

Prices, Channels and Programming Options – A complete listing of our channel lineup and prices can be found at www.LUSFIBER.com or call Customer Service at 99-FIBER (993-4237) to obtain a printed copy.

Changes in Service or Prices – Subject to applicable law, we have the right to change our services and prices at any time. As a LUS Fiber 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 your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form. Additional information regarding such notices may also be found on the LUS Fiber website.

Installation and Service Maintenance Policies – Someone over 18 years of age must be home during any installation or repair of your cable television service. LUS Fiber will also make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

Access to Customer Premises – By ordering service, you agree to allow employees and agents of LUS Fiber access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Failure by LUS Fiber to remove equipment does not deem it abandoned.

How to Use Your Cable Services – Customers may visit us at www.LUSFIBER.com or call Technical Support at 99-FIBER (993-4237) for more information regarding how to use your cable service.

Billing; Miscellaneous Fees – Your monthly cable bill provides the charges, due date, payments and credits for your account, and may also contain special customer messages. Additional information for your area regarding LUS Fiber billing may be found at www.LUSFIBER.com or call Customer Service at 99-FIBER (993-4237). A late fee is added to any bill amount unpaid after the due date. If your payment is made with a non-sufficient fund check, you may be charged a fee for handling. Prior to granting any upgrades to your existing services, any delinquent balance on your account must be brought into a current status.

Complaint Procedures – Customers can direct cable billing or service complaints to LUS Fiber at 99-FIBER (993-4237). If you believe LUS Fiber has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call Customer Service for the address of your local franchise authority contact designated to receive consumer complaints.

Identification Required for New Service – In order to apply for service with LUS Fiber you must provide a valid Social Security number and/or a valid United States Passport number. Otherwise, you will be required to appear in person at our Customer Service Center located at 705 W. University Ave., and present a valid state issued identification card.

Delinquent Accounts – If your service is disconnected for non-payment, we require full payment of the balance, a deposit based on your level of video service subscribed to at the time of disconnect, and a reconnect fee before reconnecting your service.

Disconnect Policy – A request to disconnect cable service can be made at any time. Billing for service will stop on the day you request the service to be discontinued. Equipment provided to you by your local cable office must be returned upon disconnecting and any appropriate charges will be assessed.

Theft of Cable Service – An unauthorized cable hook-up is a severe and expensive problem. It is also a crime punishable by fines and/or imprisonment. Cable theft increases the cost of our business as well as legitimate, paying LUS Fiber customers.

Signal Blocking Tools – If you can see images or hear sound from scrambled premium or adult channels that you do not subscribe to, you may contact LUS Fiber at 99-FIBER (993-4237) for information on tools to block the channels.

Television Picture Quality – If you experience problems with the quality of television signals you receive, you should call Technical Support at 99-FIBER (993-4237). A fully trained representative can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come out to your home. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we still be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. You may also refer to your monthly cable bill or call Customer Service for the address of your local franchise authority contact designated to receive consumer complaints.

TELEVISION EQUIPMENT COMPATIBILITY

Analog Video (Basic and Expanded Basic channels are offered in this format)

Most modern television sets, DVRs and other viewing devices are cable compatible and can receive the analog television signals carried on the LUS Fiber analog cable system. All channels in these tiers are viewable without the use of advanced decryption devices such as Cable Card technology (sometimes referred to as DCR or UDCP devices) or similar Public Key Infrastructure software technology.

Digital Video (All channels are offered in this format when the appropriate digital tier is purchased)

Digital signals carried on the LUS Fiber system will not be viewable without a set top channel converter box compatible with and authorized by the LUS Fiber system. These boxes are all HD compatible and are referred to as HD and HD/DVR Digital Receivers. If you plan to purchase cable services that we encode or encrypt, such as premium, Pay-Per-View, Video On Demand, or digital television services you should make sure that any set-top converter, navigation device or digital cable ready TV/display device you purchase from a retail outlet is capable of working with our cable system. Upon request, we will provide you with the technical parameters that are needed for any such device to operate with our cable system. In addition, you should know that receivers with decryption software are illegal to sell or use unless authorized by LUS Fiber. If you receive our service through a set-top box purchased from a source other than LUS Fiber, you may not be able to use special features and functions of your TV, DVR and/or other viewing devices. These may include 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; and use advanced picture generation and display features such as "Picture-in-Picture," Channel Review, and other functions that necessitate channel selection by your consumer device. You may be able to resolve these issues (and other compatibility issues associated with the reception of non-encrypted programming services) through an additional converter that is available for lease from LUS Fiber upon request (rental fees for HD Digital Receiver apply). Please call Technical Support at 99-FIBER (993-4237) with questions regarding the type of special equipment needed to resolve individual compatibility problems.

Cable Cards – Certain new TVs/display devices (sometimes referred to as DCR or UDCP devices) are sold with a port for a Cable Card, which, on most cable systems, can substitute for a set-top box. The current generations of these TVs/display devices are not compatible with the Digital cable portion of the LUS Fiber system. They will not function properly without an LUS Fiber supplied set-top box. You will not be able to view digital programming, use any interactive or two-way services that we offer, such as Video On Demand, Pay-Per-View or the LUS Fiber interactive program guide without an LUS Fiber issued set-top box. At this time, only LUS Fiber leased set-top boxes (HD Digital Receivers and HD/DVR Digital Receivers) are known to be compatible with the system. As consumer demands increase, "off-the-shelf" channel converter boxes, TVs, DVRs or other viewing/recording devices that are compatible with Downloadable Conditional Access decryption technology may become available. At such time, only devices certified to be consistent with Public Key Infrastructure and Microsoft® for DRM will be permitted. Until such time, you can obtain an HD Digital Receiver or HD/DVR Digital Receiver from LUS Fiber with a monthly charge for every television that you wish to receive digital programming (monthly charges