

1. BACKGROUND

MPW provides quality communications services to its customers and assures problems are quickly resolved to the customer's satisfaction. These customer service procedures, in addition to many other issues, are covered in material generally provided to you at the time of installation and annually thereafter once you become a customer.

This notice, along with the [MPW Communications Service Rules](#), pricing documents, and Channel Lineup, address procedures to answer questions and resolve complaints about your services, billing for services, quality of TV signals, or other services we provide. The [MPW Communications Service Rules](#) are online. For a printed copy, visit our Business Office or call 563-263-2631.

For commercial accounts, bulk-rate arrangements with multiple-dwelling (MDU) owners, or similar arrangements, some policies, procedures, and services listed may not apply. Please refer to the terms and conditions (T&C) of documents for those separate arrangements. Where those documents are inconsistent with these policies, procedures and information, the T&C of those separate arrangements shall apply.

2. DEFINITIONS

Complaint means a statement or question by anyone (Utility customer or not) alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or Utility obligation.

Customer means any person, firm, association, corporation, federal, state, or local government agency, or legal entity responsible by law for payment for communications service from the Utility.

Equipment means any MPW-owned device or fixture, provided or installed in or around a premise, necessary or convenient to receive MPW Communications Services. Inside wiring is not Equipment.

Home means a customer residence (single-family home, apartment, or any dwelling unit) where Communications Services are installed.

Inside wire or inside wiring means cable running inside the home to a point twelve (12) inches outside the home including extra outlets, splitters, connections, fittings, or wall plates attached to it.

Installation or installed means the act of connecting or activating the communications system from the feeder cable to the customer terminal so customer may receive Communications Services.

Service means TV programming or any other service MPW provides customer.

Service Rules means [MPW Communications Service Rules](#) adopted by the Board of Water, Electric, and Communications Trustees of the City of Muscatine, Iowa, and revised from time to time.

Utility, we, us, or our means MPW.

You or your means customer identified on the work order signed to begin communications services.

3. MPW CHANGES IN SERVICES AND CHARGES

Subject to applicable law, we have the right to change our communications service and equipment, as well as prices or fees, at any time. We also may rearrange, delete, add, or otherwise change services. If the change to our service affects you, we will provide you notice of the change and its effective date. Notice will be provided on monthly bill, bill insert, or other permitted communication. If change is unacceptable, you have the right to change or cancel your service. However, if you continue to receive service after the effective date, we consider this acceptance of the change.

To the extent required by law, after notice of reorganization of service tiers or rate increase, you may obtain changes in your tier at no penalty. Otherwise, changes by you of any communications services may result in upgrade, downgrade or change of service charges. Please refer to the Prices and Services Information and Channel Lineup documents for details or call our office at 563-263-2631 if you have questions.

You may obtain information about the current fees and prices for any of our services by visiting [www.mpw.org](#) or calling our office at 563-263-2631. A list of charges also is provided to our customers annually in the FCC Annual Notice.

4. APPLICABLE LAW

These policies and practices, including all matters relating to their validity, construction, performance, and enforcement are governed by applicable federal law, the rules and regulations of the Federal Communications Commission (FCC), and applicable laws, regulations or applicable ordinances for Muscatine, Iowa. These policies and practices are subject to amendment, modification or termination if required by such regulations or law. If any provision in these policies and practices is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other policies and practices.

5. ACCESS TO CUSTOMERS' HOMES

To provide service, you authorize MPW employees and/or contractors to occasionally access your premises to install, inspect, maintain, replace, remove, or otherwise deal with MPW-supplied equipment and services. Further information about this authorization and scope of work that may be performed is available in our [Service Rules](#).

6. INSTALLATION & SERVICE MAINTENANCE POLICIES

We will provide service in a prompt, non-discriminatory manner. MPW installations and service maintenance will be completed as soon as practical. Our [Service Rules](#) detail requirements for installation inspections, appointments, and service maintenance.

7. PRIVATE VIEWING OF UNAUTHORIZED SERVICE AND USE OF EQUIPMENT

We provide service for your private home use and enjoyment. You agree that services provided will not be viewed in areas open to the public. Services may not be rebroadcast, transmitted, or performed, nor admission charged for its viewing without obtaining written consent, in advance from our supplier(s) and us. This consent may be withheld at the sole discretion of us or our suppliers.

MPW may not have the right to distribute Pay-Per-View or Video On Demand programming to commercial establishments. You may not order or request Pay-Per-View or Video On Demand programming for receipt, exhibition, or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of Pay-Per-View or Video On Demand programming in a commercial establishment unless explicitly authorized to do so, in advance, by our program provider and us.

You may not move your equipment to another location or use it at an address other than your home or location where we installed service without our prior written authorization. If you fail to abide by these restrictions, you will be held liable for any claims made against you or MPW on account of any unauthorized commercial exhibition.

You agree to not attach any unauthorized device to our equipment. If you make any unauthorized connection or modification to the equipment or any other part of the communications system, you will be in breach of these policies and practices, and we may terminate your service. You are responsible for assuring that your equipment does not interfere with the normal operations of our communications system and other communications systems and devices. For example, you agree to not install anything to intercept or receive, or to assist in intercepting or receiving, or which is capable of intercepting or receiving, any service offered over our communications system, unless specifically authorized to do so by us. You are responsible to pay for all services received or otherwise provided to your household.

You may not attach any device or equipment to your inside wiring in a way that impairs the integrity of our communications system, such as creating signal leakage, which may cause a violation of government regulations, or attaching devices or equipment, which alone or together, results in a degradation of signal quality or speed. Further, services or signals provided by us that are carried on or transmitted through the inside wiring or equipment provided by us may not be commingled with signals or services provided by others.

We can recover damages from you for tampering with any of the equipment or any other part of our communications system, or for receiving unauthorized service. Any equipment you connect to the system must meet our specifications. Equipment with descrambling capabilities may only be obtained from us. You should understand that Cable equipment that have descramblers in them (so-called "pirate boxes" or "black boxes") might be illegal to sell or use. We will not authorize the use of any equipment/descramblers not provided by us. People who use illegal equipment/descramblers may be stealing service. This practice may unfairly result in increased prices to our honest customers.

You must return any equipment we supply to you that is owned by us when you are no longer a customer.

8. THEFT OF SERVICE

The 1984 Cable Act created both civil and criminal penalties for manufacturers, suppliers, and users of unauthorized cable devices. This federal theft-of-service law supplements any existing Iowa laws, and it provides a federal remedy against any person who, without authorization, intercepts or receives any communications service provided over a cable system.

Federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers.

The 1984 Cable Act, the 1996 Telecom Act, and other federal laws provide both civil and criminal penalties for the theft of cable services. Under this federal regulation legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases

and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses. Theft of utility services is also a criminal violation under Iowa law.

This legislation was enacted by Congress because it believes that theft of cable service poses a major threat to the economic viability of cable operators and cable programmers. Theft of service creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it.

9. BILLING AND COMPLAINT PROCEDURES

MPW bills customers monthly for the services received. Our [Service Rules](#) contain information about our billing policies and procedures.

Our [Service Rules](#) detail complaint procedures for disputing a bill or complaining about the services. Unresolved complaints that are regulated by the FCC may also be filed with the FCC as outlined in our [Service Rules](#).

10. SIGNAL QUALITY COMPLAINT RESOLUTION PROCEDURES

The complaint procedure in our [Service Rules](#) will be used to resolve any signal quality complaints.

11. CUSTOMER INFORMATION PRIVACY POLICY

The privacy of your information is very important. We abide by the 1984 Cable Act limitations imposed upon cable operators in the use, collection, and disclosure of personally identifiable customer information. Our [Service Rules](#) explain our personal information disclosure policy and detail what information is retained, when it is disclosed, and how long it is retained.

12. INSTRUCTIONS ON HOW TO USE TV SERVICE

Cable television brings you more channels and generally better reception than off-air reception of broadcast television. Since MPW TV signals travel to your home by high-tech fiber-optic cable rather than through the air, your television reception is also uninterrupted by distance, trees, buildings, and other surface obstacles.

In addition to certain local TV stations, communications satellites let you receive many additional channels through cable TV. A large selection of viewing choices is available through MPW.

We have installed TV service in your home in a manner that is consistent with Federal Communications Commission (FCC) rules. Here are a few tips to keep it operating safely and reliably.

- During severe electrical storms, you should unplug your TV set and video equipment to avoid damage. MPW and set manufacturers are not responsible for damage that occurs due to acts of nature.
- Remember, your video equipment operates on 110 volts, so take all the precautions you would for any small appliance, such as checking to see that the cord is not worn or damaged.
- For your own safety, do not attempt to open or otherwise tamper with your video equipment.
- If you have someone other than us install the inside wiring in your home, or if you do it yourself, ensure that it complies with applicable governmental regulations (such as the FCC signal leakage rules) and does not interfere with the normal operations of the TV system and other communications systems (such as radios used by the police and fire departments) and devices.

13. ABOUT YOUR EQUIPMENT

MPW is operating an Internet Protocol Television (IPTV) via Fiber. To receive our IPTV service, each TV will need an MPW Set-top Box (STB). We offer for lease STB and remote controls. The STB that unscrambles services also provides you with additional features including channel guide, search and the option to use "parental control" to block out ratings, content, channels, titles or services you wish not to view or access.

Tuning, DVR recording and other advanced features are performed by the STB, not the TV. As such, special features and functions of your consumer TV, DVD player or VCR may be limited.

14. REMOTE CONTROLS

Our STB is operated by a hand-held remote control device. We provide a remote control with your equipment rental. Replacement remotes can be purchased at our office. Our remotes should also be able to control most TVs, DVD/BluRay players and VCRs.

It is possible that the remote control that came with your TV or DVD player/VCR or a "universal" remote would be capable of controlling our equipment. If that is the case, you may use it. If you plan to purchase a remote and are uncertain of its compatibility, please contact us.

15. TROUBLESHOOTING TV PROBLEMS

There's a lot that happens to your TV signal before it gets to your TV screen. MPW's state-of-the-art fiber-optic communications system gives you the best quality picture and sound available. If you're having a problem with your picture quality, try these simple things before you call:

- Make sure the equipment and television are plugged into a live electrical outlet.
- Check to see if the problem is affecting all TV sets in your home that are connected to cable.
- Tune your TV to the correct input.
- Check and if needed, hand-tighten all the connections to your TV, equipment, and DVD player/VCR.
- Double check that your electronic game system, PC or any other equipment connected to your TV is connected properly for viewing cable.
- Make sure the batteries in your remote control are charged.

If you need further assistance, the MPW HelpDesk staff is available 7 days a week from 6am to Midnight at 263-2631, option 2.

16. DVD/VCR PLAYERS

MPW TV offers Advanced DVR service, a superior way to record and playback programs. If you have a DVD player/VCR, you can use it to view recorded content on your TV, however, the ability to record programs to a VCR is restricted. Hookup Warnings: Additional equipment, such as video jumpers, signal splitters or A/B switches, may cause picture distortion if they do not meet our system's standards. Please call us at 563-263-2631 before you purchase additional hookup equipment. We recommend against cutting video jumpers. An improperly cut cable may cause picture distortion. All cable connections should be hand tightened.

17. MPW ADVANCED DVR

MPW Advanced DVR is an optional service that provides subscribers the ability to record individual programs or series for viewing later. Recordings are stored safely offsite and are accessed and controlled by your remote control through the Set-top Box (STB) menu.

- Record/Watch in/from any room that has a STB
- Record up to 8 programs simultaneously
- Create folders and save content by user, genre, or any criteria you set up
- Set up series recordings to capture each episode in a series
- For convenience while away from home, recordings may also be set remotely using the MyTVs app
- 500 GB of storage included in monthly fee. Additional storage space may be added in 500 GB increments up to 2 GB total.

DVR STORAGE WARNING

- Regardless of the storage space purchased, Advanced DVR is intended as a convenience to allow for delayed viewing of programs within a reasonable time, not as a permanent, personal library of video content to be stored indefinitely. Users must employ good housekeeping practices to delete DVR recordings already watched.
- For the sake of system health, from time to time, MPW reserves the right to delete recordings older than 180 days when overall system space becomes overloaded with older recordings. Where possible, the oldest recordings will be deleted first.
- If a customer wants to prevent a recording from being deleted temporarily, you may use the DVR menu to "Protect" it. However, due to compatibility, as firmware and systems are upgraded, even protected content is subject to deletion and may be lost. MPW is not liable for lost content.

18. EQUIPMENT COMPATIBILITY - "CABLE READY" AND "CABLE COMPATIBLE EQUIPMENT"

Since the conversion to Internet Protocol Television (IPTV), MPW TV no longer uses traditional coaxial cable (coax) to transmit signals to you. While some premises may still use coax for inside wiring, the signal remains IPTV.

To receive our signal, you must have a STB which is available through MPW for a monthly fee. Tuning, DVR recording, and other advanced features are performed by the set-top box, not the TV. Any special features and functions of your consumer TV, DVD player or VCR may be limited.

Even if you have an older TV or DVD player/VCR that was advertised as being "cable ready" or "cable compatible", the equipment will not perform as you once expected when connected directly to a coax cable. As stated previously, a properly hooked up DVD player/VCR, may be used to view recorded content on your TV, however, the ability to record programs to a VCR is restricted.

19. A NOTE ABOUT PROGRAMMING

We receive programming from various networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the broadcast networks or stations.

20. CONCLUSION

We are proud to provide communications services to you. MPW is your locally controlled, customer-owned utility. Our service sets us apart. We value and appreciate your business.