



# Customer Information

nTelos Media Inc. / nTelos Video Services

**1. Emergency Alert System (EAS)** is currently available ONLY on emergency alert broadcast channels. EAS will be available in 2008 on all channels, pending a manufacturer's software release. Sign up today to be notified via email, pager, or your wireless phone of an emergency. To receive FREE notification of emergencies in our area – including breaking weather information, Homeland Security, and health alerts – go to [www.emergencyemail.org](http://www.emergencyemail.org). This is a free national public service.

**2. Parental Controls** are included with nTelos Video service. It is your responsibility to activate and deactivate parental controls when needed. Parental control operating instructions are provided to all new customers at the time of installation. For instructional assistance or to obtain additional instructional materials, you may call Customer Care at 611 from your nTelos home phone or 1-877-4NTELOS.

**3. Billing and Credits:** Invoices are issued monthly. Obtaining nTelos Video service is contingent upon receiving a satisfactory credit score. Monthly service fees are billed one month in advance. Partial monthly charges, due to connection or disconnection of service, may be pro-rated. The first invoice may be higher than the monthly rate caused by pro-rating necessary to bring billing for service in line with the customer's billing cycle. Approved billing adjustments will be processed promptly and will be reflected on subsequent billing statements. nTelos will respond to billing disputes within 30 days. For non-recurring charges, such as equipment installation fees, maintenance, repairs, or other services rendered above and beyond nTelos Video Service, payment is due within 25 days of the date of invoice reflecting said charges.

**4. Network Maintenance and Repair:** Scheduled network maintenance will only be performed Monday through Friday between the hours of 11:30 p.m. and 6:30 a.m. Customers are given at least 24 hours' notice of any interruption of service for the purposes of maintenance or repair. In an emergency, you will be given such notice as is reasonable

for the circumstances. All notices for scheduled network maintenance are delivered on the nTelos Informational Channel. Excluding conditions beyond the control of nTelos, work will begin on any network interruption or service problem promptly and, in no event, later than the next business day after interruption becomes known. nTelos is committed to meeting the following: 70% of service calls cleared on same day; 90% within 3 business days; all within 5 days. The mean time for service call resolution is 2 days except when conditions are beyond our control.

**5. Installation and Service Maintenance Policies:** nTelos is committed to meeting the following: installation within 5 business days after the order is placed for standard aerial installs within 125 feet (Botetourt) (150 feet Waynesboro) of existing distribution system; installation within 7 business days after the order is placed for standard underground installs. Drop lines must be at least 12-18 inches deep. Cable distribution lines must be 18 inches deep or below the frost line. The mean time for standard installation is 4 days. Appointments for installs and service calls will be at a specific time or 4-hour time block during business hours. Appointments can be scheduled after business hours for customer convenience. nTelos cannot cancel customer appointments after the close of business on the business day prior to the appointment. If installer cannot keep the appointment, the customer will be contacted and rescheduled. Our installations and service call time frames must be met 95% of the time. All vehicles and equipment owned or leased by nTelos shall be identified by the name of nTelos or its contractor. All nTelos employees, contractors, subcontractors will wear ID badges and carry adequate ID as to their names and business phone numbers.

**6. Complaint Procedure:** If you have a complaint regarding any aspect of your video service, we encourage you to call Customer Care at 611 from your nTelos home phone or 1-877-4NTELOS during normal business hours or by writing to nTelos Customer Care, Video Services, 1160 Shenandoah Village Drive, Waynesboro, VA 22980. You may also

contact your local franchising authority: County of Botetourt, One West Main Street, Fincastle, VA, 24090, (540) 473-8223; City of Waynesboro, 503 West Main Street, Waynesboro, VA, 22980, (540) 942-6600; City of Lynchburg, Attn: Mike Goetz, 3550 Young Place, Lynchburg, VA 24501. nTelos will respond to written complaints within 30 days.

**7. Refund policy:** For loss of service on all channels for a period of 24 hours or more, a pro-rated refund based on the monthly service charges may be issued, pro-rated for the total time of interruption, upon your written request. Refund minimum is \$2.00.

a. The 24-hour period shall commence upon nTelos learning of such service(s) outage whether knowledge is received by customer's verbal or written notification; or by notification from nTelos maintenance personnel or other.

b. Refunds shall be pro-rated by dividing the applicable monthly service rate by the number of days of the month during which service interruption was experienced and multiplying the quotient by the number of days of the service outage. Refunds shall not be granted for an outage caused in any way, willfully or otherwise, by the customer.

c. Refunds shall be issued promptly but no later than the earlier of either customer's next billing cycle following management approval of customer's request or thirty-one (31) days or within thirty-one (31) days only upon the return of nTelos Video equipment if service is terminated.

**8. Customer Equipment:** An nTelos Video set-top box is required to receive nTelos video service. Most current customer-owned equipment will function properly when connected to an nTelos set-top box. nTelos assumes no responsibility or liability for the operation, support, maintenance or repair of any customer-owned equipment, software or services that customer elects to use in connection with nTelos video services or nTelos set-top boxes. Some special features and functions of customer-owned equipment may not be operational such as recording one channel while watching another channel, record multiple programs on different channels or use of advanced picture display features such as "Picture-in-Picture", channel review and other functions that necessitate channel selection by consumer device. An nTelos remote control is provided with each nTelos set-top box and can be

programmed to operate most current video/audio equipment. A set-up code list is provided with each nTelos remote or can be obtained at [www.ntelos.com/video](http://www.ntelos.com/video) or contacting Customer Care. Most universal type remotes will operate an nTelos set-top box. For questions concerning customer-owned equipment compatibility or remote control codes, contact Customer Care at 877-468-3567.

**9. nTelos-provided equipment should be returned to:**

nTelos Retail Store  
2704 West Main Street  
Waynesboro, VA 22980  
Phone: 540-949-3461

Hours of operation:

Monday - Friday: 8:00 a.m. – 6:00 p.m.

Saturday: 9:00 a.m. – 5:00 p.m.

nTelos Retail Store  
1900 Roanoke Road  
Daleville, VA 24083  
Phone: 877-468-3567

Hours of operation: .

Monday - Friday: 8:00 a.m. – 5:00 p.m.

nTelos Retail Store  
4018 Wards Road  
Lynchburg, VA 24502  
Phone: 877-468-3567

Hours of operation:

Monday - Friday: 8:00 a.m. – 7:00 p.m.

Saturday: 9:00 a.m. – 7:00 p.m.