

# PSCtv Annual Subscriber Notification for CLEC Customers

## PSCtv Products & Services Price List

Packages – Monthly prices	Current	New - Effective 2/1/2020
<b>Broadcast Basic</b> Includes the local ABC, NBC, CBS, PBS, Fox Affiliates	\$31.45	<b>\$33.20</b>
<b>Prime</b> Prime includes Broadcast Basic channels	\$89.05	<b>\$92.05</b>
<b>Preferred</b> Preferred includes Broadcast Basic and Prime channels	\$101.20	<b>\$104.70</b>
<b>Premiere</b> Premiere includes Broadcast Basic, Prime, Preferred channels and all Premium MultiPlex Channels	\$156.35	<b>\$160.85</b>

Premium MultiPlex Channels	Pricing
<b>HBO</b>	<b>\$19.00</b>
<b>Cinemax</b>	<b>\$13.00</b>
<b>Starz/Encore</b>	<b>\$12.00</b>
<b>Showtime</b>	<b>\$16.00</b>

### High Definition (HD)

PSCtv HD is FREE with the \$7.95 Voice, Video & Data (VVD) Protection Plan  
PSCtv HD is \$9.95/month without the VVD Protection Plan  
Free installation and no service upgrade fee

### Digital Video Recorder (DVR)

DVR is \$8.95/mo per DVR. 18-month Contract required beginning on Installation Date  
Whole Home DVR is available for additional \$2.95/mo  
\$89 Tech Installation; Free Self-Installation

### Video On Demand (VOD)

PSCtv VOD is automatically given to each subscriber. If you do NOT want the VOD service, you may contact our office and “opt out” of the service. Movie rentals are for 24 – 72 hours, depending on the movie. You may watch a movie as often as you like during that time period. Movie prices range from \$2.99 - \$6.99 each. (\$6.99 movies are those still playing in theaters.)

**Subscription to PSCtv requires phone or Internet service.**

**Watchtveverywhere** is a free benefit available to all PSCtv customers by visiting [www.watchtveverywhere.com](http://www.watchtveverywhere.com). You must register using your PSC billing account number. Channels available are those included in the package you subscribe to with PSC. You may also have to register on the individual channels.

1/31/2020

## Installation/Repair

PSCtv is a digital "cable" television service that is delivered into your home or business over a fiber optic line. At time of original installation, a PSC technician (or hired contractor) installs up to three (3) Set Top Boxes (STBs) free of charge. (One Digital Video Recorder (DVR) = 1 STB)

Additional STBs are \$49 if installed at time of initial installation.

Additional DVRs are \$99 if installed at time of initial installation.

Monthly recurring charges of \$6.45 per STB are incurred – after the 1<sup>st</sup> FREE STB.

Monthly recurring charge of \$8.95 per DVR is incurred. A \$6.45/mo STB charge applies in addition to the DVR monthly charge.

At the time of installation, customer takes ownership of all wiring, jacks, ethernet switch and STBs installed by PSC to provide video service. Customer is responsible for all charges related to repairs of wiring, jacks, ethernet switch and STBs unless customer is subscribed to PSC's Voice, Video & Data Protection Plan (see below). PSC recommends that customers use surge protection devices on all their PSCtv video equipment. Substantial charges apply for early contract termination.

Other PSC Installation or Repair charges include a \$40 Trip Charge, an Hourly Labor Rate of \$90 and the cost of the equipment installed or replaced.

Examples:	Ethernet Switch	\$75.00	Set Top Box	\$159.00	DVR Set Top Box	\$299.00
	Data Module	\$34.95	Remote Control	\$ 20.00		
	Other Materials	Depends on type & quantity				

**NOTE: PSC technicians will not "bridge" additional televisions to a STB.**

## Contract/Terms

**Contract Term** - 18 months from installation date. **Contract Termination Fee** - Sum of \$33.20 (Broadcast Basic plan) and \$6.45 for each STB over the 1<sup>st</sup> STB multiplied by the number of months remaining in contract. **Individual STB Disconnect Fee** – If customer retains service but wishes to disconnect an individual STB, the disconnect fee is \$6.45/STB multiplied by the number of months remaining in the contract.

DVR Termination/Disconnect Fees are charged as follows:

The Contract Termination Fee is the lesser of \$360 or \$20 per months of DVR service remaining on the contract.

A PSCtv User Guide is given to each new customer. Additional PSCtv User Guides are available at our business office. There may be a charge for additional guides.

## Voice, Video & Data Protection Plan \$7.95 per month (Covers all DVRs and STBs)

One month subscription required prior to first service call.

Benefits include:

- FREE HD!
- Trip Charge of \$40 is waived. No more than 3 Trip Charges waived in any 12-month period.
- Troubleshooting/fault isolation at labor rate of \$90/hour is waived
- Repair or replacement of telephone, video, and data wiring and jacks inside your home at labor rate of \$90/hour is waived
- Replacement of faulty Set Top Boxes (STBs). Without Plan standard STBs are \$159.00 each and DVRs are \$299 each.
- Replacement of faulty Ethernet Switch, Patch Panel, and Patch Cords. Without Plan Ethernet Switch is \$75.00, Patch Panel is \$25.00, and Patch Cords are \$5.00 each.
- One trip for onsite remote control programming.
- Coverage for Acts of God (lightning damage or power surges causing damage to telephone, video, and data wiring and jacks, Set Top Boxes, Ethernet Switch, Patch Panel, and Patch Cords).

## The following are NOT COVERED in the Voice, Video & Data Protection Plan

- Batteries and battery replacements in remote control units
- Mounting cords, cables, connectors, adapters, etc., whether provided by PSC or customer, that are connected into a jack and/or STB that provides signaling to televisions, computers, or telephones
- Defective STBs, Ethernet Switch, Patch Panel, or Patch Cords determined by PSC to be caused by customer negligence
- Repair or replacement of any Customer Premise Equipment (CPE), such as devices connected into telephone wiring, jacks or STBs: e.g., telephones, answering machines, satellite receiver, computers, routers, DVRs, VCRs, televisions, surge protectors, or any other electronics
- Inside wiring and jack coverage for marine activity, recreational vehicles (RVs), construction trailers, or other temporary or movable structures
- Damage due to natural disasters, floods, or acts of God, other than lightning
- Nonstandard wiring that does not meet telephone industry standards or the National Electric Code Material Standards for carrying telephone signals. (PSC's Voice Plan covers repairs to breaks in nonstandard wire, but only to restore the wire to its original condition.)
- Repair or replacement of wiring and jacks due to malicious activity, vandalism, riot, civil disturbance, fire, flood, or natural disaster
- Does not include wiring connecting Off Premise Extensions
- New wiring installations in existing or new home (prewire)
- Multi-line businesses that have Key/PABX systems
- Replacement of faulty remote controls provided by PSC. Remote controls are \$20.00 each.

Service is provided M – F, 7:00 am – 3:30 pm Central Time, and Saturdays from 8:00am – 2:00pm Central Time, excluding PSC observed holidays. Service hours are subject to change without notice. If you experience a problem with picture or signal quality, contact PSC's business office at 812-357-2123 and follow the voice mail prompts. After hours, on weekends and holidays, please call 1-877-915-7724.

## Other Charges

FCC Regulatory Fee (monthly) \$ .08  
Franchise Fee 3-5% (Depending on Franchise Authority)

## Public Viewing

The public viewing of PSCtv is subject to certain restrictions and Hospitality Fees. These restrictions and fees are based on the service provided, where the service is provided, the channels shown, admission fees or cover charges, and the size of the viewing area. For more information on the public viewing of PSCtv, please contact our office.

## Equipment Policies

This notice provides important information regarding your PSCtv service. This information may change at any time. We will send a written notice informing you of any changes and the date they go into effect. You have the right to cancel your service (subject to early termination fee) if you feel that any changes we might make are unacceptable to you. If, however, you continue our service after receiving notification of any changes, we will consider this to be your acceptance of the changes.

### Customer Complaint Procedures

If you have a complaint regarding your PSCtv service or your bill, please call us at 812-357-2123, which is available 24 hours a day, seven days a week. Or, if you wish, you may stop by one of our business offices - 11877 E State Rd 62, St. Meinrad, IN 47577, 1835 Main Street, Ferdinand, IN 47532, 1133 Main Street, Tell City, IN 47586, and 402 E 4<sup>th</sup> Street, Huntingburg, IN 47542 or mail us a written complaint to PSC, PO Box 126, St. Meinrad, IN 47577. We will attempt to resolve your complaint promptly. If we are unable to resolve your complaint, we will notify you of that fact and the reasons for our inability to resolve your complaint. If so desired, you may then contact your local franchising authority. Please call us at the number listed above for the name and address of your local franchising authority.

### Service Problems

If you experience a problem with picture or signal quality, contact PSC at 812-357-2123. After hours, on weekends and holidays, please call 1-877-915-7724.

### Equipment Compatibility

All of PSCtv's television services require Set Top Boxes from PSC to allow viewing. Use of other STBs may result in prosecution for theft of cable service. It is unlawful to alter or tamper with any device belonging to PSCtv in order to receive, intercept or assist in receiving or intercepting, any communications service offered by PSCtv and may result in fines and/or imprisonment.

Because STBs function as the channel tuner on your TV or VCR, it may prevent you from using some of the special features of your TV or VCR. For example, you are not able to view one program while recording another, record two or more consecutive programs appearing on different channels, display "picture in picture", or other features using channel selection by the TV or VCR.

### Remote Control Units

PSC supports only remote control units provided and certified for use with PSCtv Set Top Boxes.

## Service Changes

Subject to certain laws, PSC has the right at any time to change services (e.g. rearrange, add/delete), equipment offered, prices and fees. If the change affects you, we will provide notice of the change and the effective date. The notice may be included on your monthly bill, bill insert, newspaper or newsletter or by any other permitted communication. If you find the change unacceptable, you have the right to cancel your service. (Early termination fees may apply if service is under contract.) If you continue to receive service after the effective date of the change, we will consider this the acceptance of the change.

All pricing in this notification is subject to change at the discretion of PSC.