

## BEST SEAT TV TERMS AND CONDITIONS

- When Best Seat video is bundled with telephone service, the advertised price DOES NOT include mandated regulatory charges such as FCC end user fee, TAP/911 charges, taxes, and other mandated fees.
- ITC provides a 24/7 Best Seat video help desk number for your convenience (800-455-5958). If you are experiencing video trouble after hours and our help desk is unable to assist you, you can request a technician visit. This visit will incur a \$40.00 charge that will be billed to your phone bill. If you choose to wait until business hours, the after-hours charge may be waived depending on where the service issue is found and who is responsible for it.
- **The set top box is and will remain the property of ITC. The customer is responsible for returning the unit after service has been discontinued. If the set top box is not returned or there is blatant damage that renders the set top box unusable, the customer will be billed for repair or replacement at retail value (estimated at as much as \$1,000.00).** If customer retains ITC owned equipment after disconnection of services, customer will be billed for the value of the equipment. Credit for later returned equipment will not be issued if the equipment is kept for 12 or more months.
- Best Seat video utilizes the latest in emerging technologies. Under normal circumstances, three video streams are available. The customer should be advised that physical limitations such as distance, cable quality, and other factors may affect the customer's ability to receive all three streams. ITC guarantees one video stream per set top box.
- ITC will provide each customer with up to (3) free remote controls during initial installation. If a remote is lost or damaged, replacements can be purchased. Remotes may be proprietary to the set top boxes. In the event that the remote is defective, ITC will replace it free of charge up to 30 days after installation or purchase.
- Residential customers requesting additional video streams in their home will pay a fee of \$4.95 per stream. Television services available on the additional set top box will "mirror" the services purchased on the initial set top box.
- Customers should be advised that the first bill might be larger than normal (prorated for current month, plus next full month, plus possible additional costs for remote, wiring, etc.).
- An early termination fee of \$25.00 will apply to customers who disconnect their digital video service before six months have elapsed. If the customer also subscribes to Broadband and does not terminate the Broadband service, the fee is waived. If both services are disconnected, only one fee applies.
- When a subscriber puts their digital video service on temporary suspension (vacation), a vacation fee of \$35.00 applies. If the customer also subscribes to Broadband service and does not place the Broadband service on vacation, the fee is waived. If both services are placed on vacation, only one fee applies. The vacation can only last six months but can be renewed one time.
- A \$20 fee will be charged to establish this account and appropriate fees for changes in services will be charged going forward.
- ITC reserves the right to change rates at any time.

### ***A SPECIAL NOTE TO COMMERCIAL TELEVISION CUSTOMERS***

Television content owners (the programmers) have special rules for Commercial Television. In some cases, these rules lead to increased cost and in others they prohibit content from being shown. In order to follow these contractual rules and keep customer costs down, ITC presents these changes from residential television offerings:

- Is your commercial setting:
  - Private Office (Office, Board Room)? If so, few limitations apply.
  - Public Viewing (Waiting Room, Lobby)? If so, few limitations apply.
  - Commercial (Restaurant, Bar)? If so, please see below.
  - Multiple Dwelling Unit (Motel, Nursing Home, Hospital)? Special bulk pricing will apply.
- Restaurant and Bar packages will not include:
  - Fox Sports Net North unless a Public Viewing Fee (based on occupancy) is added.
  - Big Ten Network unless a Public Viewing Fee (based on occupancy) is added.
  - MTV unless a Public Viewing Fee (per receiver) is added.
  - VH-1 unless a Public Viewing Fee (per receiver) is added.

You should also know:

- - ITC can help to determine Occupancy if needed.
  - ITC's contracts do not allow HBO, Showtime, Cinemax, or Starz/Encore to be shown in a commercial setting.
  - ITC's contracts do not allow PPV or VOD to be shown in a commercial setting.