



Atlantic Broadband FCC Cable Notice

Cable Compatibility

Most modern television receivers and VCRs are cable compatible and can receive the analog television signals carried on the cable system if those signals have not been encoded to secure the signal. Cable ready television sets may be connected directly to the cable system and will receive the un-secure analog signals present on the system. Television receivers will not receive the digital or HDTV signals carried on the cable system without a set top unit provided by the cable company. A set top unit may also be required if the television receiver is not cable ready and cannot receive the large number of channels available on the cable system.

About Your Set Top Unit

Even if your television receiver is cable compatible or cable ready, you will still need a set top unit to receive secure analog signals, digital signals, or HDTV signals that are carried on the cable system. Secure analog signals and digital signals are premium services that have been secured by the cable system and are delivered only to those subscribers who elect to have them as part of their service package. These include movie channels, special events, video on demand events, and other premium service offerings. The set top unit is simply a tuner. It receives the cable channel selected by the subscriber and converts it to a format that can be received by the subscriber's television set or VCR. This converted signal is usually displayed on channel 3 or 4 on the subscriber's television or VCR. Some set top units also provide video and audio outputs, which can be connected to the video and audio inputs of the subscriber's devices if they are present.

Operating your television receiver after it is connected to the cable television system is easy. Turn on your television receiver and the cable set top unit. Ensure your television receiver is tuned to the proper channel to receive the signals from the set top box (this will be either channel 3 or 4 or the video input). Select the channel you wish to watch by selecting it on the set top box using the remote control. To ensure reliable operation, ensure the set top box is plugged into a non-switched power outlet (one which is not controlled by a light switch). Loss of power to the set top unit may result in a temporary loss of your cable television service.

NOTE: The set top box and remote control device are the property of the cable television company and must be returned when you are no longer a subscriber.

Special Equipment

If a set top box is installed for your cable television service, special equipment is available to make your cable service compatible with your existing home electronics equipment. This equipment may require a custom installation fee and/or a monthly lease fee.

Bypass Switches

This switch is installed on the input side of the set top box to permit signals to bypass the set top box and be routed directly to your television receiver or VCR. This will permit the simultaneous recording and viewing of different non-secure programs, the consecutive recording of non-secure programming on different channels, and the use of picture in picture features for non-secure channels. This switch may be part of your set top box or it may be a separate device.

CUSTOM SETUP. If you wish to receive two secure channels at the same time (so that you can watch a secure channel while recording another secure channel), two set top units can be installed to facilitate this request.

AMPLIFICATION EQUIPMENT. Atlantic Broadband is required by Federal regulation to deliver a minimum signal to each television receiver. The Atlantic Broadband network is designed to provide the required signal for up to four home devices. If more than four devices are connected to the home network, a signal amplification device may be required and will be sold to the subscriber. Atlantic Broadband will install the amplification device.

VCR HOOKUPS. Your VCR can be used to enhance your cable television experience. Atlantic Broadband personnel will help you understand how to make VCR and cable television service compatible entertainment components. You can have maximum flexibility in watching what you want to watch, when you want to watch it.

ADDITIONAL EQUIPMENT. Cable jumpers, signal splitters, or A/B switches may cause signal distortion if they do not meet Atlantic Broadband standards. Please contact us for assistance in connecting any additional equipment to your home network. All cable connections must be properly prepared and must be properly tightened.

Complaints Procedure

Our goal is to provide our Customers quality Service. Our Customer Service telephone lines are staffed weekdays during regular business hours. Telephone requests made outside of normal business hours may be handled by a call center, a contracted service or an automatic recording device. Our representatives are available to answer billing questions, provide you with programming information, schedule a service call or to upgrade or downgrade service. Atlantic Broadband follows the Customer Service guidelines set by the Federal Communications Commission. Atlantic Broadband strives to resolve any complaints concerning its Service as expeditiously as possible. Should a

Customer have an unresolved complaint regarding quality of Service, equipment malfunctions, or similar matters, the Customer should contact the Manager at the local billing office. If a complaint remains unresolved, the Customer may write a brief explanation of the complaint and the actions taken and bring them to the attention of the headquarters office: Atlantic Broadband One Batterymarch Park, Suite 405, Quincy, MA 02169. Additionally, local governments designate individuals, councils, boards, committees or commissions to resolve complaints and ensure compliance with all laws and regulations. The name and number of your local franchise authority is listed on your bill statement.

BASIC TIER AVAILABILITY. The Basic Service Tier is the lowest level of cable service. Basic Service may include off-air broadcast stations, franchise-required public, educational and government access channels if any and any additional video programming signals or services as determined by Atlantic Broadband. Please consult the enclosed channel lineup for a full listing of Channels and Services offered on the Basic Service Plan. All such programming varies on a community-by-community basis and is subject to change at any time. A cable customer must subscribe to the Basic Service Tier in order to subscribe to any Cable Service Tier of service offered by the cable company.