

## Policy and Procedure Guide



19079 Market Street  
PO Box 7  
New Paris, IN 46553  
[qc.bnin.net](http://qc.bnin.net)  
(574) 831-2225

## Customer Information Handbook

19066 East Market Street • PO Box 7  
New Paris, Indiana 46553-0007  
(574) 831-2225

# Office Information

Our Business Hours are:

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

Closed on major holidays.

## Service Policies

A customer service representative will schedule an appointment for a service technician to visit your home concerning all service problems reported during normal business hours.

Please allow a time frame of 30 minutes for our service technicians to arrive for the scheduled appointments. Our “appointment window” ranges from 15 minutes before or 15 minutes after the scheduled appointment. If for any reason we run late on appointments, one of our customer representatives will contact you and inform you of the situation.

We have a service technician on call for any service problems that may occur after normal business hours. Please leave a message on the voice mail answering service and one of our service technicians will contact you regarding your cable television problem.

It is our policy to require that someone over the age of 18 be home and present during any service installation appointment. If this is not possible, we will gladly reschedule another appointment.

For reasons of safety, we require that all pets be restrained while our technician is at your home or business.

# Privacy Notice

The Cable Communications Policy Act of 1984 requires cable system operators to provide a privacy notice to all subscribers upon installation, and annually thereafter.

Generally, QC may only disclose personally identifiable information about a subscriber (such as your name, address or phone number) if the disclosure is necessary to render or conduct a legitimate business activity related to the cable service provided by the operator. The Telephone Consumer Protection Act may provide additional protection concerning telephone solicitations and the maintenance of the list.

QC is required to notify you at least once every year (and new subscribers at the time service begins) about the nature of any personally identifiable information which will be collected. QC must notify you of the nature, frequency and purpose of any disclosure; the period during which this information will be maintained; the times and places at which you may have access to such information; and any limitations placed on the cable operator with respect to the collection and disclosure of this information, as well as the subscriber's rights to enforce these limitations.

In addition, QC must provide you access to all personally identifiable information about you at reasonable times and at a convenient place. QC must also provide you reasonable opportunities to correct any errors contained in the information.

# Billing Cycle

You will receive your cable bill during the first week of each month.

The due date is the 28th of each month. Payment must be recorded in our office by the 28th or you will be charged a delayed payment convenience fee of \$3.00.

Reminder notices are prepared on the 29th, or the next business day, following the due date. This reminder indicates the disconnect date. You could have at least five business days before disconnection, depending on whether the fifth day falls before a non-business day. You must pay the monthly bill and the late fee to avoid disconnection.

Our final notices are computer generated and automatically sent out on the specified date. Payments may be delayed due to the mail system and will be posted as soon as they are received. If you do receive a final notice and you have sent your payment on time, please call us to verify all information and have any problems corrected.

# Suspension Policy

If you are disconnected, you must pay all charges that are due. In addition, there is an \$18.00 reconnect fee in order to have your service restarted.

If you fail to pay the monthly bill and late fee, you will be disconnected from service. We know that sometimes emergencies arise that prevent you from paying your bill on time. If you notify us of your intention to pay and do so promptly, we will delay disconnection for an agreed-upon period of time. You must, however, make the full payment in that specified amount of time.

If you fail to pay your balance after disconnection, your account will be turned over to the Credit Bureau for collection.

A \$15.00 field payment convenience fee will be applied to all accounts with unpaid balances sent to the field for collection.

NSF Checks will have a \$25.00 processing fee in addition to any bank charges that are assessed by the issuing bank.

## Pay for 11 Months— Get the 12th Month Free

You can choose to pay for your cable service just once a year and save. You will pay for only 11 months and receive the 12th month absolutely free! Please note that in case of rate changes during the year, you will be charged the amount of the change for each month remaining on a pro-rated basis.

## Vacation Policy

Going to be away from home for anywhere from one to six months? Consider putting your cable service on vacation! We will disconnect your service and you will not be billed for the amount of time that you are gone. When you return home, we will reconnect your service for a \$10.00 charge. Our regular reconnect fee is \$19.95.

**You save \$9.95!**

# Consumer Information Program

The Commission in its Equipment Compatibility Order made public rules which require cable operators to develop a consumer information program to subscribers at the time they first subscribe and at least once a year thereafter. The consumer education regulations became effective on October 31, 1994 and require that you be notified of the following:

The following files are maintained primarily for inspection by the Commission:

1. Proof of compliance with the Commission's technical standards
2. A current list of channels offered to subscribers
3. Proof-of-performance test data
4. Signal leakage logs and repair records
5. A record of subscriber complaints on signal quality
6. Records demonstrating compliance with the Commission's leased access provisions
7. Records of subscribers (for fee purposes of proof-of-performance test data, required signal leakage logs, and repair records only)

## Converter Information

Some models of TV receivers and videocassette recorders (VCR) may not be able to receive all of the channels offered by the cable operator when connected directly to the cable system. The common term for these types of equipment is "non cable ready" TV set or VCR.

If you have a non cable television or VCR, we have converter boxes you can rent from us. If you subscribe to a Premium channel, a converter box is required, because these services are scrambled.

When you subscribe to our Premium channels that require a converter box, you may be unable to use special functions on your TV and VCR including simultaneous recording, "Picture-in-Picture" and the like.

## Converter Remote Controls

You can purchase a remote from third party vendors. We encourage subscriber inquiries about whether a particular remote control is compatible. Quality Cablevision provides a remote with our converter box at no additional charge.

## Basic Tier Availability

A cable operator must provide written notification to new subscribers of the availability of basic tier service at the time of installation; usually in the form of a rate card.

## Notification of Proposed Rate Increase

Cable operators must give subscribers 30 days or more advance notice if possible of any changes in rates, programming services, or channel positions through announcements on the cable system and in writing.

## Network Programming Schedules

Our cable service provides you with the programming that is received from the channels that Quality Cablevision carries. If the specified programming that is normally scheduled to air is not at that specific time, it is the discretion of that network, not our office, to note that programming is always subject to change.

## Franchise Fees

You will be required to pay all franchise fees, taxes and other various charges that may occur in the future according to the FCC. Our company will notify you, by newsletter or billing, if any changes arise from the cable industry.

## Additional Information

You can get up-to-the-minute information about Quality Cablevision at this web address: <http://qc.bnin.net> or ([qc.bnin.net](http://qc.bnin.net)), or by tuning to the local program guide on Channel 19.

(Please note that the Channel 19 information channel may not be available in all subdivisions.)

# Cable Modem Service

Quality Cablevision offers cable modem service in many of its service areas.

Rates start as low as \$19.95 a month for 512K service on a one-year contract.

You can get more information about cable modem service at our web site:

[qc.bnin.net](http://qc.bnin.net)

Cable modem service is fast and efficient. Compared to the cost of a dedicated phone line, QC Internet is a cost-effective alternative.

There are service types for every budget. Installation is a snap, and you can do it yourself or let us take care of all the details.

Adding QC modem service to your account doesn't affect your cable television in any way.

You can also get cable modem service 'naked', that is without any TV signal component.

Call us today at (574) 831-2225 for more information about this or any other service.

# It Is the Law! Call before you DIG!

Indiana Underground Plant Protection Service number is 1-800/382-5544.

NPT customers can dial 811 to be connected to IUPPS.

They will notify all member utilities to come and locate underground lines with one call to Holey Moley.



## Other Customer Care Service and Service Questions

Please feel free to call the Quality Cablevision office with any concerns or questions about billing, your service, any problems, connection questions, or any other cable television service concern.

**“Quality Cablevision would like to ‘Thank You’  
for letting us provide you with service!”**