



## ZiPLY Fiber TV Customer Notice – Washington

This document includes important information about ZiPLY Fiber TV service. Additional information, as well as the full terms of service, are available at [www.ziPLYfiber.com/terms](http://www.ziPLYfiber.com/terms). To the extent any provision in this document conflicts with the ZiPLY Fiber Residential Services Subscriber Agreement or ZiPLY Fiber's Privacy Policy posted at [www.ziPLYfiber.com/privacy](http://www.ziPLYfiber.com/privacy), the posted Agreement and Privacy Policy apply.

ZiPLY Fiber places the highest priority on superior customer service. This Notice provides important information about your Fiber TV service and our policies and procedures.

### Contacting Customer Service

- Technical support is available twenty-four (24) hours a day, seven (7) days a week toll free at 866-699-4759.
- For residential customer ordering, billing, and other inquiries, please call 866-699-4759. Representatives are available Monday through Friday from 7:00 A.M. to 8:00 P.M. and Saturdays and Sundays from 8:00 A.M. to 6:00 P.M. Pacific Time.
- For business customer ordering, billing, and other inquiries, please call 866-947-5988. Representatives are available Monday through Friday from 7:00 A.M. to 7:00 P.M. Pacific Time.

### Products and Services, Pricing and Programming Options

Fiber TV customers have access to a variety of programming packages, premium content, On Demand and Pay Per View titles, as well as equipment and recording/storage options.

Your cable set-top-box allows customers to enjoy the full potential of our Interactive Media Guide, On Demand Library, Parental Controls and HD programming.

Customers who connect to our network without equipment provided by us will not be able to receive all of our programming and features. CableCARD technology allows access to the encrypted HD and standard-definition digital channels on our service but will not support advanced features. Please note that our equipment may not support certain features and functions of older televisions and recording equipment.

Detailed information, including pricing and conditions of subscription, is available at [www.ziPLYfiber.com/terms](http://www.ziPLYfiber.com/terms) or by calling 866-699-4759 (residential) or 866-947-5988 (business).

### How to use Fiber TV

Visit [www.ziPLYfiber.com/support](http://www.ziPLYfiber.com/support) for information on how to use your service, including remote control and search functions, the Interactive Media Guide, recording functions, On Demand and Pay Per View programming and Parental and Purchase Controls. A variety of information is also available by using the Menu button on your television remote to access the Help Menu.

### Channel Lineup

Visit [www.ziPLYfiber.com](http://www.ziPLYfiber.com) for the most current channel lineup.

### Installation and Maintenance

In many cases you may choose to install your television service yourself. You may also have a ZiPLY Fiber technician install your service, as well as any additional TV outlets or wiring that may be needed. For details and rates associated with professional installation, contact us at 866-699-4759 (residential)/ 866-947-5988 (business).

You can easily troubleshoot cable television issues by utilizing the Customer Support Menu on your Interactive Media Guide or going to [www.ziPLYfiber.com](http://www.ziPLYfiber.com). You can also contact

technical support at 866-699-4759. If the representative is unable to resolve your issue, a service call or appointment may be setup at your convenience. A service charge may apply.

### **Billing, Payment and Service Credit Information**

Zipty Fiber will provide you with a monthly bill for your cable television service that is accurate and easy to understand. Billing is based on a 30-day billing cycle. Recurring charges for each month's services will be billed one month in advance. Nonrecurring and usage-based charges for services generally will be billed in the billing cycle following the transaction. You should remit payment by the due date indicated on your bill. If full payment is not received by the indicated due date, a late fee may be assessed, and service may be suspended or terminated. As of the print date of this notice, the late fee was 1.5% of the delinquent balance. However, this charge may change. Please refer to your monthly invoice for the current applicable late payment charge. You will also be charged a fee for any check or other form of payment returned unpaid by a financial institution for any reason.

If you believe you have been billed in error for service, please notify us within sixty (60) days of the billing date by contacting Frontier customer care at 866-699-4759 (residential) / 866-947-5988 (business). Frontier will not issue refunds or credits after the expiration of this sixty (60) day period, except where required by law.

In the event of a television service outage or service interruption, you may be entitled to a service credit, typically calculated as a prorated amount of your current monthly bill. In most instances, you must promptly report the outage to us in order to qualify for this credit.

### **Resolving Customer Service, Billing and/or Technical Service Issues**

If you have customer service or billing issues, you can contact Zipty Fiber's customer care center at 866-699-4759(residential) / 866-947-5988 (business). If you have technical questions or complaints regarding your cable television service, please contact our customer care at 866-699-4759

If you are dissatisfied with our resolution of your cable television complaint, you may contact your local video franchising authority to discuss your concerns.

Bothell  
18305 101st Ave. NE  
Bothell, WA 98011  
425.486.3256

Brier  
2901 228th St SW  
Brier, WA 98036  
425.775.5440

Camas  
PO Box 1055  
Camas, WA 98607  
360.834.6864

Edmonds  
121 5th Ave. North  
Edmonds, WA 98020  
425.771.0245

Everett  
2930 Wetmore Ave.  
Everett, WA 98201  
425.257.8608

Kenmore  
18120 68th Ave NE  
Kenmore, WA 98028  
425.398.8900

Kirkland 123 Fifth Avenue  
Kirkland, WA 98033  
425.587.3800

Lynnwood  
19100 44th Ave. W  
Lynnwood, WA 98046  
425.670.5000

Marysville  
1049 State Ave.  
Marysville, WA 98270  
360.363.8086

Mountlake Terrace  
Admin Services Director  
6100 219th St. SW, Suite 200  
Mountlake Terrace, WA  
98043 425.744.6208

Mukilteo 11930 Cyrus Way  
Mukilteo, WA 98275  
425.355.4141

Redmond  
15760 NE 85th St.  
Redmond, WA 98073  
425.556.2439

Shoreline  
17500 Midvale Ave. North  
Shoreline, WA 98133  
206.801.2216

Snohomish County  
3000 Rockefeller Ave., M/S 407  
Everett, WA 98201  
425.388.3460

Washougal  
1701 C Street  
Washougal, WA 98671  
360.835.8501

Woodinville  
17301 133rd Ave.  
Woodinville, WA 98072  
425.489.2700

Woodway

23920 113th Place W.  
Woodway, WA 98020  
206.542.4443

## **FRONTIER COMMUNICATIONS PRIVACY POLICY**

Protecting the privacy of our customers is important to Frontier. Our privacy policy is designed to inform you about how we collect, use, share, and protect the information of customers of our consumer and residential services. It also governs the information we collect when you visit our website, and describes certain choices we provide to our customers regarding the use of their information. This policy does not govern the services we offer to businesses.

Please see our policy at [www.ziplyfiber.com/privacy](http://www.ziplyfiber.com/privacy).