



ZiPLY Fiber TV Customer Notice – Oregon

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. 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, 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 or by calling 866-699-4759 (residential) or 866-947-5988 (business).

How to use Fiber TV

Visit 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 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. 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.

Clackamas County
2051 Kaen Road
Oregon City, OR 97045
503.742.5903

Dundee
620 SW 5th Street
Dundee, OR 97115
503.538.3922

Happy Valley
12915 SE King Road
Happy Valley, OR 97086
503.783.3800

McMinnville
230 NE 2nd Street
McMinnville, OR 97128
503.434.7302

Beaverton, Cornelius, Durham, Forest Grove, Hillsboro, King City, Lake Oswego, Rivergrove, Tigard, Tualatin, Washington County
MACC

15201 NW Greenbrier Parkway Suite C-1
Beaverton, OR 97006
503.645.7365

Gresham, Fairview, Troutdale, Wood Village
MHCRC
c/o Office for Community Technology
111 SW Columbia Street, Suite 600
Portland, OR 97201
503.823.5385

Newberg
414 E. 1st Street PO Box 970
Newberg, OR 97132
503.537.1207

Sherwood
22560 S.W. Pine Street
Sherwood, OR 97140
503.625.4200

Wilsonville
29799 S.W. Town Center Loop E
Wilsonville, OR 97070
503.570.1504

Yamhill County
535 NE 5th Street
McMinnville, OR 97128
503.472.9371

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.