



PO Box 80  
Jamestown, KY 42629-0080

PRSRT STD  
U.S. POSTAGE  
PAID  
SOMERSET, KY  
PERMIT NO. 299

## NATIONAL PROGRAMMING COSTS CONTINUE TO INCREASE FOR 2023, DUO BROADBAND TO PHASE OUT TRADITIONAL CABLE TV SERVICE IN 2024

Dear Valued TV Subscriber:

Once again, national television programmers (such as ESPN, TNT, USA, Discovery Channel, Comedy Central, and others) along with FOX, NBC, CBS, and ABC TV affiliate stations have announced rate increases for 2023\* to satellite operators and cable TV providers like DUO Broadband.

The persistent annual rate increases have become unreasonable for most customers to afford and the cost of maintaining equipment and facilities for DUO is impractical for us to sustain. **That is why we are phasing out our traditional cable TV service (over our IPTV, Coax, and Fiber) on December 31, 2024. To help you migrate to a new streaming provider or DUO TVs Streaming service, please visit our website to use a new feature called "MyBundle TV."** This feature walks you through the selection process to make your migration to a new streaming service a snap. Your services will not be interrupted until the above cutoff date, giving you ample time to migrate off the traditional cable TV service. **IMPORTANT NOTE: DUO Broadband Internet service will not be affected by this change.**

**Learn more at [duobroadband.com/duotv](https://duobroadband.com/duotv).** We appreciate your business in 2022, and are ready to assist you in any way during this planned transition. We will keep you informed as our plans progress.

Sincerely,  
DUO Broadband (270) 378-4141

\*Please refer to the inside pages for rates effective January 1, 2023. OUR RATE INCREASES REFLECTS ONLY THE COST INCREASES FROM PROGRAMMERS, BROADCASTERS and OPERATIONS IN ORDER TO PROVIDE SERVICES.

## PRIVACY NOTICE

The Federal Cable Communications Policy Act of 1984 contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators.

In accordance with those provisions, DUO Broadband collects and maintains personally identifiable information concerning customers.

That information includes, among other things, your name, address, telephone number and billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints.

Personally identifiable information is generally used for the normal business

purpose of offering and rendering cable television service and other services to you.

Cable system employees have access to such information, when necessary, in connection with our business or when otherwise desirable. Access may be on a day-to-day basis.

As a customer you may review any personal information held by DUO Broadband which pertains to you. Preparation time for this information varies because it is necessary to avoid disclosure of information regarding other customers. Please contact us by letter or by telephone to arrange for a review.

The review will be at DUO Broadband business office in Jamestown. You may request correction of any errors in personal

information that we collect and maintain pertaining to you.

Federal law prohibits collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

DUO Broadband does not disclose personally identifiable information without your consent, unless we are required to do so by court order.

Any person aggrieved by an act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.

## CUSTOMER SERVICE

### PRODUCTS AND SERVICES OFFERED

DUO Broadband offers a variety of video programming tiers and services, including a Basic/Lifeline service tier that includes many of the local television broadcast stations in your area and an Expanded Basic service tier that includes many additional cable programming services. Many of the local broadcast stations included in the Basic/Lifeline service tier are also available in a digital format. Where available, there are many additional digital cable programming services that you may purchase with DUO Broadband Digital Cable, which includes access to the interactive programming guide, digital music channels and pay-per-view channels. Tiers of service offered by DUO Broadband are generally independent of each other, unless noted in special offers; however, as a prerequisite for subscribing to the various tiers offered including Premium or Pay-per-view events, customers are required by law to subscribe to Basic/Lifeline service. DUO Broadband may also offer customers the option to rent equipment, such as set-top boxes, CableCARDs™, and remotes that may be needed to access certain programming services. Visit us at DUOBroadband.com or call us at the number on your bill for more information about products and services in your area.

### INSTRUCTIONS ON HOW TO USE VIDEO/CABLE SERVICE

Customers may visit us at DUOBroadband.com or call us at the telephone number on your bill for more information regarding how to use your cable service.

### BILLING COMPLAINT PROCEDURES

Customers can direct cable billing or service complaints to DUO Broadband at the telephone number listed on your bill. If you believe DUO Broadband has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints.

## SIGNAL QUALITY

### SIGNAL QUALITY & COMPLAINT PROCEDURES

If you experience problems with the quality of television signals you receive, you should call us at the telephone number listed on your bill. A DuoCare Expert can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come to your home. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. You may also refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints.

## FRANCHISE INFORMATION

**Residents of Adair County**  
Franchising Authority AC KY1131  
Adair County Fiscal Court  
424 Public Square Suite 1  
Columbia, Kentucky 42728  
Telephone Number: 270-384-4703

**Residents of Columbia**  
Franchising Authority KY0119  
City of Columbia  
116 Campbellsville Street  
Columbia, Kentucky 42728  
Telephone Number 270-384-6183

**FCC-Cable Service Bureau**  
145 12th St. SW  
Washington DC 20554  
Telephone Number: 202-418-7200

## EQUIPMENT COMPATIBILITY

Most modern television sets, DVRs and VCRs are cable compatible (or "cable ready") and can receive the analog television signals carried on the cable system if those signals have not been encrypted to secure the signals. Many of these newer devices are also "digital cable ready" and may be connected directly to the cable system to receive digital signals present on the system that have not been encrypted. Except with new television sets and other display devices equipped to use the Cable Card technology described below (sometimes referred to as DCR or UDCP devices), digital or high-definition television ("HDTV") signals carried on DUO Broadband systems will not be viewable without a set-top channel converter compatible with and authorized by the DUO Broadband system providing service to you.

### CABLE CONVERTERS

If you have a cable ready or digital cable ready TV/display device you may not need a converter; however, some models of TVs, DVRs and VCRs - especially older TV sets that are not "cable ready" - may not receive all of the channels offered when connected directly to the cable system. If your TV, DVR or VCR is not able to receive all of the channels desired, you can obtain a set-top channel converter from DUO Broadband at a monthly charge, or if available, at a retail store. If you plan to purchase cable services that we scramble or encrypt, such as premium, pay-per-view or some digital services, you should make sure that any

set-top converter, navigation device or digital cable ready TV/display device you purchase from a retail outlet is capable of working with separate security cards (CableCARDS™) that we must provide in order for your equipment to access such programming services. Upon request, we will provide you with the technical parameters that are needed for any such device to operate with our security cards and cable system. In addition, you should know that receivers with descrambling units are illegal to sell or use unless authorized by DUO Broadband.

If you receive service through a set-top channel converter, you may not be able to use special features and functions of your TV, DVR and VCR. These may include features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and, use advanced picture generation and display features such as "Picture-in-Picture", channel review and other functions that necessitate channel selection by the consumer device. You may be able to resolve these issues (and other compatibility issues associated with the reception of non-encrypted programming services) through an additional converter or other equipment that is available for lease from DUO Broadband upon request, or from another electronics retail vendor. Please call us for technical assistance with questions about the type of special equipment needed to resolve individual compatibility problems.

### CABLE CARDS

Certain new TVs/display devices (sometimes referred to as DCR or UDCP devices) are sold with a port for a Cable Card, which can substitute for a set-top channel converter. The current generation of these TVs/display devices cannot interact with the cards to allow you to use any interactive or two-way services that we offer, such as pay-per-view and the interactive programming guide. Devices capable of supporting two-way services (called Tru2way TVs/devices) will be available in the future, and DUO Broadband is committed to supporting that technology when it becomes available. For more information, you may contact us by calling Customer Care.

### REMOTE CONTROLS

DUO Broadband includes a remote control unit with set-top channel converters. Some television, VCR or DVD remote controls are also capable of controlling the basic features of your set-top box. "Universal" remote control units that are compatible with the basic features of set-top boxes may be also be obtained from many other sources, such as consumer appliance, electronics outlets or over the Internet. These universal remote controls may not be compatible with certain set top features or services available from DUO Broadband in certain markets. If you have specific questions concerning where to find remote controls or their compatibility, we encourage you to contact Customer Care at the number listed on your monthly bill.

## RATES

### VIDEO SERVICE

Standard Package	\$104.95: 187 channels (See complete list of channels on back page.) Includes 65 Free HD channels Includes 46 digital music channels
Digital Add-On	\$18.95: Requires Digital Gateway - 56 channels (See complete list of channels on back page.) Includes 14 Free additional HD channels.
HDTV Premium	\$3.95
Standard Digital Box	All customers receive one FREE standard cable box plus an additional FREE when taking the Digital Add-On. Each additional box is \$3.95.
Lifeline Video Service	\$27.95: 34 channels (See complete list of channels on back page.)
Local affiliate surcharge	\$30.32

### PREMIUM PACKAGES

\$22.95	HBO Unlimited
\$19.95	Cinemax Package
\$19.95	Showtime Unlimited
\$19.95	STARZ Super Pack
\$32.95	HBO & Cinemax
\$29.95	Cinemax & Showtime
\$32.95	HBO & Showtime
\$42.95	HBO & Cinemax & Showtime
\$52.95	All 4 Super Pack

### INSTALLATION AND OTHER CHARGES

\$45.00	Premise Visit Charge
\$65.00	New Installation or Move
\$45.00	Cable Re-connection
\$15.00	Additional Cable Outlet Install
\$15.00	Downgrade in Service Charge

### DIGITAL RECEIVERS

\$ 3.95	Standard Digital Box
\$ 3.95	HDTV Box
\$ 9.95	HDTV & DVR Box
\$ 4.95	Whole-Home DVR

### HIGH SPEED INTERNET

Available in 100/10, 300/30 and Gigabit speeds starting at \$49.95/month.

## STANDARD PACKAGE

187 CHANNELS (LIFELINE + 153 CHANNELS)

### LIFELINE PACKAGE

34 CHANNELS

(DIGITAL BOX REQUIRED FOR IPTV SERVICES.)

102 DUO2, Local & Live  
103 WKYT (CBS) Lexington  
105 KET  
108 WBKI (CW) Louisville  
109 WAVE (NBC) Louisville  
110 WDRB (FOX) Louisville  
111 WHAS (ABC) Louisville  
112 WLKY (CBS) Louisville  
113 WBKO (ABC) Bowling Green  
116 HSN  
117 QVC  
118 Trinity Broadcast Network  
119 C-Span  
120 Local Weather  
350 WAVE - CircleTV  
351 WLKY - MyTV  
354 Russell Local & Live  
355 WDRB - Antenna TV  
358 YMYO - MyNetwork  
361 WKYU PBS  
362 KET KY  
364 WAVE - Grit TV

#### LIFELINE HD

395 WBKI (CW) Louisville HD  
399 WBKO (ABC) Bowling Green HD  
400 WKYT (CBS) Lexington HD  
403 WDRB (FOX) Louisville HD  
404 WHAS (ABC) Louisville HD  
406 WLKY (CBS) Louisville HD  
407 WAVE (NBC) Louisville HD  
408 DUO2 HD  
464 C-Span HD  
465 KET HD  
467 KET2 HD  
500 Local Weather Channel HD

115 News Nation  
123 ESPN  
124 ESPN 2  
126 A&E  
127 USA  
128 Lifetime  
129 Lifetime Movie Network  
130 TNT  
131 Paramount Network  
132 Freeform  
133 Disney Channel  
134 CMT  
135 CNN  
136 CNN Headline News  
137 Bally Sports Ohio  
138 SyFy  
139 The Discovery Channel  
140 TBS  
141 Bravo  
142 The Learning Channel  
143 Nickelodeon  
144 Golf Channel  
145 The Weather Channel  
146 Animal Planet

147 VH-1  
148 MTV  
149 TV Land  
150 Family Friendly Entertainment  
151 BET  
152 The History Channel  
153 Cartoon Network  
154 Oxygen  
155 OWN  
157 truTV  
158 Boomerang  
159 FOOD Network  
160 HGTV  
161 ION  
162 Comedy Central  
163 FX  
164 The Travel Channel  
165 FOX News Channel  
166 CNBC  
167 RFD - TV  
168 E! Entertainment TV  
170 National Geographic  
171 FXX  
172 Tennis Channel  
175 ACC Network  
176 SEC Network  
186 FOX Sports 1  
192 MSNBC  
199 FOX Business News  
314 ID  
454 CNN HD  
455 HLN HD  
456 FOX Business News HD  
457 News Nation HD  
460 OWN  
461 OXYGEN HD  
463 RFD HD  
471 FXX HD  
472 Tennis Channel HD  
474 ACC Network HD  
476 SEC HD  
478 National Geographic HD  
479 ID HD  
490 AXS TV  
492 Motor Trend HD  
499 Weather Channel HD

#### DIGITAL MUSIC CHANNELS

501 Hit List  
502 MAX  
503 Dance & EDM  
504 MC Indie  
505 Hip-Hop and R&B  
506 Rap  
507 Hip-Hop Classics  
508 Throwback Jamz  
509 R&B Classic  
510 R&B Soul  
511 Gospel  
512 Reggae  
513 Rock  
514 Metal  
515 Alternative  
516 Adult Alternative  
517 Rock Hits  
518 Classic Rock  
519 Soft Rock  
520 Love Songs  
521 Pop Hits  
522 Party Favorites  
523 Teen MC  
524 Kidz Only  
525 Toddler Tunes  
526 Y2K  
527 90's  
528 80's  
529 70's  
530 Solid Gold Oldies  
531 Pop Country  
532 Today's Country  
533 Country Hits  
534 Classic Country  
535 Contemporary Christian  
536 Pop Latino  
537 Musica Urbana  
538 Mexicana  
539 Tropicales  
540 Romances  
541 Sounds of the Seasons  
542 Stage & Screen  
543 Soundscapes  
544 Smooth Jazz  
545 Jazz  
546 Blues

#### FREE HD CHANNELS

405 TNT - HD  
409 ESPN2 HDTV  
410 ESPN HDTV  
413 GOLF HD  
415 A&E HD  
416 FOOD HD  
417 TRAVEL HD  
418 HGTV HD  
419 HISTORY HD  
420 DISCOVERY HD  
421 ANIMAL PLANET HD  
422 LEARNING CHANNEL HD  
423 USA HD  
424 Bally Sports Ohio HD  
425 FOX NEWS HD  
426 CNBC HD  
427 DISNEY HD  
428 Freeform HD  
429 SyFy HD  
430 Bravo HD  
433 FX HD  
434 Lifetime HD  
435 Lifetime Movie HD  
436 E Entertainment TV HD  
437 Paramount Network HD  
438 TBS HD  
439 Fox Sports 1 HD  
442 CMT HD  
443 VHI HD  
444 MTV HD  
445 MSNBC HD  
447 Cartoon Network HD  
448 Nickelodeon HD  
450 TruTV HD  
451 Comedy Central HD  
452 TVLand HD  
453 BET HD

## DIGITAL ADD-ON 56 CHANNELS

180 The Outdoor Channel  
182 Disney Jr.  
183 Magnolia Network  
184 Nat Geo Wild  
185 TV Games  
187 CSPAN 2  
188 Hallmark Channel  
189 Lifetime Real Women  
190 Turner Movie Classics  
191 FOX Sports2  
193 ESPN News  
194 ESPNU  
195 HRTV  
196 Hallmark Movies & Mysteries  
198 NFL Network  
300 Nickjr  
301 Teen Nick  
302 Nick Too  
303 Discovery Family Channel  
304 Disney XD  
305 Nicktoons Network  
306 Destination America  
307 Discovery Espanol  
309 Game Show Network  
311 FYI  
312 VICE  
313 The Science Channel  
315 Discovery Fit & Health  
318 American Heroes Channel  
319 FUSE  
320 MTV2  
321 BET Jams  
322 Tr3s  
323 NICK Mix  
324 CMT Music  
325 MTV Classic  
326 BET Soul  
327 FX Movies  
328 LOGO  
329 Great American Family  
366 The Cowboy Channel  
389 NFL RedZone\*

#### ADDITIONAL HD CHANNELS

411 ESPNU HD  
412 ESPN News HD  
431 Outdoor Channel HD  
440 NFL Network HD  
441 NFL RedZone HD\*  
458 Turner Classic Movies HD  
459 Magnolia Network HD  
462 FYI HD  
466 The Cowboy Channel HD  
475 FOX Sports2 HD  
480 Science Channel HD  
481 Destination America HD  
482 Hallmark Mov HD  
488 Hallmark Channel HD

## PREMIUM OPTIONS

#### HBO UNLIMITED

200 HBO  
201 HBO Family  
202 HBO Plus  
203 HBO Signature  
204 HBO Comedy  
205 HBO Zone  
206 HBO HDTV  
207 HBO Latino

#### STARZ PACKAGE

240 STARZ  
241 STARZ ENCORE Black  
242 STARZ Kids & Family  
243 STARZ Cinema  
244 STARZ ENCORE  
245 STARZ ENCORE Westerns  
246 STARZ ENCORE Action  
247 STARZ ENCORE True Stories  
248 STARZ HD

#### HDTV PAY PREMIUM TIER

491 HD-NET Movies

#### PPV PROGRAMMING

801-803 InDemand PPV  
900-903 Adult

#### SHOWTIME UNLIMITED

220 Showtime  
221 Showtime Too  
222 Showtime Showcase  
223 Showtime Beyond  
224 Showtime Extreme  
225 Showtime HDTV  
230 The Movie Channel  
231 The Movie Channel Xtra  
232 The Movie Channel HD  
235 Flix

#### CINEMAX PACKAGE

210 Cinemax  
211 MoreMax  
212 ActionMax  
213 ThrillerMax  
214 Cinemax HDTV

#### VIDEO ON DEMAND\*\*

Using the VOD button on your remote allows you to choose from movies, local government, sporting, community events, plus 100's of FREE rentals.

\*NFL RedZone available by annual subscription of \$49.95.

\*\*Only available in areas that have our IP video services.

270-378-4141

[DUOBroadband.com](http://DUOBroadband.com)

2150 N. Main Street  
Jamestown, Kentucky 42629

