



PO Box 80
Jamestown, KY 42629-0080

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. 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) 433-2121

*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 Cumberland County
Franchising Authority
County Judge Executive
Cumberland County Fiscal Court
112 Public Square
P.O. Box 826
Burkesville KY 42717
270-864-3444

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: 186 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: 33 channels (See complete list of channels on back page.)
Local affiliate surcharge	\$15.42

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 25/5, 300/30 and Gigabit speeds starting at \$49.95/month.

STANDARD PACKAGE

186 CHANNELS (LIFELINE + 153 CHANNELS)

LIFELINE PACKAGE

33 CHANNELS

(DIGITAL BOX REQUIRED FOR IPTV SERVICES.)

102 DUO2, Local & Live
103 WKYT (CBS) Lexington
105 KET
108 WMYO (CD) Louisville
109 WLEX (NBC) Lexington
110 WZTV (FOX) Nashville
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
351 WLKY - Me TV
353 Antenna TV
354 WZTV-4 (TBD)
355 WZTV-2 (CW)
358 YMYO - MyNetwork
361 WKYU PBS
362 KET KY

LIFELINE HD

395 WBKI (CW) Louisville HD
399 WBKO (ABC) Bowling Green HD
400 WKYT (CBS) Lexington HD
403 WZTV (FOX) Nashville HD
404 WHAS (ABC) Louisville HD
406 WLKY (CBS) Louisville HD
407 WLEX (NBC) Lexington 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 FOX Sports Ohio HD
425 Bally 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 Classic Movies
191 FOX Sports 2
193 ESPN News
194 ESPN
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 ESPN 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 Sports 2 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

CINEMAX PACKAGE

210 Cinemax
211 MoreMax
212 ActionMax
213 ThrillerMax
214 Cinemax HDTV

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

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.



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