



PO Box 80
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NATIONAL PROGRAMMING COSTS INCREASE FOR 2022, DUO BROADBAND EXPANDING OPTIONS FOR OUR CUSTOMERS

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 2022 to satellite operators and cable providers like DUO Broadband.

Please refer to the inside pages for rates effective January 1, 2022. OUR RATE INCREASES REFLECTS ONLY THE COST INCREASES FROM PROGRAMMERS, BROADCASTERS and OPERATIONS IN ORDER TO PROVIDE SERVICES.

We understand your frustration with these annual cost increases. That is why we are expanding options that offer you more choices and more affordable plans. If you have questions or concerns please call us or stop by our office in Jamestown.

We appreciate your business in 2021, and will continue to offer the reliable local service that you expect from us.

Sincerely,
DUO Broadband (270) 343-3131

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.

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.

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.

FRANCHISE INFORMATION

Residents of Russell County
Franchising Authority RC KY0097
Russell County Fiscal Court
P.O. Box 397
Jamestown, Kentucky 42629
Telephone Number: 270-343-2112

Residents of Russell Springs
City of Russell Springs
P.O. Box 247
Russell Springs, Kentucky 42642
Telephone Number: 270-866-3981

Residents of Jamestown
City of Jamestown
P.O. Box 587
Jamestown, Kentucky 42629
Telephone Number: 270-343-4594

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	\$94.95: 195 channels (See complete list of channels on back page.) Includes 69 Free HD channels Includes 46 digital music channels
Digital Add-On	\$17.95: 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: 40 channels (See complete list of channels on back page.)
Local affiliate surcharge	\$23.59

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

195 CHANNELS
(LIFELINE + 155 CHANNELS)

LIFELINE PACKAGE

40 CHANNELS

(DIGITAL BOX REQUIRED FOR IPTV SERVICES.)

- 102 DUO2 Local & Live
- 103 WKYT (CBS) Lexington
- 104 WLEX (NBC) Lexington
- 105 KET
- 106 WTVQ (ABC) Lexington
- 107 WDKY (FOX) Danville
- 108 WKYT (CW) Lexington
- 111 WLJC65 (CoziTV)
- 112 WLKY (CBS) Louisville
- 113 WBKO (ABC) Bowling Green
- 116 HSN
- 117 QVC
- 118 Trinity Broadcast Network
- 119 C-Span
- 120 Local Weather
- 350 WKYT.3 - CircleTV
- 352 WLEX - MeTV
- 353 WDKY - RewindTV
- 354 Adair Local & Live
- 359 WTVQ - MyNetwork
- 360 WTVQ - Quest Network
- 361 WKYU PBS
- 362 KET KY
- 363 WDKY - Charge TV
- 365 WTVQ - True Crime

LIFELINE HD

- 390 WKYT - CW HD
- 396 WLEX - MeTV HD
- 397 WTVQ - My Network HD
- 399 WBKO (ABC) Bowling Green HD
- 400 WKYT (CBS) Lexington HD
- 401 WLEX (NBC) Lexington HD
- 402 WTVQ (ABC) Lexington HD
- 403 WDKY (FOX) Lex./Danville HD
- 406 WLKY (CBS) Louisville HD
- 407 WLJC65 (CoziTV) 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 CBS
- 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
- 177 SECN2
- 186 FOX Sports 1
- 192 MSNBC
- 199 FOX Business News
- 314 ID
- 447 Cartoon Network HD
- 448 Nickelodeon HD
- 450 TruTV HD
- 451 Comedy Central HD
- 452 TVLand HD
- 453 BET HD
- 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
- 477 SECN2
- 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

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 FU5E
- 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 GAC 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.



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