

Equipment Compatibility

Etex Communications LLC. delivers video service to your home via fiber optic cable with Internet protocol (IP) signaling. This technology requires special equipment provided by Etex Communications LLC to convert the IP signal to a signal that commercially available television sets can receive. One difference between Internet protocol television (IPTV) and traditional cable signals is that only signals for the channels being viewed or recorded are transmitted in an IPTV system. This means the tuners on currently available television sets, VCRs, or other consumer electronics do not interface with this IP technology. As a result, you may not be able to use some of the special functions in televisions, VCRs, DVRs, etc. For example, you may not be able to view one program while recording another, record two or more consecutive programs appearing on different channels, use advanced features such as "picture-in-picture," channel review or use any features that necessitate channel selection by the television set or VCR/DVR.

Complaint Resolution Procedures

Etex Communications LLC endeavors to provide the highest quality video service and to meet or exceed customer expectations. Should you have any complaint regarding services or billing that you have been unable to resolve after calling our customer service department at (903) 797-2711, you may file a written complaint with us or with the franchising authority.

1. All complaints concerning the technical quality of the television signals we provide or billing issues should be put in writing and sent to: Matt Faggione, Business Manager, Etex Communications LLC, PO Box 130, Gilmer Texas 75644.
2. All complaints received concerning the technical quality of cable television signals will be logged in on the same day of receipt, and will include the date, time and nature of the complaint, as well as the name, address, and telephone number of the complaining subscriber.
3. A system engineer will analyze the complaint and make an initial assessment of its probable cause. A service technician will investigate complaints concerning the technical quality of cable television signals within 24 hours of receipt, consistent with our ability to access your premises if such access is deemed necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in the log book which is maintained by the Chief Engineer.
4. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact the system and we will review the complaint and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the local franchising authority at the following address and telephone number.
5. Management level employees will investigate all complaints received concerning billing issues and a response will be provided within 30 business days of receipt of the complaint.