



Annual Cable Subscriber Notice Table of Contents

For more information on our legacy TV upgrade visit
<https://www.etex.net/services/digital-tv/>

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Etex Communications Cable Service Policies

1. Cable Installation

Because our customers are required to provide all equipment for the operation of cable streaming services provided by Etex, there is no installation necessary. However, if you need assistance with setting up our streaming services on your devices, installation will be subject to additional charges.

For more information about Etex's services, please call us at 903-797-HELP or visit us Online at <https://www.etex.net/services/digital-tv/>

2. Equipment Compatibility

Etex delivers cable service to your home via fiber optic cable with Internet protocol (IP) signaling. This technology requires customer provided equipment 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 will 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

Etex TV App Supported Devices

1. Roku (OS 10.5 or Greater)
2. Amazon Fire TV (OS 7 or Greater)
3. Apple TV (OS 15.3 or Greater)
4. Android (OS 12 or Greater)
5. Apple Device (iOS 15 or Greater)

3. Cable Service Maintenance

Customers are required to provide all equipment for the operation of cable services provided by Etex. To ensure optimal operating performance, Etex may remove or change-out any Internet equipment at the customer's premises.

4. Complaint Resolution

Etex endeavors to provide the highest quality service 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.

- a. All complaints concerning the technical quality of the cable television signals we provide or billing issues should be put in writing and sent to: Matt Faggione, Dir. of Business Operations, Etex Communications LLC, PO Box 130, Gilmer Texas 75644.
- b. 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.
- c. 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 we fail to correct the problem, you may contact Etex and we will review the complaint and take corrective action. If we are not able 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 your local municipal authority.
- d. Customer service representatives will investigate all complaints received concerning billing issues and a response will be provided within 15 business days of receipt of the complaint.

5. Privacy

Etex's Privacy Policy outlines what personal information we collect, use, disclose, and access based on what you voluntarily give us when you access our website or when you subscribe to one or more of our services. There are two different types of personal information: (1) personally identifiable information (PII) and customer proprietary network information (CPNI). PII is information such as a customer's name, street address, email address, telephone number and billing address. CPNI is information pertaining to technological usage (e.g. the phone numbers of calls made and received and the frequency, duration, and timing of such calls) and information regarding any services purchased by the customer such as call waiting and voicemail.

Etex automatically collects and stores certain information as you browse through our website, read pages or download information. The information we collect and store includes:

- a.** the date and time you access our site;
- b.** the pages you visit on our site;
- c.** if you navigate to our site by clicking a link, the location of that link;
- d.** the technical capabilities of the computer you use to access our site;
- e.** the Internet service provider you use to connect to our site; and
- f.** the IP address from which you access our site.

Etex uses this aggregated information to make our website more useful to visitors, to detect operational problems and to improve the website's overall security.

Etex does not collect personally identifiable information unless you choose to provide it to us by filling out a form and submitting it through our website. This information is only used to respond to your email message and to help us provide you with the information or services you request.

Etex TV App LINEUP (All Channels in HD/SD)

\$124.95* /mo

| | | | | | | | |
|------------------------------------|----|--|----|-----------------------------|-----|--------------------------------|-----|
| Etex Local Access 1 | 1 | Cable Satellite Public Affairs Network | 41 | The Inspiration Network | 83 | Bravo | 126 |
| Etex Local Access 2 | 2 | Cable Satellite Public Affairs Network | 42 | Lifetime | 84 | Motor Trend | 127 |
| ABC | 3 | Cable Satellite Public Affairs Network | 43 | Lifetime Real Women | 90 | Country Music Television | 131 |
| CBS | 4 | Newsmax TV | 44 | Women's Entertainment | 91 | Great American Country | 132 |
| FOX | 5 | truTV | 45 | Hallmark Channel | 92 | MTV – Music Television | 133 |
| Turner Broadcasting System | 7 | FXX | 49 | Oxygen Media Inc. | 93 | MTV: Music Television | 134 |
| ESPN | 12 | The Travel Channel | 50 | QVC | 94 | MTV Hits (U.S.) | 136 |
| CW Plus Central (SD Feed) | 13 | The Discovery Channel | 51 | Home Shopping Network | 95 | VH – Video Hits One | 137 |
| Turner Network TV | 14 | American Heroes Channel | 52 | GSN | 96 | MTV CLASSIC | 138 |
| ACC Network | 18 | Investigation Discovery | 53 | Lifetime Movie Network | 100 | VH Soul | 139 |
| Longhorn Network | 19 | Oprah Winfrey Network | 54 | AMC | 101 | CMT Music | 140 |
| ESPN University | 20 | Destination America | 55 | Turner Classic Movies | 102 | Black Entertainment Television | 141 |
| ESPNEWS | 21 | Discovery Family Channel | 56 | Fox Movie Channel | 103 | BET Jams | 142 |
| ESPN | 22 | Science Channel | 57 | Hallmark Movie Channel | 104 | KLTV – CIRCLE | 167 |
| ESPN Classic | 23 | Animal Planet | 58 | Freeform | 105 | KLTV – Bounce | 169 |
| Bally Sports Southwest TX | 24 | RFD TV | 59 | Nickelodeon | 106 | KYTX D – MeTV | 171 |
| Bally Sports Southwest (Main Feed) | 25 | The Cowboy Channel | 60 | TV Land | 107 | KTPN | 172 |
| The Golf Channel | 26 | The Learning Channel | 61 | Disney Channel | 108 | | |
| Outdoor Channel | 27 | National Geographic Channel | 62 | Disney XD | 109 | | |
| Fox Sports | 29 | Home & Garden Television | 63 | Cartoon Network | 110 | | |
| NFLNET | 30 | Food Network | 64 | Nick Jr | 111 | | |
| Fox College Sports (Central) | 31 | History | 65 | Nicktoons Network | 112 | | |
| SEC Network | 32 | History International | 66 | Teen Nick | 113 | | |
| SECA | 33 | FYI | 67 | Boomerang | 114 | | |
| The Weather Channel | 34 | A & E Network | 68 | Disney Junior US | 115 | | |
| CNBC | 35 | Do-It-Yourself Network | 69 | USA Network | 120 | | |
| MSNBC | 36 | Discovery Life Channel | 70 | Paramount Network | 121 | | |
| Cable News Network | 37 | National Geographic Wild | 71 | Syfy | 122 | | |
| CNN Headline News | 38 | BYU-TV | 80 | Comedy Central | 123 | | |
| Fox News Channel | 39 | Eternal Word Television Network | 81 | FX Networks Inc. | 124 | | |
| Fox Business Network | 40 | Trinity Broadcasting Network | 82 | E! Entertainment Television | 125 | | |

- * Includes Network DVR with 50 hours of cloud storage
- * All channels are in HD (Bandwidth limitations can apply)
- * Includes Restart TV on applicable channels
- * The Etex TV App is located on the Apple & Android App stores. An Etex subscription is needed for use of the Etex TV app.



Etex TV App Music Channel LINEUP

Included with subscription

| | |
|-------------------------|-----|
| Contemporary Instrument | 200 |
| Dance/EDM | 202 |
| Rap | 204 |
| Hip-Hop Classics | 205 |
| Throwback Jamz | 206 |
| R&B Soul | 208 |
| Gospel | 209 |
| Reggae | 210 |
| Classic Rock | 211 |
| Pop Hits | 212 |
| Metal | 213 |
| Alternative | 214 |
| Rock Hits | 215 |
| Adult Alternative | 216 |
| Rock | 217 |
| Soft Rock | 218 |
| 90s | 219 |
| 70s | 220 |
| Party Favorites | 221 |
| Stage & Screen | 222 |
| Kids Only! | 223 |
| Toddler Tunes | 224 |
| Jazz | 225 |
| Smooth Jazz | 226 |
| Soundscapes | 227 |
| Today's Country | 228 |
| Romances | 229 |
| Classic Country | 230 |
| Music Choice Contempor | 231 |
| Sounds of The Seasons | 232 |
| Easy Listening | 233 |

| | |
|------------------------|-----|
| Tejano | 234 |
| Light Classical | 235 |
| Blues | 236 |
| Singers & Swing | 237 |
| Classical Masterpieces | 238 |
| 80s | 239 |
| Hit List | 240 |
| Pop Latino | 241 |
| Tropicales | 242 |
| Mexicana | 243 |
| Musica Urbana | 244 |
| Solid Gold Oldies | 246 |
| Teen Beats | 247 |
| Pop & Country | 248 |
| Y2K | 249 |
| Hip-Hop and R&B | 250 |
| Indie | 251 |
| Love Songs | 253 |
| Max | 254 |
| R&B Classics | 255 |
| Taste of Italy | 256 |
| Country Hits | 257 |





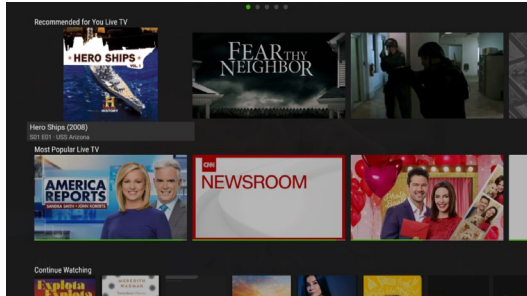
2024 Cable Rates

| Products & Services | Fees | Period |
|--------------------------------|-------------|---------------|
| Etex TV App | \$124.95 | Monthly |
| Texpert Install Fee | \$75 | Per Hour |

Etex TV App Quickstart Guide

Download and install the Etex TV app to your device

Login using the account ID and Password from by your Service Provider



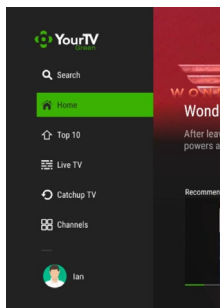
Welcome Screen

Browse TV shows and Movies displayed in rows grouped by content type, genre, editor picks, trending or personalized recommendations.



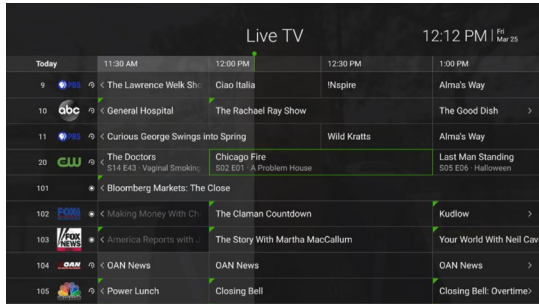
Info Page

Select any poster to show a description of the content with available actions you can take - watch, record, or set as favorite. Depending on the content, you may watch, record, rent or set as a favorite. You can also browse similar programs or search for other shows with the same actors or genres.



Menu Panel

Press the Menu button to display the Menu Panel on the left side of the screen. Here you can select options to search, show the program guide, see your recordings and more. Just scroll and select any of the items in the list. The Home option will return you to the Welcome Screen.



Program Guide (EPG)

Select the Menu option Live TV or press the = button on your remote control to display the Program Guide. This is a grid of all the live programs on all the channels available to you. Use the arrow buttons on your remote control to scroll up and down the channels and scroll right to see what's showing next, or scroll left to browse and watch programs that have already aired. Press select to get more information about any program. Press select again to jump to the Info Page.

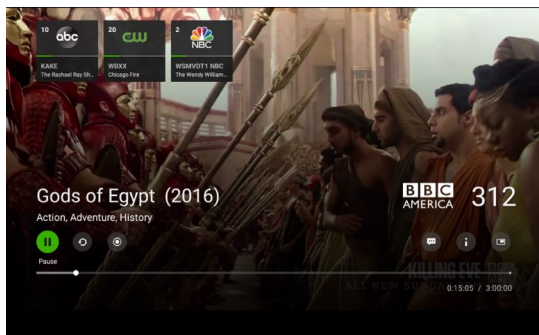
Cool features in the Program guide.



This icon means the channel is recordable.



This means the channel has catchup TV recordings. Scrolling left allows you to play Catchup TV recordings from the past 24 hours



Watching a Program

Select Play from the Program Guide or Info Page to start watching TV. While watching TV you can Press OK/Select button to display the viewing controls
 PAUSE
 Restart*
 STOP (return to live TV)
 Record*
 Subtitles

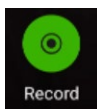
Info (return to the info page)
 Fast Forward and Rewind*

Cool Features while watching TV

The top of the screen shows posters for last watched channels. Quickly switch back to your favorite channels. It also shows a progress bar for the current show on the other channels.

*Where available

Recording**



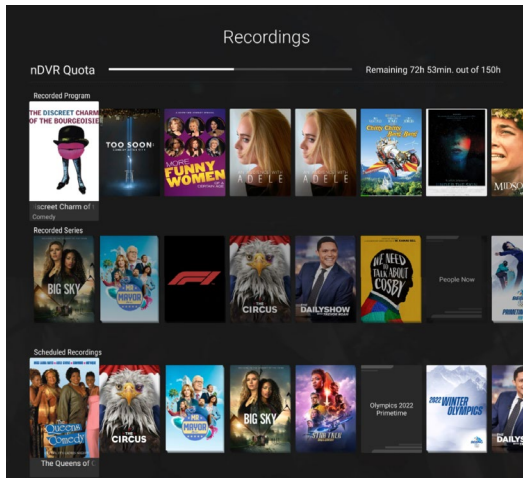
Current Program: Press OK/Select to display the viewing controls. Select the recording button to start a live recording. Recording will automatically stop at the end of the program.



Scheduled Recordings: Select a future TV program, (from Program Guide, Search, Home Screen) Select Record

Options include Record episode, Record Series, New Episodes only, Current Channel only and how many episodes to keep in your cloud storage.

Watch Recordings: Select Recordings from the Menu Panel. This displays Recorded Programs, Recorded Series and upcoming scheduled recordings. It also shows your recording hours Quota.

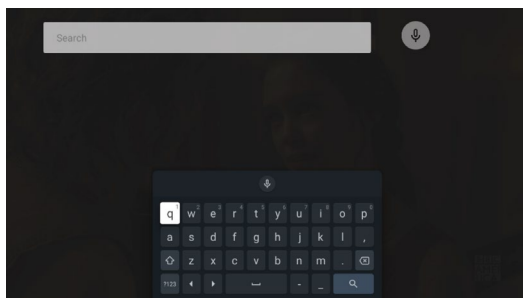


Cool Features of Recordings

You can schedule simultaneous recordings. There is no limit to the number of shows that can be recorded at the same time.

The only limit is the quota of recording hours in your account.

**Permission to record TV programs is set by the broadcaster and may not be available for all channels



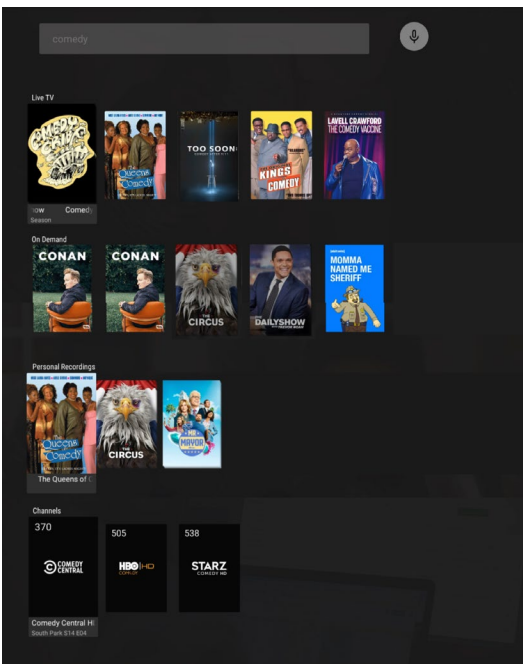
Searching

Select SEARCH from the Menu Panel

Enter search words with the on-screen keyboard and remote control arrow keys the click search

Or

Select the on-screen*** microphone button and then speak into your remote control

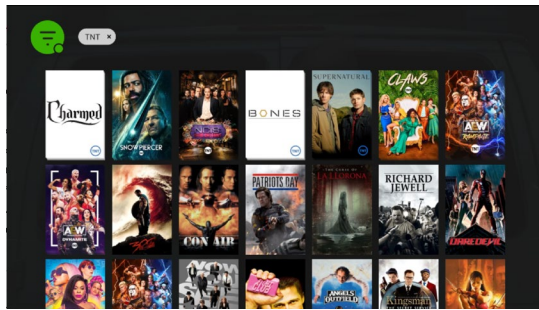


Cool Features of Search

Search results are for all content available to the user. Including Live, On-Demand, Recordings and Channels.

Search is also available from the Info Page. Just click the name of any genre, actor or director to search for their programs.

*** This is different from the microphone button on the remote control which will not return search results for the YourTV service.



On Demand Library (optional)

20,000+ hours of Hollywood movies and premium TV shows and episodes

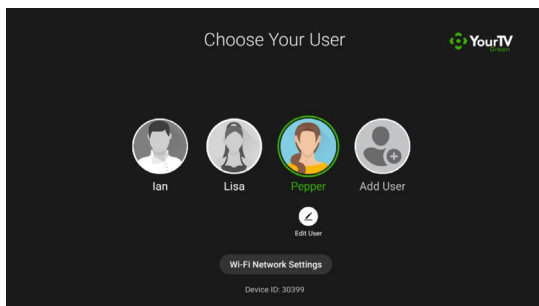
Find your favorite personalized content or see what's trending

Bookmarks keep track of any programs you are watching

Cool Features in the On Demand Library

If you Show All, you can use the Filter Button to find any mix of content and genre

Binge watch your favorite TV series with Play Next



Parental Controls

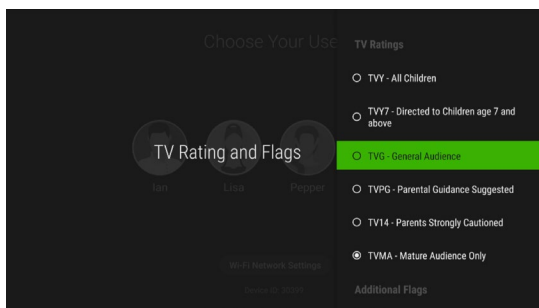
Scroll to the bottom of the Menu Panel and select the User Profile Icon

Select Users and Add User (you will need to enter the account Master PIN)

Name and Save a user for the restricted access

Select Edit User and configure Parental Controls

This profile will not see restricted channels or programs.



Cool Features in the Profiles

Parents can configure both Movie and TV Ratings
Parents can budget an allowance to the profile to manage any movie rental expenses

The TV service will learn the viewing preferences of the restricted viewer and display age appropriate recommendations.