Annual Cable Subscriber Notice
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For more information about our Etex TV App visit
https://www.etex.net/services/digital-tv/

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 12.5 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.

Channel	#	Channel	#	Channel	#	Channel	#
Etex Local Access 1	1	The Travel Channel	50	QVC	94	MTV 2: Music Television	134
Etex Local Access 2	2	The Discovery Channel	51	Home Shopping Network	95	MTV Live	135
ABC	3	American Heroes Channel	52	GSN	96	Nick Music	136
CBS	4	Investigation Discovery	53	Lifetime Movie Network	100	VH – Video Hits One	137
FOX	5	Oprah Winfrey Network	54	AMC	101	MTV CLASSIC	138
Turner Broadcasting System	7	Destination America	55	Turner Classic Movies	102	CMT Music	140
ESPN	12	Discovery Family Channel	56	FX Movie Channel	103	Black Entertainment Television	141
CW (Tyler/Longview DMA)	13	Science Channel	57	Hallmark Movie Channel	104	BET Soul	142
Turner Network TV	14	Animal Planet	58	Freeform	105	Grit TV	166
ESPN University	20	RFD TV	59	Nickelodeon	106	The 365 (365 Black all day)	167
ESPNEWS	21	The Cowboy Channel	60	TV Land	107	KLTV – Bounce	169
ESPN 2	22	The Learning Channel	61	Disney Channel	108	KYTX D – MeTV	171
The Golf Channel	26	National Geographic Channel	62	Disney XD	109	Laff	172
Outdoor Channel	27	Home & Garden Television	63	Cartoon Network	110	PBS	173
Fox Sports	29	Food Network	64	Nick Jr	111	PBS Create	174
NFLNET	30	History	65	Nicktoons Network	112	PBS Kids	175
SEC Network	32	FYI	67	Teen Nick	113		
The Weather Channel	34	A & E Network	68	Boomerang	114		
CNBC	35	Magnolia Network	69	Disney Junior US	115		
MSNBC	36	Discovery Life Channel	70	USA Network	120		
Cable News Network	37	National Geographic Wild	71	Paramount Network	121		
CNN Headline News	38	BYU-TV	80	Syfy	122		
Fox News Channel	39	Eternal Word Television Network	81	Comedy Central	123		
Fox Business Network	40	Trinity Broadcasting Network	82	FX Networks Inc.	124		
Cable Satellite Public Affairs Network	41	The Inspiration Network	83	E! Entertainment Television	125		
Cable Satellite Public Affairs Network	42	Lifetime	84	Bravo	126		
Cable Satellite Public Affairs Network	43	Lifetime Real Women	90	Motor Trend	127		
Newsmax TV	44	Women's Entertainment	91	Country Music Television	131		
truTV	45	Hallmark Channel	92	Great American Family	132		
FXX	49	Oxygen Media Inc.	93	MTV – Music Television	133		

- 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, And may be available on other devices, such as; Roku, Firestick, ETC. An Etex subscription is needed for use of the Etex TV app.

Etex TV App Music Channel Lineup

Music Choice (200)	200		Music Choice (234)	234
Music Choice (202)	202		Music Choice (235)	235
Music Choice (204)	204		Music Choice (236)	236
Music Choice (205)	205		Music Choice (237)	237
Music Choice (206)	206		Music Choice (238)	238
Music Choice (208)	208		Music Choice (239)	239
Music Choice (209)	209		Music Choice (240)	240
Music Choice (210)	210		Music Choice (241)	241
Music Choice (211)	211		Music Choice (242)	242
Music Choice (212)	212		Music Choice (243)	243
Music Choice (213)	213		Music Choice (244)	244
Music Choice (214)	214		Music Choice (246)	246
Music Choice (215)	215		Music Choice (247)	247
Music Choice (216)	216		Music Choice (248)	248
Music Choice (217)	217		Music Choice (249)	249
Music Choice (218)	218		Music Choice (250)	250
Music Choice (219)	219		Music Choice (251)	251
Music Choice (220)	220		Music Choice (253)	253
Music Choice (221)	221		Music Choice (254)	254
Music Choice (222)	222		Music Choice (255)	255
Music Choice (223)	223		Music Choice (256)	256
Music Choice (224)	224		Music Choice (257)	257
Music Choice (225)	225			
Music Choice (226)	226			
Music Choice (227)	227			
Music Choice (228)	228			
Music Choice (229)	229			
Music Choice (230)	230			
Music Choice (231)	231			
Music Choice (232)	232			
Music Choice (233)	233			

2026 Cable Rates

Products & Services	Fees	Period
Etex TV App Subscription	$144.95	Monthly (All-In Price)
Texpert Install Fee	$99.00	Per Hour (Elective)

Download and install the Etex TV app to your device
Login using the account ID and Password from by your Service Provider
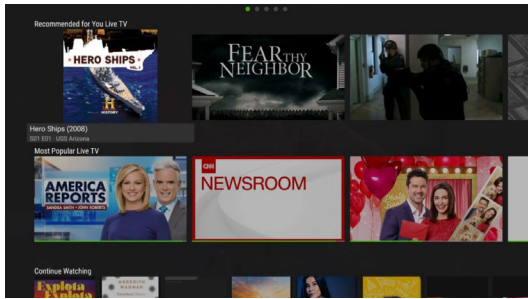
Welcome Screen
Browse TV shows and Movies displayed in rows grouped by content type, genre, editor picks, trending or personalized recommendations.


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 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.
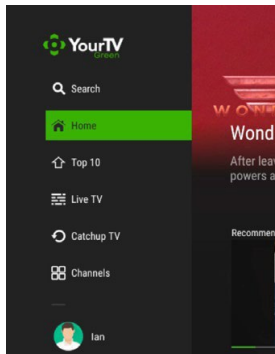
Program Guide (EPG)
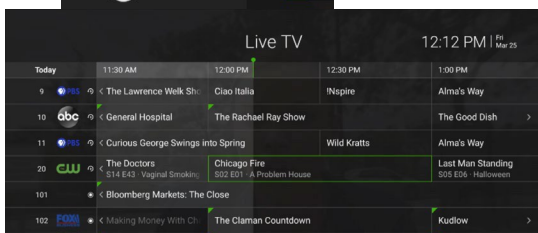
Select the Menu option Live TV or press the = button on your remote control to display the Program Guide. This is a grid of all the live programs on all the channels available to you. Use the arrow buttons on your remote control to scroll up and down the channels and scroll right to see what's showing 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.
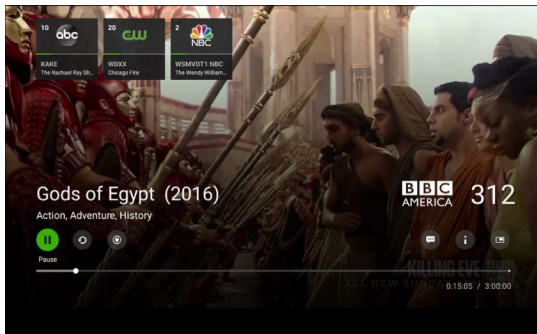
Cool features in the Program guide.

 This icon means the channel is recordable.

 This means the channel has catchupTV 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
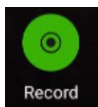Info (return to the info page)
Fast Forward and Rewind*

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. Your DVR library is limited to a total of 50 hrs. of recordings. After this is reached, the system will record over the oldest content in your library. Your DVR library is also limited to 120 days. All recordings in excess of 120 days will be automatically deleted by the system.
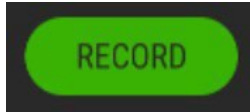
Scheduled Recordings: Select a future TV program, (from Program Guide, Search, Home Screen) Select Record

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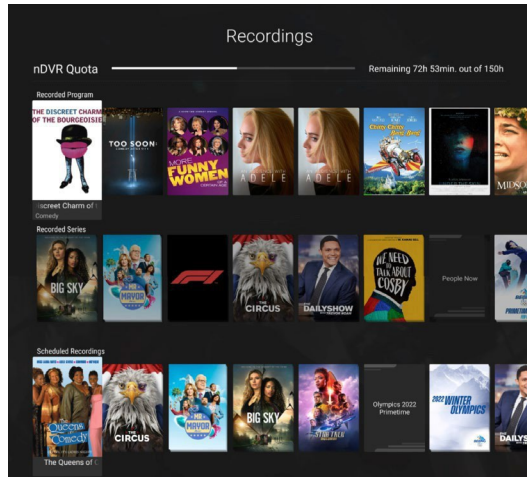

Watch Recordings

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
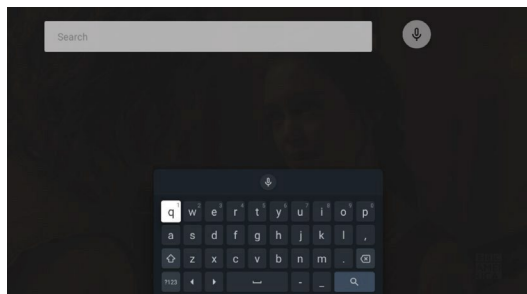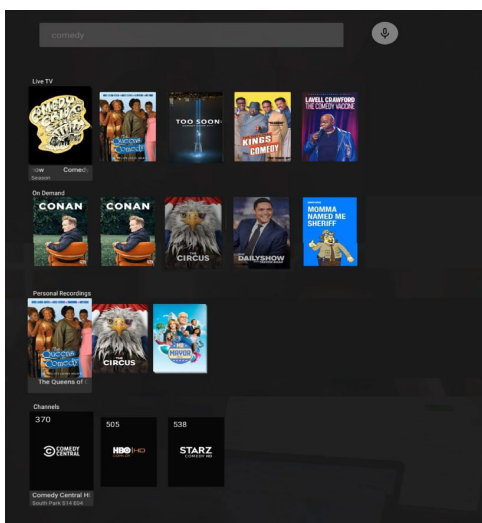

Searching

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.
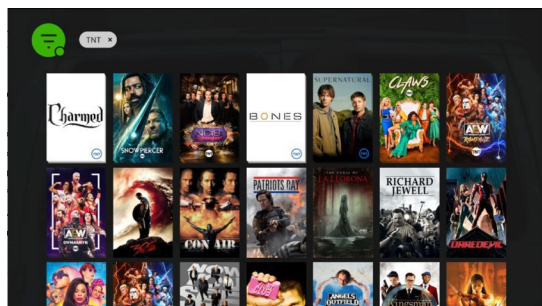
**On Demand Library (optional)**
20,000+ hours of Hollywood movies and premium TV shows and episodes
Find your favorite personalized content or see what's trending
Bookmarks keep track of any programs you are watching

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
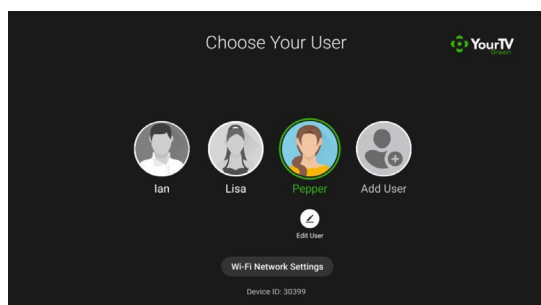
Parental Controls
Scroll to the bottom of the Menu Panel and select the User Profile Icon. Select Users and Add User (you will need to enter the account Master PIN). Name and Save a user for the restricted access Select Edit User and configure Parental Controls This profile will not see restricted channels or programs.
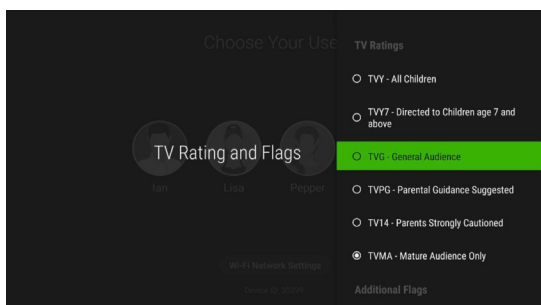
Cool Features in the Profiles
Parents can configure both Movie and TV Ratings
Parents can budget an allowance to the profile to manage any movie rental expenses
The TV service will learn the viewing preferences of the restricted viewer and display age appropriate recommendations.