



## Video Provider Customer Notice

Pursuant to FCC Cable Rule 47 CFR 76.1602

**Products and Services Offered-** BEK Communications offers a variety of video programming packages and services. The *Limited* package includes both local television and BEK broadcast stations. The *Expanded* and *Variety* packages include everything from the *Limited* package as well as many additional digital cable channels; additional services for the *Expanded & Variety* packages include a digital programming guide, digital music channels, video on demand, and access to pay-per-view and *Premium* movie channels. *Premium* channel options include HBO, Showtime, Starz and Cinemax and are charged separately from BEK's video programming packages.

BEK is transitioning to a streaming platform for video subscribers. Epic IPTV is a television content streaming service and has several options for BEK subscribers. There are 5 Different channel packages, all streaming in HD. Premium channels, sports packaging, cloud DVR, and additional streaming options are available to Epic subscribers. A full list of available features for Epic IPTV is available at [bek.coop/tv](http://bek.coop/tv)

**Navigation Devices-** For a monthly fee, BEK offers HD and/or DVR set-top boxes needed to access programming services. BEK's cable includes a remote control, free of charge, with its digital set-top box. To ensure your service operates properly and to control your programming, select the "set-top box" button on your remote. For Epic IPTV subscribers, the navigation devices vary, based on the streaming device.

**Parental Controls-** BEK Communications understands there may be certain television programs that some customers find unsuitable for a member(s) of their household. A parental control option is available to customers who have a set-top box connected to their TV. For Epic IPTV subscribers, Parental Controls are specific to each television and/or streaming device.

**Installation and Service Maintenance Policies-** An adult 18 years of age, or older, must be present during any installation or repair of BEK's cable television or streaming television service. Our team will make every reasonable effort to reschedule a missed service appointment at a time convenient for you.

**Access to Customer Premise-** By ordering service you agree to allow BEK employees, and/or subcontractors, access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and upon termination of service to remove the equipment. Failure by BEK Communications to remove equipment does not deem it abandoned.

**How to Use Your Cable Services-** At the time of installation our service technician will provide instruction on how to use BEK's video service. You can find further instruction in BEK's Digital TV User Guide, Epic IPTV User Guide, or on our website at [bektel.coop/tv](http://bektel.coop/tv).

**Pricing, Channels and Programming Options-** At the time of sale, scheduling, and again at installation, you will receive pricing and be offered a list of our channel line-ups. Additional feature pricing is also available on our website.



**Billing and Miscellaneous Fees-** Your monthly BEK Communications invoice provides the charges, due date, payment due, and applicable credits for your account. It also contains monthly “bill messages” meant to update and educate customers. Accounts that remain unpaid after BEK’s payment due date (twentieth (20), day of each month), will be assessed a \$30 late fee. If payment is returned as “insufficient funds” a \$35 NSF Fee will be assessed.

**Changes in Service or Prices-** If any change in services offered or pricing are planned, notification is provided no less than 30 days in advance of the change. Notice may be provided on a customer’s monthly bill, as a bill insert, as a newspaper legal notice, by separate mailing, online at [www.bek.coop](http://www.bek.coop) or some other written form.

**Delinquent Accounts/Reconnection of Service-** Nonpayment of part or all your bill may result in interruption or disconnection of all BEK Communications provided services. If service is disconnected for non-payment and you wish to reconnect service, BEK requires the total outstanding balance be paid-in-full plus an additional \$45 Reconnect Fee.

**Cancellation or Termination of Service-** A request to disconnect cable service can be made at any time. Billing will stop on the day the request is made, subject to applicable fees and outstanding balances on video and/or other services. If disconnection occurs while in a service term agreement, customer will be assessed an early termination fee. A return of promotional credits and/or equipment may be requested. Equipment provided to you must be returned upon disconnecting or appropriate charges will be applied. You may be requested to return the equipment to the nearest BEK Communications Business Office.

**Theft of Cable Services-** Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

**Complaint Procedures-** Billing or service complaints should be directed to BEK Communications at 888-475-2361 or by email at [bekcomm@bektel.com](mailto:bekcomm@bektel.com). If you believe BEK Communications has not properly resolved your issue, you may contact your local franchise authority (listed on page 3) or the FCC.

**Assistance from BEK-** For any questions regarding your cable service and/or for technical assistance, please call us at **888-475-2361**. Most questions, such as remote guides, channel guides, parental controls and more can be found by clicking the “Resources” tab at [www.bek.coop](http://www.bek.coop) and/or in the BEK Digital TV User Guide.

**Filing a complaint with the FCC-**

File a complaint online at <https://consumercomplaints.fcc.gov>

By phone: 1-888-225-5322 or TTY 1-888-835-5322

By mail (must include your name, address, contact information and details of your complaint)

Federal Communications Commission

Consumer and Governmental Affairs Bureau

Consumer Inquiries and Complaints Division

445 12<sup>th</sup> St, S.W.

Washington, DC 20554



**Franchise Authorities –**

**CITY OF:**

Wilton	PO Box 278	Wilton, ND 58579	701-734-6707
Hazleton	PO Box 266	Hazleton, ND 58544	701-782-6878
Wishek	PO Box 306	Wishek, ND 58495	701-452-2414
Zeeland	PO Box 3	Zeeland, ND 58581	701-288-5146
Steele	PO Box 346	Steele, ND 58482	701-475-2805
Lehr	PO Box 127	Lehr, ND 58460	701-378-2525
Napoleon	PO Box 31	Napoleon, ND 58561	701-754-2266
Linton	PO Box 57	Linton, ND 58552	701-254-4267
Pettibone	PO Box 25	Pettibone, ND 58475	
Strasburg	PO Box 81	Strasburg, ND 58573	701-336-7712
Braddock	PO Box 33	Braddock, ND 58524	
Wing	PO Box 39	Wing, ND 58494	701-943-2357
Dawson	PO Box 125	Dawson, ND 58428	
Tuttle	PO Box 56	Tuttle, ND 58488	701-864-2871
Tappen	PO Box 1	Tappen, ND 58487	701-327-8208
Robinson	PO Box 1	Robinson, ND 58478	701-392-5804
Hague	PO Box 153	Hague, ND 58542	701-423-5456
Regan	PO Box 4226	Regan, ND 58477	701-286-6268
Valley City	PO Box 390	Valley City, ND 58072	701-845-1700
Bismarck	PO Box 5503	Bismarck, ND 58506	701-355-1300
Nome	PO Box 6	Nome, ND 58062	
Fingal	PO Box 26	Fingal, ND 58031	
Sibley	1435 119 Ave SE	Sibley, ND 58429	
Alice	307 3 <sup>rd</sup> St	Alice, ND 58031	
Rogers	PO Box 98	Rogers, ND 58479	
Sanborn	PO Box 197	Sanborn, ND 58480	
Dazey	PO Box 60	Dazey, ND 58429	
Buffalo	PO Box 126	Buffalo, ND 58011	701-633-2356
Tower City	807 Broadway St	Tower City, ND 58071	701-749-2343