



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.

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.

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.

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 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.

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.

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 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. Equipment provided to you must be returned upon disconnecting or appropriate charges will be applied. In some cases, 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. If you believe BEK Communications has not properly resolved your issue, you may contact your local franchise authority (listed below) 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 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 12th St, S.W.

Washington, DC 20554

Franchise Authorities –

City of Lehr	PO Box 127, Lehr ND 58460	701.378.2525
City of Linton	PO Box 57, Linton ND 58552	701.254.4267
City of Napoleon	PO Box 31, Napoleon ND 5861	701.754.2266
Valley City	PO Box 390, Valley City ND 58072	701.845.1700
City of Wilton	PO Box 278, Wilton ND 58579	701.734.6707
City of Wishek	PO Box 306, Wishek ND 58495	701.452.2414
City of Zeeland	PO Box 3, Zeeland ND 58581	701.288.5146