



Broadband

CUSTOMER INFORMATION



JACKSON ENERGY AUTHORITY

731.422.7500



Broadband

THANK YOU FOR CHOOSING JACKSON ENERGY AUTHORITY (JEA) EPLUS BROADBAND SERVICE.

THROUGH OUR STATE-OF-THE-ART FIBER OPTIC TECHNOLOGY, JEA DELIVERS THE FINEST CABLE TELEVISION, HIGH SPEED INTERNET, AND TELEPHONE SERVICES AVAILABLE, ALONG WITH EXCEPTIONAL CUSTOMER SUPPORT. WE'VE CREATED THIS CUSTOMER NOTIFICATION TO HELP YOU BE MORE KNOWLEDGEABLE ABOUT YOUR BROADBAND SERVICES AND TO ANSWER ANY QUESTIONS YOU MAY HAVE. YOU'LL FIND CUSTOMER SERVICE INFORMATION, HELPFUL TELEPHONE NUMBERS AND MAILING ADDRESSES, CHANNEL INFORMATION, RATE AND BILLING INFORMATION, AND TECHNICAL DETAILS. WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SERVING ALL OF YOUR COMMUNICATIONS AND ENTERTAINMENT NEEDS.

OVERVIEW OF EPLUS BROADBAND'S SERVICES OFFERED*

BASIC CABLE SERVICE

Basic Service is our lowest level of cable service and includes local and distant broadcast stations, locally produced programming, CSPAN and CSPAN2, shopping networks, Telemundo, weather and other information services. Programming offered on Basic Service is subject to change at any time with advance notice to customers. Cable customers must subscribe to Basic Service in order to subscribe to any other tiers of cable service offered by EPlus Broadband.

EXPANDED CABLE SERVICE

Expanded Service is an optional level of service above and beyond Basic Service and is billed in addition to Basic Service. This tier may include many of the non-premium cable channels such as ESPN, Discovery Channel, HGTV, USA, TNT and Disney Channel. All programming offered on the Expanded Service Tier is subject to change at any time with advance notice to customers. Basic and Expanded Service together may be referred to as Standard Service.

DIGITAL CABLE SERVICE

Digital Service is an optional level of services that provide additional groups of programming networks in crisp digital quality picture and sound. Digital Service is offered in standard definition, Hispanic standard definition or High-Definition formats. Digital Service is available for a separate monthly charge and requires the use of a digital set-top converter or a Digital TV with CableCARD™ to receive these channels.

DIGITAL CABLE PREMIUM SERVICE

Digital Premium Service includes Home Box Office (HBO), Cinemax, Showtime Unlimited/The Movie Channel and the Starz Super Pak. Each Digital Premium Service consists of a multiplexed array of thematic channels featuring commercial-free, unedited movies, series, and special events. There is a separate monthly charge for each Digital Premium Service and each requires the use of a digital set-top converter or CableCARD™.

DIGITAL CABLE PAY-PER-VIEW SERVICE

EPlus Broadband customers may purchase individual movies, sporting events, and other presentations on a "pay-per-view" basis for a varying price per program. Pay-per-view offerings may also include seasonal sports packages consisting of several channels that offer a selection of sporting events on a daily or weekly basis for a single seasonal price. All pay-per-view programs require the use of a digital set-top converter or CableCARD™.

OPTIONAL CABLE TELEVISION EQUIPMENT

EPlus Broadband offers digital set-top converters to its customers for an additional monthly charge, depending upon the type of digital set-top converter requested by the customer. Customers may choose between a standard digital converter and a High-Definition digital set-top converter that also features Digital Video Recording capability. All digital set-top converters feature an interactive program guide, remote control, and Music Choice, a multi-channel, commercial-free digital music service. Customers may also opt to use a Digital TV with CableCARD™ that will authorize encrypted digital programming.

ANALOG TO DIGITAL TRANSITION - JUNE 12, 2009

The Federal Communications Commission (FCC) has mandated that all broadcast television stations must discontinue broadcasting their analog signals and only transmit only in a digital format, effective June 12, 2009. This means that consumers with analog televisions who choose to receive the new digital signals over the air must purchase a digital antenna and converter to receive and convert the digital signals for their analog television set. However, cable television systems already convert digital broadcast signals to analog signals for their customers with analog televisions.

HIGH SPEED INTERNET

EPlus Broadband offers high-speed Internet access services up to 50 Mb/s for a monthly charge based upon the bandwidth speed level selected by the customer and bundled service discounts, if available.

TELEPHONE SERVICE

EPlus Broadband offers local and long distance telephone service for a monthly charge based upon the number of lines requested, feature sets selected by the customer, and bundled service discounts, if available.

A NOTE ABOUT PROGRAMMING

EPlus Broadband receives programming from various non-cable and cable networks. We are not responsible for the content of programs aired by these networks and do not alter the programming schedule. Programming complaints or questions should be directed to the respective cable or broadcast networks.

**Information contained herein, including but not limited to pricing, channel lineup, hours, etc. is subject to change without notice. All rates and prices listed are monthly unless otherwise noted. Rates and pricing do not include applicable fees and taxes.*

EPLUS CHANNEL LINEUP

BASIC SERVICE

- 2 WTVF Nashville CBS
- 3 WREG Memphis CBS
- 4 WSMV Nashville NBC
- 5 WMC Memphis NBC
- 6 EPlus TV6
- 7 Customer Information
- 8 WBBJ Jackson ABC
- 9 WGN Chicago IND
- 10 WKNO Memphis PBS
- 11 WLJT Lexington PBS
- 12 WJKT Jackson FOX
- 13 WHBQ Memphis FOX
- 17 CSPAN
- 18 CSPAN 2
- 19 TV Guide
- 20 EPlus Weather Now
- 21 The CW
- 22 TBS
- 98 QVC
- 99 Home Shopping Network

- 45 Animal Planet
- 46 The Learning Channel
- 47 Travel Channel
- 48 A&E
- 49 History Channel
- 50 Tru TV
- 51 Big Ten Network
- 52 BET
- 53 Comedy Central
- 54 E!
- 55 SoapNet
- 56 Oxygen
- 57 Lifetime
- 58 WE
- 59 Food Network
- 60 HGTV
- 61 Do It Yourself
- 62 Bravo
- 63 AMC
- 64 TCM
- 65 Sci-Fi

Incl. w

Digital

Digital

For the most current channel lineup,
please visit the website at
www.jaxenergy.com/broadband/cable

- 190
- 191
- 193
- 194
- 195
- 196 This TV
- 197 WBBJ-Weather

- 74 TV Land
- 75 INSP
- 76 Gospel Music Channel
- 77 TBN
- 78 GAC
- 79 CMT
- 80 VH-1
- 81 MTV
- 82 Gospel Music Television
- 83 MLB Network

EXPANDED SERVICE

Available w/Basic Service at an add'l monthly fee. May require a Digital TV w/CableCARD™ or Digital Set-Top Converter

- 23 ESPN Classic
- 24 ESPN
- 25 ESPN 2
- 26 FS Tennessee
- 27 Charter Sports Southeast
- 28 Golf Channel
- 29 Outdoor Channel
- 30 SPEED
- 31 The Weather Channel
- 32 Fox News
- 33 CNN
- 34 HLN
- 35 CNBC
- 36 MSNBC
- 37 ESPNNews
- 38 Spike TV
- 39 Sport South
- 40 TNT
- 41 USA Network
- 42 FX
- 43 National Geographic
- 44 Discovery Channel

DIGITAL PLUS

Available w/Basic Service at an add'l monthly fee. Requires a Digital TV w/CableCARD™ or Digital Set-Top Converter

- 101 Fox Movie Channel
- 102 Fox Soccer Channel
- 103 Fox Sports Atlantic
- 104 Fox Sports Central
- 105 Fox Sports Pacific
- 106 NFL Network
- 107 Military Channel
- 108 Investigation Discovery
- 109 Science Channel
- 110 History International
- 111 Biography
- 112 BBC America
- 113 CBS College Sports
- 114 Planet Green

- 115 Discovery Health
- 116 Discovery Kids
- 117 Noggin
- 118 NickToons
- 119 The n
- 120 Boomerang
- 121 MTV2
- 122 MTV Jams
- 123 MTV Hits
- 124 VH-1 Classic
- 125 Style Channel
- 126 VH-1 Soul
- 127 CMT Pure Country
- 128 G4
- 129 Sportsman Channel
- 130 Lifetime Movie Network
- 131 ESPN U
- 132 Hallmark Movie Channel
- 133 RFD TV
- 134 FamilyNet
- 135 Daystar TV Network
- 136 The Church Channel
- 137 Golden Eagle
- 138
- 139
- 140
- 141
- 142
- 143
- 144

- 218 History Channel HD
- 219 HD Net
- 220 HD Net Movies
- 221 Fox News HD
- 222 CNN News HD
- 223 TBS HD
- 224 Cartoon Network HD
- 225 HGTV HD
- 226 Food TV HD
- 227 Golf HD
- 228 Versus HD

HD DIGITAL PREMIUM

Incl. w/subscription to corresponding digital premium channels.

Requires a Digital TV w/CableCARD™ or Digital HD Set-Top Converter

- 291 PPV HD
- 295 HBO HD
- 296 Cinemax HD
- 297 Showtime HD
- 298 TMC HD

For the most current channel lineup,
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PLUS HIGH DEFINITION TV

HD DIGITAL BASIC

Available w/Basic Service. Requires a Digital TV w/CableCARD™ or Digital HD Set-Top Converter

- 199 WTVF HD CBS
- 200 WSMV HD NBC
- 201 WBBJ HD ABC
- 202 WMC HD NBC
- 203 WREG HD CBS
- 204 WJKT HD FOX
- 205 WLJT HD PBS

HD DIGITAL TIER

Available w/Basic Service at an additional monthly fee. Requires a Digital TV w/CableCARD™ or Digital HD Set-Top Converter

- 206 TNT HD
- 207 MLB Network
- 208 Discovery HD Theater
- 209 NFL Network HD
- 210 ESPN HD
- 211 ESPN2 HD
- 212 National Geographic HD
- 213 Discovery Channel HD
- 214 The Learning Channel HD
- 215 Animal Planet HD
- 216 Science Channel HD
- 217 A&E HD

- 305 HBO Signature W
- 306 HBO Family E
- 307 HBO Family W
- 308 HBO Comedy E
- 309 HBO Comedy W
- 310 HBO Zone E
- 311 HBO Zone W
- 312 HBO Latino E
- 313 HBO Latino W

CINEMAX

- 325 Cinemax E
- 326 Cinemax W
- 327 More Max E
- 328 More Max W
- 329 Action Max E
- 330 Action Max W
- 331 Thriller Max E
- 332 Thriller Max W
- 333 Wmax E
- 334 @Max E
- 335 5 Star Max E
- 336 OuterMax E

SHOWTIME

- 350 Sho E
- 351 Sho W
- 352 Sho 2 E
- 353 Sho 2 W
- 354 Shocase E
- 355 Shocase W

- 356 Sho Extreme E
- 357 Sho Extreme W
- 358 Sho Beyond E
- 359 Sho Beyond W
- 360 Sho Family E
- 361 Sho Family W
- 362 Sho Next E
- 363 Sho Next W
- 364 Sho Women E
- 365 Sho Women W
- 366 TMC E
- 367 TMC W
- 368 TMC Xtra E
- 369 TMC Xtra W
- 370 Flix E
- 371 Flix W

STARZ SUPERPAK

- 375 Starz E
- 376 Starz W
- 377 Starz Edge E
- 378 Starz Edge W
- 379 Starz in Black E
- 380 Starz in Black W
- 381
- 382
- 383
- 384
- 385
- 386
- 387
- 388
- 389 Westerns E
- 390 Westerns W
- 391 Drama E
- 392 Drama W
- 393 Mystery E
- 394 Mystery W
- 395 WAM E
- 396 WAM W
- 397 Love Stories E
- 398 Love Stories W
- 399 Starz Comedy E
- 400 Starz Comedy W

DIGITAL HISPANIC

- 450 Discovery Español
- 451 TV Colombia
- 452 La Familia Cosmovisic
- 453 TBN Enlace USA
- 454 CoLours TV
- 455 TV Chile
- 456 Puma TV
- 457 SUR Mex
- 458 Cine Mexicano
- 459 LaTele Novela
- 460 MTV Tr3s
- 461 Canal SUR
- 462 Telefe

DIGITAL PAY-PER-VIEW

- 500 InDemand PPV Preview

- 501-507 InDemand Movies and Events
- 536-541 ESPN Game Plan and ESPN Full Court
- 542-555 MLB Extra Innings and NHL Center Ice
- 556-565 NBA League Pass and MLS Direct Kick
- 566 NBA League Pass HD
- 567 MLB Extra Innings HD
- 575 EPlus PPV
- 590-594 Adult PPV

MUSIC CHOICE

Incl. w/Digital Set-Top Converters

- 901 Hit List
- 902 Hip-Hop and R&B
- 903 MC MixTape
- 904 Dance/Electronica
- 905 Rap
- 906 Hip-Hop Classics
- 907 Throwback Jamz
- 908 R&B Classics

For the most current channel lineup,
please visit the website at
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- 917 Classic Alternative
- 918 Adult Alternative
- 919 Soft Rock
- 920 Pop Hits
- 921 90's
- 922 80's
- 923 70's
- 924 Solid Gold Oldies
- 925 Party Favorites
- 926 Stage & Screen
- 927 Kids Only!
- 928 Toddler Tunes
- 929 Today's Country
- 930 True Country
- 931 Classic Country
- 932 Contemporary Christian
- 933 Sounds of the Season
- 934 Soundscapes
- 935 Smooth Jazz
- 936 Jazz
- 937 Blues
- 938 Singers and Swing
- 939 Easy Listening
- 940 Classical Masterpieces
- 941 Light Classical
- 942 Musica Urbana
- 943 Pop Latino
- 944 Tropicales
- 945 Mexicana
- 946 Romances

RESIDENTIAL RATES AND SERVICES

EPLUS CABLE TELEVISION (EFFECTIVE MAY 1, 2009)

– BASIC & EXPANDED

Basic Service.....	\$ per month
Expanded Service	\$ per month
Basic & Expanded.....	\$ per month

– DIGITAL TIERS

EPlus Digital Plus Service.....	\$ per month
EPlus Digital Hispanic Service	\$ per month
EPlus Digital HD Service.....	\$ per month

– DIGITAL PREMIUM SERVICES

HBO® (Incl. HBO® HD).....	\$ per month
Cinemax® (Incl. Cinemax® HD)	\$ per month
Showtime Unlimited (Incl. Showtime® HD)	\$ per month
Starz® Super Pak (Incl. Starz® HD)	\$ per month

EQUIPMENT

– DIGITAL SET-TOP CONVERTERS

Standard Definition	\$ ea per month
Remote, Electronic Program Guide [EPG] and Music Choice	

High Definition Smart Box.....	\$ ea per month
Remote, Electronic Program Guide [EPG], High Definition [HD] Reception, Digital Video Recorder [DVR] Capability & Music Choice	

– CableCARD™	\$ ea per month
Requires a Digital TV equipped to accept a CableCARD™	

NON-RECURRING INSTALLATION CHARGES (TV)

Aerial Installation (Up to 200 ft. from tap)*	\$69.95
Includes activation of all existing outlets	

Underground Installation (Up to 200 ft. from tap)*	\$99.95
Includes activation of all existing outlets	

*Installations in excess of 200 feet from the nearest tap will be charged a surcharge for the cost of the excess footage.

New Additional Outlets

Same trip as primary outlet activation	\$20.00
Separate trip	\$30.00

Custom Installation (Drop Down Wall)

Internal Wall	\$35.00
External Wall.....	\$50.00

Premium Installation Computer Setup

(Customer-Owned Equipment)	\$50.00/hour
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EPLUS HIGH-SPEED INTERNET

Internet service includes Non Static IP, 5 Email Addresses, 100Mb Email Storage w/Spam & Virus Filtering

For the most current internet speeds and pricing, please visit the website at www.jaxenergy.com/broadband/internet

- Internet Security Suite.....FREE
Includes Virus Protection, Firewall Security, Anti-Spyware, Pop-up Blocker, Security, Ad Blocker, and Parental Controls

NON-RECURRING INSTALLATION CHARGES (INTERNET)

- Internet Service Cat5 Cable Installation
 - Same trip as cable service activation.....\$30.00
 - Separate trip\$40.00
- Internet Service Set-up/Maintenance.....\$30.00/trip
- Custom Installation (Drop Down Wall)
 - Internal Wall\$35.00
 - External Wall.....\$50.00

EPLUS TELEPHONE

- Basic.....\$15.95/month
E911, Unlimited Local Calling, Call Waiting and Call Return
- Basic Feature Pak.....\$10.00/month
Call Forward Busy, Call Forward No Answer, Remote Access Call Forwarding, Speed Calling 30, 3-Way Calling, Anonymous Call Rejection, Caller ID Delivery Block, Call Return, Call Forward Variable, Caller ID (w/Name/Number), 60 Minutes Free Long Distance Calling
- Basic Plus\$24.00/month
E911, Unlimited Local Calling with Call Waiting (w/Caller ID), Call Return, Caller ID (w/Name/Number)
- Basic Plus Feature Pak\$7.00/month
Call Forward Busy, Call Forward No Answer, Remote Access Call Forwarding, Speed Calling 30, 3-Way Calling, Anonymous Call Rejection, Caller ID Delivery Block, Call Return, Call Forward Variable, Caller ID (w/Name/Number), 60 Minutes Free Long Distance Calling
- Preferred Service.....\$24.95/month
E911, Unlimited Local Calling with Call Waiting (w/Caller ID), Caller ID (w/Name/Number), 3-Way Calling, Call Forwarding Variable, Call Return, 60 Minutes Free Long Distance Calling
- Preferred Service Feature Pak.....\$5.00/month
Call Forward Busy, Call Forward No Answer, Remote Call Forwarding, Speed Calling 30, Repeat Dialing, Anonymous Call Rejection, Caller ID Delivery Block

OPTIONAL FEATURES

- Voicemail \$4.95/month
Includes Paging and Email Notification
- Directory Assistance - Call Completion..... \$0.45/call
- Directory Assistance - Local \$1.25/call
- Directory Assistance - National \$1.25/call
- Private Listing \$3.33/listing
- Semi-Private Listing \$1.73/listing
- Additional Listing \$1.14/listing

STANDARD LONG DISTANCE

- Residential Intra and Inter..... \$.069/minute
Usage per minute in Continental US 48 and Canada. No minimum charge
- Residential Toll-Free..... \$.099/minute
Continental US 48 and Canada
- Unlimited Plan..... \$14.95/month
Unlimited residential calling in US 48 and Canada. Subject to restrictions of JEA Long Distance Acceptable Use Policy
- International Varies
International long distance rates vary by country

NON-RECURRING INSTALLATION CHARGES (PHONE)

- New Installation..... \$29.95/line
Installation and/or activation of new service account or addition of new line
- Move Charge..... \$29.95/line
Applies when a customer is moving a line after 90 days of initial installation
- Reconnection \$35.00/account
Reactivation of service to account after disconnection or suspension for non-payment
- Record Account Change..... \$5.00/order
Applies when a customer requests downgrade of features or change to listings

SERVICE TERMS AND CONDITIONS

Requests for connection may be made at Jackson Energy Authority's 119 East College Street location, JEA's Customer Center at 2030 Pleasant Plains Extended location, via the internet at www.jaxenergy.com or www.eplusbroadband.com, by mail, or by phone. Customers will be required to provide a valid driver's license number or Social Security number. Jackson Energy Authority may require a payment in advance as a condition of installation based upon a customer's credit rating with an independent agency. Customers will be advised of installation and applicable pre-payment amounts. At the time of connection, any installation fee plus pre-payment amounts are due. In some circumstances, a security deposit for EPlus Broadband's equipment may be required. Billing begins on the date of physical

installation. Customers may be subject to credit screening in accordance with applicable law.

INSTALLATION AND SERVICE MAINTENANCE

Upon installation, the television must be placed where the customer would want it to be connected. Quoted charges are for standard installation and additional charges may apply if custom work is required. Digital Set-Top Converters, CableCARD™ units, and remote control units provided by Jackson Energy Authority remain the property of Jackson Energy Authority. Customers are responsible for preventing the loss or damage to JEA's equipment at their residence. JEA suggests that customer make sure that their homeowners, renters, or other insurance covers the equipment in their possession. In the event of loss, damage or failure to return equipment required for cable-delivered service, the customer will be directly responsible for repair, replacement and other costs, damages, fees and charges.

As a condition of subscription to EPlus Broadband, a customer authorizes JEA or our designees to enter into their home, in their presence or the presence of their representative, or to enter upon their property during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise deal with the service and equipment supplied by us. This authorization includes allowing JEA or such designee to be on their property outside their home at reasonable times even if the customer is not at home. A customer authorizes JEA or our designee to make connections and perform other tasks which are necessary or desirable to enable us to provide our service to the customer, including connecting and making necessary attachments to inside wiring. If the customer is not the owner of the home, it is the customer's responsibility to provide JEA with proof, if requested by JEA, of the owner's permission for JEA to access their property to provide the services desired by the customer. During all in-home visits, an adult needs to be present to provide access, verify that the service is working properly and to sign the installation service agreements. JEA recognizes that this may cause inconveniences for some of our customers, but this policy is essential to protect both the customer and JEA's employees.

THEFT OF SERVICE

The unauthorized interception and/or receipt of any communications and services offered over a cable system without the express authorization of the cable operator is considered theft of service and is punishable by law. Cable theft can occur when an individual knowingly and willingly makes illegal connections to a cable system, alters any equipment or installs any unauthorized equipment so as to receive a cable signal without authorization. Federal law contains both civil and criminal penalties for manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements any existing state or local laws, and provides a remedy against any

person who, without authorization, intercepts or receives any communication service which is provided over a cable system. This would include the theft of audio, video, textual data or other service, including data transmitted to or from a customer over a system that has interactive capability.

CABLE TROUBLESHOOTING TIPS

EPlus Broadband works to do everything possible to provide the highest quality digital signal quality and service. From time to time, you may experience a problem that can easily be fixed. Checking the troubleshooting list will save you time and may even save you money for unnecessary television repair. Before you call EPlus Broadband with questions, please review the troubleshooting tips described below:

1. Make sure your TV and the Digital Set-Top Converter are plugged into a live electrical outlet and are turned ON.
2. If you use a Digital Set-Top Converter, make sure your TV is tuned to channel 3 or appropriate input.
3. Check to make sure all the connections to your TV, VCR and converter are properly tightened.
4. If you have a cable ready TV, make sure it is switched to "CATV."
5. If you have more than one cable outlet, check to see if the same problem is occurring on all TVs connected to our cable television service.
6. Check all the channels to determine if the problem is only on one channel, on all channels or on a group of channels.
7. Check the batteries in the remote to make sure they are working properly.
8. If you have no picture, check the channel setting on the converter and TV set. Also, check program guide listing to make sure the channel is broadcasting during this time slot.

Lastly, check to make sure you subscribe to this channel.

If the problem is not resolved from this list, please call EPlus Broadband at 731-422-7500 and we will resolve the problem in a timely manner.

EQUIPMENT AND EQUIPMENT COMPATIBILITY

Except for the inside wiring, which is the customer's property regardless of who installed it, the equipment installed by EPlus Broadband belongs to JEA unless the customer has purchased it. JEA may, at our option, supply new or reconditioned equipment to customers.

"CABLE READY" AND CABLE "COMPATIBLE" EQUIPMENT

Most of the newer televisions (including those equipped to use the CableCARD™ technology), DVD's and VCR's are cable compatible and can receive the analog television signals carried on the cable system if those signals have not been digitally encoded to secure the signal. "Cable-ready" television sets may be connected directly to the cable system and receive the signals, therefore they would not require a converter. Those televisions that are not "cable

ready” cannot receive the large number of digital or high-definition channels offered by JEA. In order to receive these channels, as well as to descramble certain optional premium or pay-per-view services, you may require a Digital Set-Top Converter. Converters and remote controls are available from EPlus Broadband on a monthly lease basis. The converter receives secure analog signals, digital signals, or HDTV signals that are carried on the cable system and converts them to a designated channel (usually 3 or 4) on your television, DVD or VCR. Some converters also provide video and audio outputs, which can be connected to the video and audio inputs of the customer’s applicable devices.

Even if an older TV or VCR is advertised as being “cable ready” or “cable compatible,” the equipment may not perform as you expected when connected directly to cable. These problems are often solved through the use of the converter. The process of converting all of our channels to a designated channel means that one channel can be received on a TV at a time through the converter. This means there may be certain features of the TV or VCR that cannot be used without additional equipment. For example, taping one program while watching another, recording two or more consecutive programs that appear on different channels, and the use of picture-in-picture may not be possible without additional equipment.

If a converter is used, and there are problems using the special features, additional special equipment may be necessary to regain some or all of these features. EPlus Broadband will consult with the customer in order to determine what specific equipment may be available to solve that particular situation. This equipment may include an additional converter, or, if the customer has a receiver that can tune JEA’s cable channels, an A/B switch will enable the customer to by-pass the converter and tune all unscrambled channels with their TV or VCR.

ABOUT YOUR CONVERTER

Watching television after connection to cable is easy. Turn on both the television set and the converter (if your converter model has an on/off switch). Make sure the television set is tuned to the output channel of your converter (Ch. 3) or appropriate input and then select the desired channel through the channel tuner on the converter with the remote control unit or on the converter itself. To ensure reliable operation, make sure the converter is plugged into a “live” electrical outlet, not one that is controlled by a light switch. Loss of power to some converters may result in a temporary loss of cable service, even after the power is restored.

REMOTE CONTROLS

Remote control units are provided with the Digital Set-top Converter available from JEA. These remote control units are programmed to also control other equipment the customer may have, such as televisions, VCRs, and DVDs. Customers may also purchase “universal” remote control units from consumer electronics stores that are capable of working with JEA’s converters.

PARENTAL CONTROL

EPlus Broadband understands that there may be certain television programs and channels available that customers find unsuitable for members of their household. EPlus Broadband advises customers to periodically review cable channels for inappropriate or offensive programming and utilize the parental control features available through the Digital Set-Top Converter. The parental control features enable customers to block programming by channel and by program ratings.

HIGH SPEED INTERNET ACCESS SERVICE

On occasion it is necessary for us to perform maintenance and/or software upgrades in an effort to improve and enhance the service on our high speed Internet network. This maintenance is typically performed during non-peak usage periods, typically overnight (midnight to 5 am). We will strive to minimize the length of interruption, if any, associated with such maintenance or upgrade.

MOVING

Before moving, it is important for the customer to call Jackson Energy Authority to ensure an efficient and orderly disconnect or transfer. Calling ahead is extremely vital to those customers who have telephone service with JEA. This advance notice allows Customer Service time to port your number so that you may keep your existing telephone number.

Any converters, remote-control devices and other equipment provided by JEA should be returned to JEA should a customer decide to disconnect services. In the event of loss, theft or other failure to return these items, the customer is liable for these items and will continue to be billed until the equipment is returned.

“CALL BEFORE YOU DIG”

Customers may have underground utility lines/cables located in their yards. Digging into an underground cable line, phone line, electric cable, gas line or water and/or wastewater line could result in serious personal injury, service interruptions, property damage or pollution of the environment. A customer should call 811 at least 72 hours (excluding holidays and weekends) prior to excavation to request location of underground utilities. If utility lines/cables are cut without a proper request for locations, a customer may be liable for charges. Visit www.call811.com for more information.

BILLING AND POLICY PROCEDURES

EPlus Broadband services, where applicable, are itemized on Jackson Energy Authority monthly statements. The JEA statement provides a listing of all charges (including pay-per-view purchases), payments, credits, and special messages regarding service or price changes.

HOW IS MY SERVICE BILLED?

JEA bills for EPlus Broadband services on a monthly basis, in arrears, in the same manner as its utility services are billed. All billed JEA services are due and payable together. Partial payments for JEA services, if permitted, will be applied to all services on the invoice proportionately to the amount of each service billed. Each customer's account is assigned to a monthly billing cycle which follows closely to the approximate date each month that their utility meters are read.

WHAT DOES "PRO-RATE" OR "PARTIAL-MONTH" MEAN?

EPlus Broadband services are provided on a month-to-month basis. Charges for service start within 24 hours after service is installed. Depending on the date of installation, all charges show the range of service dates and the corresponding costs for that service. For example, if a billing cycle is from the 1st to the 30th of the month, and services begin/change on the 15th of that month, charges on the bill will be pro-rated for only the days of service from the 15th to the 30th.

WHAT IS A FRANCHISE FEE?

A franchise fee is paid by JEA directly to the City of Jackson or Madison County for use of public rights of way and the right to operate a cable television system in our community. The franchise fee is calculated as 5% of collected cable television revenues, and this fee is passed on to the customer. The JEA billing statement will identify the franchise fee amount invoiced to the customer that will be paid by JEA to the City and County.

WHAT IS THE FEDERAL COMMUNICATIONS COMMISSION (FCC) REGULATORY FEE?

Provided for in the FCC rules, this is a charge used to fund federal government oversight and regulation of cable television operations in this country.

WHEN IS MY BILL DUE?

JEA bills will show the total amount due and the payment due date. When subscribing to our services, a customer agrees to pay us monthly by the payment due date reflected on the monthly bill for that service and for any other charges due JEA, including any administrative late fees and related fees, charges, and assessments due to late payments or non-payments, any returned check fees, and other separate or additional fees. The due date is indicated at the top of the JEA monthly statement. Please allow for sufficient mailing time to ensure that payments reach JEA by the due date.

WHERE CAN I PAY MY BILL?

Your JEA bill can be paid automatically, in person or online. To pay bills via automatic bank draft, please call 731-422-7500 to establish bank draft payments. JEA also has two locations to serve customers with walk-up windows, drive-thru windows and drop boxes. Please check our website at www.jaxenergy.com or call 731-422-7500 for payment office hours. Payments can also

be made online via our website at www.jaxenergy.com. Please visit the site for more details.

WHAT IF THERE IS A BILLING ERROR?

If there are billing errors or other requests for credit, those must be brought to JEA's attention within six (6) months from the time the bill is received.

WHAT IS THE LATE FEE POLICY?

Charges for services are due by the date indicated on JEA's monthly statement. If payment of the previous billing period is not shown on a customer's statement, the payment may not have reached JEA on time, resulting in a late notice on the bill. Paying the JEA bill within 15 days of receipt will avoid this notice. A late fee will be assessed to accounts not paid in full each month. Late fees are 5% on the first \$250/service on the unpaid bill plus 1% on any remaining balance thereafter. The policy protects our current paying subscribers, who otherwise would be subsidizing increased costs caused by late-paying subscribers.

Delinquent customers may also be charged for the reasonable costs of collection or other actions, including, but not limited to, the costs of a collection agency, reasonable attorney's fees, and court costs.

WHAT IS THE DISCONNECT POLICY?

Subject to applicable law, a customer's past due service may be disconnected if the bill is not paid by the due date indicated on the monthly statement, and JEA may require a customer to pay all past due charges, a reconnection fee, and a minimum of one month's deposit before JEA re-establishes service. Further, if a customer does not reconnect their service, any JEA converters, remote-control devices and other equipment must be returned to JEA. A handling fee may be charged for returned checks.

If an account is delinquent for more than 30 days, a customer's service may be disconnected. A customer may request that their cable and/or telephone, and/or high speed Internet service be disconnected at any time, unless they are under contract for a specified period of time. Billing for service will stop the date that service disconnection is requested, unless converters or other equipment issued by JEA have not been returned. To avoid any further liability or fees, all JEA equipment required for cable, telephone, or Internet services must be returned to JEA at the time of the disconnection request.

CUSTOMER'S RIGHT TO PRIVACY

JEA considers the privacy of its customers to be very important, and we are committed to keeping nonpublic personal information secure and confidential. This summary of JEA's Privacy Policy is provided pursuant to federal law and does not represent change in our policies. JEA has always regarded subscriber information as confidential.

The Cable Communications Act of 1984, as amended by the Cable Consumer Protection Act of 1992, outlines a

customer's right to personal privacy as a cable customer. All personally identifiable cable-related information pertaining to a customer's account is on file at Jackson Energy Authority and is available for review. If a customer wishes to review their file, they should contact JEA to make an appointment during normal business hours. This file includes, but is not limited to, the following: customer name, service and billing addresses (including e-mail address), phone numbers, Social Security number, payment history and deposit records, bank account and credit card numbers used to pay for services, credit information, maintenance, repair and complaint information, service options chosen, and the number of television sets, computers and telephones in a customer's household that are connected to JEA's system. Such information is collected and used for billing, programming, marketing, and other cable-related purposes, including the detection of unauthorized reception of cable services. Such information may be collected by JEA during the period of time that a customer is receiving service, as well as for a reasonable amount of time thereafter, in order to do such things as follow-up billing. Jackson Energy Authority will destroy the personally identifiable information when the information is no longer necessary to conduct broadband related activities and is not required by us for other legitimate business reasons such as tax or accounting purposes.

JEA will not release any such personal information except to those individuals or businesses to which we are legally permitted to do so. We will not release any information pertaining to a customer to any government agency unless it is under the compliance of a summons, subpoena or court order. In such cases, unless prohibited by the order, JEA will attempt to notify the customer in order to give them a chance to contest the order as law permits. We respect the rights of our customers and keeping them informed is an important part of our continuing effort to provide the highest quality broadband services.

A complete copy of JEA's Privacy Policy can be obtained online at www.jaxenergy.com or www.eplusbroadband.com or upon request at either of our customer locations.

CUSTOMER PROPRIETARY NETWORK INFORMATION

Customer Proprietary Network Information (CPNI) is personally identifiable information that a telecommunications carrier collects when providing telephone service to a subscriber. CPNI typically consists of telephone numbers called by the subscriber along with the associated call duration and timing of those calls as well as call frequency and any call management services utilized by the customer. The Federal Communications Commission (FCC) requires JEA to notify all subscribers of their rights to restrict the use of their Customer Proprietary Network Information (CPNI). You have the right, and JEA has a duty, under federal law, to protect the confidentiality of your CPNI.

PERMITTED USE OF CPNI BY JEA WITHOUT YOUR PERMISSION

CPNI can be used by JEA for certain purposes without your permission. JEA may use CPNI to offer you new or enhanced services that are related to the category of services to which you currently subscribe. JEA may also use CPNI to respond to your inquiry regarding services you currently use or related services JEA offers. In addition, JEA may use CPNI in connection with repair and maintenance services, billing and collection, and to protect company property and to prevent fraud.

PROHIBITED USE OF CPNI UNLESS AUTHORIZED BY YOU

Unless you specifically authorize its use, JEA may not use CPNI to market services unrelated to the services to which you currently subscribe. For example, JEA may not use CPNI to offer you any type of long distance service unless you currently subscribe to their long distance offerings. JEA may not share CPNI with any other company, including our affiliate companies unless you are a customer of our affiliate.

ADDITIONAL INFORMATION REGARDING YOUR CPNI RIGHTS

You have the right to deny or withdraw access to CPNI at any time or to instruct JEA to disclose CPNI to unaffiliated third parties upon submission of a written request. Any approval or denial for the use of CPNI outside of the service to which you subscribe to from the company is valid until you affirmatively revoke or limit such approval or denial. A denial of your approval will not affect the provision of any services to which you subscribe.

JEA INTERNET ACCEPTABLE USE POLICY

Customers who subscribe to JEA's EPlus Broadband High Speed Internet service agree to accept the terms of JEA's Internet Acceptable Use and Privacy Policy (AUPP). The AUPP outlines acceptable use of JEA's Internet services by a customer so as to avoid inappropriate, harmful or illegal activity that could result in interruption of Internet service to other JEA Internet customers, damage to JEA's broadband network or Internet equipment, and legal and/or criminal penalties for the user that violates JEA's AUPP. Violation of the AUPP may result in immediate suspension of JEA Internet services for the user(s).

Additionally, the AUPP describes the type of customer information that JEA will obtain in providing Internet access services, and how JEA will treat this confidential information. This policy is available online at www.jaxenergy.com or www.eplusbroadband.com or upon request at either of our customer locations. Customers are encouraged to familiarize themselves with JEA's AUPP and to refer to the website periodically for updates.

JEA LONG DISTANCE ACCEPTABLE USE POLICY

JEA provides long distance plans for its residential and commercial telephone customers that feature high volume or “unlimited” usage under certain terms and conditions. The Long Distance Acceptable Use Policy is intended to allow for very generous personal calling by the customer, but places certain restrictions against inappropriate or excessive use. Violation of this policy may result in immediate suspension of service to a customer if inappropriate usage continues after the customer has been notified.

This policy is available online at www.jaxenergy.com or www.eplusbroadband.com or upon request at either of our customer locations.

CUSTOMER CONCERNS AND COMPLAINT RESOLUTION

JEA is committed to providing our customers with the most technologically advanced broadband service as well as the utmost in customer service. In the event that a service or billing issue occurs, the customer should call 731-422-7500 to speak to a JEA Customer Service Representative to describe the nature of their concern. If the customer is not satisfied with the manner in which their concern was addressed, the customer should submit their concerns or complaints in writing to: Customer Service, Jackson Energy Authority, P.O. Box 68, Jackson, TN, 38302-0068 or via email at: customerservice@jaxenergy.com.

GENERAL INFORMATION

For any questions regarding anything contained in this Customer Information Notification or regarding any other policies and procedures, customers may contact JEA during normal business hours. In addition, customers may contact the appropriate local franchise authority listed below.

City of Jackson	Madison County Court House
101 E. Main Street	100 E. Main Street
Jackson, TN 38301	Jackson, TN 38301
731-425-8210	731-423-6020

PAYMENT LOCATIONS & HOURS OF OPERATION

– 119 East College Street • Jackson, TN 38301

Days Open:	Monday - Friday
Hours Open:	8:00 a.m. - 5:00 p.m. Walk-in
	7:30 a.m. - 6:00 p.m. Drive-Thru

– 2030 Pleasant Plains Extended • Jackson, TN 38305

Days Open:	Monday - Saturday
Hours Open:	8:00 a.m. - 6:00 p.m. M-F Walk-in
	9:00 a.m. - 1:00 p.m. SAT Walk-in
	7:30 a.m. - 6:00 p.m. M-F Drive-Thru
	9:00 a.m. - 1:00 p.m. SAT Drive-Thru



Broadband

WWW.EPLUSBROADBAND.COM

INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE WITHOUT NOTICE.

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