

## CUSTOMER SERVICE:

**COMPLAINT PROCEDURES.** 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, please use the following procedures to help us resolve your complaints:

1. Contact us at (731) 422-7500 during normal business hours. At other times, you may be re-directed to a third party help desk for support.

2. During normal business hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.

3. If you do not call during our normal business hours, you may be re-directed to a third party help desk for support. In some cases, they can help resolve problems over the phone. In other cases, the help desk service will forward the message to our office, and we will contact you during normal business hours. When possible, a Service Technician will be dispatched by the next business day to fix the problem.

4. Emergencies such as fallen trees or utility poles, violent storms or other severe weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergencies may affect a large service area, and it may take several days to resume full service to the entire area.

5. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your franchise authority:

City of Jackson  
101 E. Main Street  
Jackson, TN 38301  
(731) 425-8210

Madison County  
100 E. Main Street  
Jackson, TN 38301  
(731) 423-6020

## CUSTOMER CENTER LOCATIONS AND HOURS OF OPERATION:

Two Customer Centers are conveniently located in Jackson where customers may place orders for service, make payments, request service changes or restoration, or ask questions regarding their account.



**351 Dr. Martin Luther King Jr Drive | 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

Outside, Drive-Up Payment Kiosk is available 24-hrs/7days.



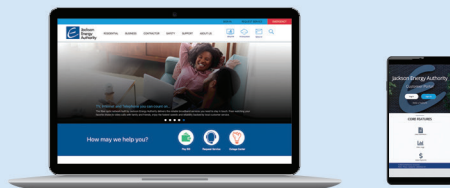
**2030 Pleasant Plains Extended | Jackson, TN 38305**

Days Open: Monday – Friday

Hours Open: 8:00 a.m. – 5:00 p.m. Mon-Fri Walk-in

7:30 a.m. – 6:00 p.m. Mon-Fri Drive-Thru

Payment Kiosk located in Drive-Thru, available 24-hrs/7days.



**Online - [www.jaxenergy.com](http://www.jaxenergy.com)** Visit the Support section for assistance with your service(s). Sign in to pay a bill, make a one-time payment, view account balance, and schedule payments.

**Online - JEA Mobile App** (Available in App Store & Google Play)

**Call 731-422-7500**

(Available 24/7 for emergencies)

**Customer Service Hours:**

7:00 a.m. - 9:00 p.m. Mon-Sat

12:00 p.m. - 9:00 p.m. Sunday



## Annual Customer Notice

### Thank you for choosing EPlus Broadband Cable TV, Internet and Telephone.

Through the 100% fiber optic network, EPlus Broadband delivers cable television including EPlusTV 6 local programming, gigabit speed Internet, and reliable telephone services.

### WE ENCOURAGE YOU TO REVIEW THE FOLLOWING INFORMATION AND CONTACT US AT (731) 422-7500 WITH ANY QUESTIONS.

This notice contains important information concerning your cable TV, Internet and telephone services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures and your rights as a customer. We appreciate your business and look forward to providing all of your broadband needs.

### SERVICES AND PRICES:

Please contact us at (731) 422-7500 or visit our website at [www.eplusbroadband.com](http://www.eplusbroadband.com) for information on services and prices including:

- ▶ Products and services offered
- ▶ Prices and options for subscribing to services
- ▶ Channel positions
- ▶ Installation and maintenance policies and prices
- ▶ Instructions for using our cable service and troubleshooting tips



## CUSTOMER PRIVACY:

PERSONALLY IDENTIFIABLE SUBSCRIBER INFORMATION; RESTRICTIONS ON ACCESS. To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints.

Except as indicated below under Disclosure Prohibited; Exceptions, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

DISCLOSURE PROHIBITED; EXCEPTIONS. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

BUSINESS ACTIVITIES. We may disclose customer information in order to conduct business activities related to providing cable service or other service.

UNAUTHORIZED RECEPTION OF CABLE SERVICE. We may disclose customer information in order to detect unauthorized reception of our cable service.

NAMES AND ADDRESSES TO THIRD PARTIES. We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request.

COURT ORDER. We must disclose personally identifiable information without your consent if we are required to do so by a court order.

LAW ENFORCEMENT REQUEST. We may also disclose personally identifiable information, except records revealing your selections of video programming, without your consent when requested by law enforcement under certain circumstances.

## CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI):

USE, DISCLOSURE, AND ACCESS. Federal law provides customers with additional privacy protections related to their telephone service. CPNI is information we obtain solely in connection with our telephone and broadband services. The information contained in your bill and any other information about the quantity, technical configuration, type, destination, location, and amount of use of telephone and broadband services when matched with your name, address and telephone number is known as CPNI. We have a duty to protect the confidentiality of your CPNI, and you have the right to have the confidentiality of your CPNI protected. We have a right to use, disclose, and permit access to your CPNI to provide you with telecommunications services; protect our rights and property and other users from fraudulent, abusive or unlawful use of these services; provide you with inbound telemarketing, referral or administrative services for the duration of a call you initiate and during which you approve of the use of your CPNI to provide these services; and to provide call information about the user of a commercial mobile phone service.

We may use CPNI generated by providing you telephone service to provide you with information about, and to market to you, service offerings within the same categories of service to which you already subscribe. We may also use your CPNI to provide you with information about, and to market to you: (i) service offerings that are outside of the categories of service to which you subscribe, or (ii) products and services offered by other companies or by joint ventures in which we participate, unless you restrict our use of your CPNI for these purposes. If you wish to do so, please notify us in writing or call (731) 422-7500. Please include your name, account number, telephone number and address on any written request. If you do not notify us within 30 days of this notification that you wish to restrict our use of your CPNI, we will assume that you approve of our use of CPNI for these purposes. If you choose to restrict our use of your CPNI, that restriction will be valid until you affirmatively revoke it, and it will not affect the provision of any of the services to which you subscribe.

CUSTOMER RIGHTS. As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

## TELEPHONE SERVICE:

UNLIMITED LONG DISTANCE SERVICE. Unlimited long distance calling is limited to the 48 contiguous United States. Long distance is billed at the per minute rate for long distance service over 1,500 minutes per month. Jackson Energy Authority local phone service is required to receive Unlimited Long Distance. Participation is subject to Jackson Energy Authority eligibility requirements.

BACKUP POWER FOR HOME PHONE SERVICES DURING POWER OUTAGES. For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage and to maintain the ability to connect to 911 emergency services, JEA provides you 8-hour backup power for your home phones at no cost. A 24-hour backup option is available for \$300.

WHAT YOUR BATTERY CAN - AND - CAN'T DO FOR YOU.

JEA's backup batteries for telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power.

EXPECTED BACKUP POWER DURATION. The free backup battery included with your service is expected to last at least 8 hours on standby power. The backup battery should give you 6 hours of talk time. A 24-hour backup option is available for additional cost.

INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY

As part of your service, we maintain your backup battery on your behalf, and will replace any non-functioning battery at no cost to you.

## UNAUTHORIZED RECEPTION OF CABLE SERVICE:

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.

### COMMITTED TO PROTECTING YOUR INFORMATION.

We protect your Internet browsing history, app usage and other sensitive data. Your information will never be sold.

### VIEW OUR POLICIES ONLINE:

<https://www.jaxenergy.com/legal>

### LEARN MORE ABOUT OUR EQUIPMENT:

<https://www.eplusbroadband.com/equipment>