



Cable TV Policies and Practices

The policies and practices contained in this document are used when providing cable television and associated services to you. Your continued use of the service will be considered as your acceptance of these policies and practices.

Changes to Policies and Practices

These policies are subject to amendment, modification or termination. We will send you a written notice informing you of any changes and the effective date. If the change is not acceptable, you have the right to cancel your service. However, if you continue to receive service after the effective date of the change, we will consider this your acceptance of the change.

Provision of Service

OneSource is responsible for providing reliable Cable TV service to the Network Interface Device (NID) located on the outside of your home or business. If you request a technician to come to your location and the problem is related to your internal wiring or television equipment, you will be billed a trip fee.

Billing and Payment for Service

OneSource, like most other communications and cable TV companies, bills for services one month in advance. Your first bill has pro-rated charges from the day you were connected until the date printed on top of the bill. It also includes the next full month of service. After the first bill, we will continue to bill you in advance on a month-to-month basis. If there are any billing errors or other requests for credit, you must bring those to our attention within six months of the time you receive the bill for which you are seeking correction. Subject to applicable law, if you fail to pay your bill when it's due, we have the right to terminate your service. If your service is disconnected because you do not pay your bill by the required date, we may require you to pay all past-due charges, a reconnection fee and a minimum of two months' charges as a deposit before we reconnect your service. If we are required to use a collection agency or attorney to collect money that you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs.

Changes in Services and Charges for Service

Subject to applicable law, we have the right to change our service and equipment, and our prices or fees, at any time. We also may rearrange, delete, add to or otherwise change the service provided on any level of service that we offer. If the change represents an increase or decrease in service or charges, we will provide you notice of the change and its effective date. The notice may be provided on your monthly bill, as a bill insert or by letter. If you find the change unacceptable, you have the right to cancel your service. However, if you continue to receive service after the effective date of the change, we will consider this your acceptance of the change.

Canceling Your Service

Unless you have agreed to a minimum service period, you have the right to cancel your service for any reason at any time by giving us notice. We will refund any balance due to you within thirty (30) days (or upon the return of our equipment, if later). You may not assign or transfer the service without our written consent.

Equipment

Except for the wiring inside your residence or business, which we consider to be your property regardless of who installed it, the Equipment installed by us belongs to OneSource, unless you have purchased it. We may, at our option, supply new or reconditioned Equipment to you. Our Equipment may only be used in the establishment where we initially installed the service or at the establishment that is currently reflected on OneSource billing records. If you cease to be a OneSource customer, you are responsible for returning the Equipment to OneSource offices located at 4800 Keller Hicks Road, Fort Worth, TX. If you move, do not leave the Equipment in your vacant home or with anyone else. The Equipment must be returned to OneSource in working order, normal wear and tear excepted, or else charges equal to the retail price for a new replacement for each piece of Equipment not returned will be added to your final account statement. You are responsible for preventing the loss of, or damage to, the Equipment within your home. We suggest that the Equipment in your possession be covered by your homeowners, renters, or other insurance. You will be directly responsible for repair, replacement and other costs, damages, fees and charges if you do not return the Equipment in an undamaged condition.

Access to Customer's Homes

You authorize us or our designees to enter into your home, in your or your representative's presence, or upon your property during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise deal with the equipment or service supplied by us. This authorization includes allowing us or such designee to be on your property outside your home at reasonable times even if you are not at home. You authorize us or our designee to make connections and perform other tasks which are necessary or desirable to enable us to provide service to you or others, including connecting and making necessary attachments to your inside wiring. If you are not the owner of your home, you agree to supply us or our designee, if we ask you to, with the owner's name and address, proof that you may give us access on the owner's behalf and, if needed, consent from the owner of the home.

Viewing of Service and Use of Equipment

The programming provided may not be rebroadcast, transmitted, performed, nor may admission be charged for viewing without first obtaining written consent, in advance, from our programming supplier(s) and us. This consent may be withheld at the sole discretion of either of us. You may not order or request pay-per-view for receipt, exhibition or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of pay-per-view programming in a commercial establishment unless explicitly authorized to do so, in advance, by us and our program provider. If you fail to abide by this restriction, you will be held liable for any claims made against you or OneSource on account of any unauthorized commercial exhibition. We can recover damages from you for tampering with any of the equipment, and any other part of the cable system, or for receiving unauthorized service.

How to Use Your Cable Service

If you have someone other than OneSource install the inside wiring in your home, or if you do it yourself, you are responsible for ensuring that the wiring does not interfere with the normal operation of the cable system and that it complies with applicable federal regulations, including protections against signal leakage. You also agree that you will not attach

anything to the inside Wire or Equipment, whether installed by you or us, which singly or together results in a degradation of our cable system's signal quality or strength. If you install anything that adversely affects the cable system signal, we will request that you make changes to correct the problem. If you do not comply, we will take action to interrupt your service until the problem is corrected. Except for new television sets equipped to use the CableCARDS technology, television sets will not receive the digital or high-definition ("HDTV") signals carried on the cable system without a set top box.

About Your Set Top Box

Unless your equipment is cable card compatible, you will still need a set top box to receive any programming carried on the cable system. HDTV signals are premium services that are delivered only to those customers who elect to have them as part of their service. The set top box receives the cable channel selected by the customer and converts it to a format that can be received by the customer's television set, DVD or VCR. This converted signal is usually displayed on channel 3 or 4 on the customer's television set, DVD or VCR. Some set top boxes also provide video and audio outputs, which can be connected to the video and audio inputs of the customer's devices if they are present.

Compatible Remote Controls

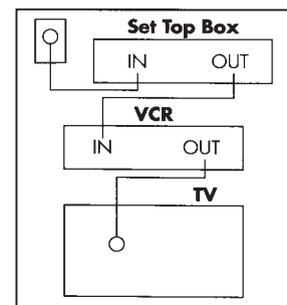
OneSource uses Motorola set top boxes that work with universal remote controls available for purchase at retail stores. The information that is provided with a remote control should list the compatible set top boxes. Some of these remotes may not provide all of the set top boxes functions. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact OneSource.

Custom Setup

If you wish to receive two digital or HDTV channels at the same time (so that you can watch a digital or HDTV channel while recording another or use your televisions Picture In Picture capability), we can provide additional equipment to enable reception of two channels. Additional charges may apply depending on the equipment.

Hooking up a VCR

The diagram below shows the proper way to hook up your VCR. This will allow you to view and record the same channel. 1. The cable connection that comes out of the wall outlet connects to the "In" terminal on the set top box. 2. A cable is run from the set top box "Out" terminal to the "In" terminal on your VCR. 3. A second cable is run from the "out" terminal of your VCR to the back of the TV Set. This cable is attached to either the 75 OHM input terminal (if you have a "cable-ready" TV set) or a transformer is installed on the end of the cable that allows you to attach to the VHF aerial terminals.



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Theft of Service

The Federal Cable Act created 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 federal remedy against any person who, without authorization, intercepts or receives any communication service that is provided over a cable system. This federal law prohibits the unauthorized interception or receipt of any communications service 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. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers. The Cable Act provides both civil and criminal penalties for theft of cable services. Under this federal legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantages or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

Customer Complaint Procedures

OneSource makes every effort to ensure that your cable television signal, billing and any other services are of the highest quality. We also work to make sure that any problem is resolved to the customer's satisfaction. If you have problems with our service, please contact us at (817) 745-3000 and allow us the opportunity to correct the problem. Representatives are available to take your call 24 hours a day, seven days a week. Our Customer Service Department is open from 8:00 AM until 6:00 PM Monday through Friday and from 9:00 AM until 1:00 PM on Saturday excluding holidays. If we do not correct the problem to your satisfaction, you have the option to contact The Public Utility Commission of Texas, PO Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll free) 1-888-782-8477, fax (512) 936-7003.

Express Warranty, Disclaimer of Warranties, and Limitation of Liability

EXCEPT AS OTHERWISE SET FORTH IN THE EXPLICIT TERMS AND CONDITIONS OF SPECIFIC SERVICES WE PROVIDE TO YOU, WE WARRANT FOR A PERIOD OF 30 DAYS FROM THE DATE OF OUR INSTALLATION OR REPAIR THAT OUR SERVICE AND THE EQUIPMENT WE HAVE INSTALLED OR REPAIRED WILL MEET ACCEPTED INDUSTRY STANDARDS AND BE FREE FROM DEFECTS IN MATERIALS OR WORKMANSHIP. IF YOU REPORT ANY FAILURE TO CONFORM TO THIS WARRANTY TO US WITHIN THAT 30-DAY PERIOD, WE WILL RE-PERFORM THE NONCONFORMING SERVICES AND REPAIR OR REPLACE THE NONCONFORMING EQUIPMENT. SUCH REPERFORMANCE OF WORK OR REPAIR OR REPLACEMENT OF NONCONFORMING EQUIPMENT, SHALL CONSTITUTE OUR ENTIRE LIABILITY AND YOUR SOLE REMEDY UNDER THIS WARRANTY, WHETHER CLAIMS OR REMEDIES ARE SOUGHT IN CONTRACT OR TORT (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE). WE EXPRESSLY DISCLAIM, AND IN NO EVENT SHALL WE OR OUR EMPLOYEES AND AGENTS HAVE, ANY LIABILITY FOR SPECIAL INDIRECT, INCIDENTAL

OR CONSEQUENTIAL DAMAGES RESULTING FROM OUR PROVISION OR FAILURE TO PROVIDE ANY EQUIPMENT OR SERVICES TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICE, LABOR, MATERIALS, WORK OR EQUIPMENT FURNISHED TO YOU. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR IMPLIED, IN FACT OR IN LAW. WE EXPRESSLY DISCLAIM ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. EXCEPT AS EXPRESSLY REQUIRED BY LAW, WE WILL NOT BE LIABLE FOR ANY DELAY OR FAILURE TO PERFORM OUR OBLIGATIONS, INCLUDING INTERRUPTIONS IN SERVICE, IF SUCH DELAY OR NONPERFORMANCE ARISES IN CONNECTION WITH ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, STRIKES OR OTHER LABOR DISPUTES, UNUSUALLY SEVERE WEATHER, ACTS OF ANY GOVERNMENTAL BODY, OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

Customer Privacy

Under Federal Law, you have the right to, and we have the duty to protect the confidentiality of your customer information. The regular business records that we keep contain the following types of personally identifiable information: your name, service address, billing address (if different), telephone number(s), social security number and/or drivers license number and subscriber correspondence. Our records include, but are not limited to, information on billing, payment, damage and security deposits, maintenance and repairs, the service options you have chosen, the pay-per-view movies and events you have ordered, your PC configuration and the number of cable modems or other cable equipment installed in your home. Our detailed business records containing your personal information are used internally to help ensure you are being properly billed for the services you receive; to send you pertinent information regarding your services; to improve the quality of the services we provide; and for all tax and accounting purposes. Specifically, the information in these records is used to sell, install, maintain, connect, reconnect and disconnect services; to bill and collect service-related charges; to measure subscriber satisfaction and improve marketing and programming decisions; to mail related materials; to ensure compliance with relevant law and contractual provisions; to provide you with information about our products and services or new products and services which we may make available; and to answer questions from subscribers. It helps us to customize services based on the interest of subscribers, and to direct programming and advertising that is likely to be of interest to you. It also helps us to protect our network from unauthorized use and to track any unauthorized access to services or to subscriber data. We take all reasonable precautions to prevent unauthorized access to this information. The types of persons to whom information about you may be disclosed in the course of our business include our employees, agents, subcontractors, affiliates, sales representatives, accountants, billing and collection services, programming suppliers and authorized representatives of the local government. OneSource will maintain this personal information as long as it is necessary for the purpose for which it was collected or to comply with laws governing our business. We do not provide your personal information to other third parties unless disclosure is necessary to render service or disclosure is required pursuant to a court order. We may also make your records available to third party credit agencies in connection with the

establishment, management of your account, or in the event that your account becomes delinquent. As a customer, you may review any of your personal information held by us. If you wish to review your personal information, please contact us by phone or by letter to arrange for a review. This review will take place at our business office located at 4800 Keller Hicks Rd., Fort Worth, TX. If you wish to restrict use of your customer-specific information for OneSource marketing purposes, please register your restriction by calling us at 817-745-3000 or stop by our office at 4800 Keller Hicks Rd., Fort Worth, TX and talk to one of our Customer Service Representatives. Simply tell us that you wish to restrict the use of your customer information. There is no charge for electing to restrict your information. Restricting your information will not affect the products you currently receive from OneSource and may not eliminate all marketing contacts. Even if you restrict the use of your information, it may be used to market services to you when you call us to inquire about such services. You may change your decision at any time and your decision will remain valid until you tell us otherwise. Additionally, as a cable subscriber, the law provides you with a cause of action in Federal District Court should you believe that any of the limitations on the collection, disclosure and retention of personally identifiable information have been violated by us. The court could award actual or liquidated damages, punitive damages, reasonable attorney's fees and other reasonable litigation costs. Such court remedies are in addition to any other lawful remedies that may be available to cable subscribers from states, franchising authorities, or otherwise.

Enforceability and Survivability

If any portion of these Policies and Practices is determined to be illegal or unenforceable, then the remainder of such Policies and Practices shall be given full force and effect. The provisions of these Policies and Practices shall survive termination, amendment or expiration of this Agreement.