

Channel Lineup - Vestavia Hills

americast localcast®

02 WBRC (FOX-6)
03 WCFT (ABC-33/40)
04 WIAT (CBS-42)
05 WVTM (NBC-13)
07 WBIQ (PBS-10)
08 WABM (MyTV-68)
09 WTTO (CW-21)
10 TV Guide Channel
11 Inspirational Network
12 TBS
13 Gov't Access
14 WGN Chicago
15 QVC
16 C-SPAN
17 EWTN
18 Local Weather Radar

americast premiercast®

23 USA Network
24 TNT
25 Nickelodeon
26 Disney Channel
27 Cartoon Network
28 Lifetime Television
29 SCI FI Channel
30 E! Entertainment TV
31 Discovery Channel
32 Comedy Central
33 VH-1
34 ESPN
35 ESPN2
36 ESPN Classic
37 Headline News
38 CNN
39 CNBC
40 Hallmark Channel
41 A&E Television Network
42 truTV
43 The History Channel
44 Turner Classic Movies
45 American Movie Classics
46 ABC Family Channel
47 The Learning Channel
48 The Travel Channel
49 The Weather Channel
50 TV Land
51 SportSouth
52 FX
53 Speed Channel
54 Fox Sports Net
55 MTV
56 BET
57 ESPNEWS
58 FiTV
59 The Golf Channel
60 Animal Planet
61 HGTV
62 MOVIEplex
63 CMT: Country Music TV
64 Spike TV
65 Food Network
66 Fox News
67 MSNBC

IN DEMAND® Pay-Per-View*

85-88 in DEMAND Movies & Events
99 Pay-Per-View Special Events

optional premium movie channels*

71 HBO Comedy
72 HBO Zone
73 HBO
74 HBO2
75 HBO Signature
76 HBO Family
77 CINEMAX
78 MoreMAX
79 SHOWTIME
80 SHOWTIME Too
81 The Movie Channel
82 FLIX
83 Encore
84 Starz

Channel line-up subject to change

** Premium and pay-per-view services at additional charge. EZ-Smart terminal required.*

Lineup as of 01/01/08

Our Commitment To You

We strive to ensure that our customers are pleased with the services we provide. If you have a concern regarding any aspect of your *americast* service, please contact our Customer Service Center by calling our toll-free number at 1.877.463.4448. We have representatives available 24 hours a day, 7 days a week.

If you are not satisfied with the manner in which your concern has been addressed after speaking with our Customer Service Department, please write to our Operations Manager at the following address:

**BellSouth Entertainment
Operations Manager - Vestavia Hills
3133 Lorna Road
Suite 107
Hoover, AL 35216
205.979.4927**

If you wish, you may also contact your local franchising authority at the following address:

City of Vestavia Hills
Attn: Finance Director
513 Montgomery Highway
Vestavia Hills, AL 35216
205.978.0128

Billing, Collections and Service Credit Information

Complaints and Billing Inquiries

Complaints, correspondence and billing inquiries may be directed to the BellSouth's business office located at the address indicated on your monthly bill. Telephone requests can be made 24 hours a day by calling one of the following telephone numbers: in Atlanta 770.360.5000; in all other areas toll free 1.877.463.4448. If you disagree with any charges on your bill, you must pay the undisputed amount on or before the due date and include with payment a written explanation, on a separate sheet of paper of what you believe to be the billing error. If BellSouth does not receive a written dispute explanation from you within 30 days of the due date on your bill, then the bill will not be subject to dispute and will be due as noted on your billing statement.

Rates and Charges

Customers will be billed, in advance, for fixed monthly access/service charges, which are itemized on your monthly billing statement. A complete list of installation, monthly service and other charges are listed in this customer notification.

Payment of Charges

Unless otherwise agreed by BellSouth, payment is due upon receipt of your monthly billing statement to BellSouth. Customer shall be responsible for payment of charges for all services furnished by BellSouth, including without limitation to, sales and other applicable taxes required by municipal, state or federal law. Payments not received within (10) ten days after the due date of your monthly billing invoice will incur a late payment charge of \$5.00. In addition, a charge of \$24.99 may be imposed for each visit to a customer's premises made to collect late payments.

Service Credit Information

Although BellSouth works hard to provide superior customer and technical service, interruptions or irregularities in the services provided may occur. At a customer's written request, credits will be made in the form of a pro-rata adjustment of the fixed monthly charges billed to a customer for services based upon the pro-rata period of time during which such service interruption(s) occurred. An interruption will be measured from the time it is reported to BellSouth until service is restored. In the event a customer is affected by such interruption for a period of less than 24 hours, no such adjustment shall be made. When an interruption exceeds 24 hours, the length of the interruption will be measured in 24-hour days. A fraction of a day consisting of less than 12 hours will not be credited, but a period of 12 hours or more will be considered an additional day. *However, should other service interruption credit criteria be applicable in your municipality, it will be applied in accordance with your local franchise requirements.*

**Thank you for choosing *americast*® cable TV
service from BellSouth.™**



BELLSOUTH

660 Hembree Pkwy, Suite 120
Roswell, GA 30076

VST 11/07

PRSR-T STD
US POSTAGE
PAID
ATLANTA, GA
PERMIT # 7583

ANNUAL NOTICE TO CUSTOMERS



From everyone at BellSouth, thank you for the opportunity to provide your Cable TV service. We strive to make your experience everything you've come to expect from BellSouth.

Customer Sales and Service

Toll-Free 1.877.463.4448

24 hours a day, 7 days a week

bellsouth.com/entertainment


Listening. Answering.™

Service Rates Effective 01/01/08 - Vestavia Hills

Service Charges and Rates	Monthly
americast localcast® service	\$12.99
Features your favorite local broadcast channels.	
americast premiercast® service	\$40.99
Includes <i>americast localcast</i> service and features over 60 local and cable channels, including Family, Music & Variety, Home & Leisure, Movies, Sports, News, Special Interest and Government Programming. In addition, with an EZ-Smart Terminal* you'll get access to optional premium movie channels and pay-per-view channels at rates described below and the StarSight® On-screen Interactive Program Guide with parental control features.	
EZ-Smart Terminal	\$3.99 ea.
Advantage Premium Packages (includes 1 EZ-Smart Terminal)	Monthly
HBO®/CINEMAX® Advantage HBO, HBO2, HBO Signature, HBO Family, HBO Zone, HBO Comedy, CINEMAX, MoreMAX	\$16.99
HBO® Advantage HBO, HBO2, HBO Signature, HBO Family, HBO Zone, HBO Comedy	\$14.99
SHOWTIME® Advantage SHOWTIME, SHOWTIME Too, The Movie Channel, FLIX	\$14.99
Starz® Advantage Encore, Starz	\$ 7.99
CINEMAX® Advantage CINEMAX, MoreMAX	\$ 7.99
Full Advantage - Our All-Inclusive Package	Monthly
Includes <i>americast premiercast</i> service on one outlet, all premium movie channels listed above and an EZ-Smart Terminal with StarSight On-screen Interactive Program Guide.	\$64.99
Pay-Per-View Services*	Monthly
Exciting events and hit movies starting as often as every half hour.	\$3.99 per movie. <i>Special event prices vary.</i>
High-Speed Internet	Monthly
BellSouth® Cable Modem service	
Download files in an instant with unlimited access to the Internet via a high-speed cable modem.	
<i>americast localcast</i> service/non-video customers	\$49.95
<i>americast premiercast</i> service customers	\$45.00
Installation, Equipment and Service Charges	One-Time
Standard Installation – 2 TVs Non-Wired or up to 4 TVs Pre-wired	\$44.99
Re-connect/Reactivate Service – Same Subscriber	\$29.99
Transfer & Install Service	\$34.99
Additional Outlet – Same Trip (Excludes Custom Installation)	\$29.99
Additional Outlet – Separate Trip (Excludes Custom Installation)	\$44.99
Relocate Outlet – Same Trip (Excludes Custom Installation)	\$29.99
Relocate Outlet – Separate Trip (Excludes Custom Installation)	\$44.99
Tuner Delivery and Installation – Separate Trip (A/O Upgrade)	\$29.99
Downgrade Tuner Pickup	\$29.99
Downgrade to <i>americast localcast</i> service	\$44.99
Upgrade from <i>americast localcast</i> to <i>americast premiercast</i> service	\$29.99
Install Customer Equipment – VCR, DVD, Stereo** – Same Trip	No Charge
Install Customer Equipment – VCR, DVD, Stereo** – Separate Trip	\$44.99
Install A/B Switch – Same Trip (Switch Kit Addl.)	No Charge
Install A/B Switch – Separate Trip (Switch Kit Addl.)	\$29.99
A/B Switch Kit Purchase	\$5.00
Custom Installation Charge – Wallfish (ea.)	\$34.99
Cable/Satellite Integrated Additional Custom Installation Charge	\$44.99
Hourly Service Charge – For Non-Standard Installation Work	\$44.99
Electronic Upgrade or Lateral Change	\$9.99
Electronic Downgrade	No Charge
Delinquent Processing Charge	\$5.00
Field Collection Charge	\$24.99
Returned Check Charge	\$24.99
Damaged/Unreturned Tuner	\$200.00
Damaged/Unreturned Remote	\$14.99

Service Deposit	\$100.00
Cable Modem Service Installation Charge w/o Video (Ethernet Card Incl. if Req.)	\$99.99
Cable Modem Service Installation Charge with Video (Ethernet Card Incl. if Req.)	\$49.99
Cable Modem Service Ethernet Card – Separate Trip	\$39.99
Damaged/Unreturned Cable Modem	\$149.99
Device for Hearing Impaired	Call for Price

Special Restrictions: Monthly service prices do not include installation or pay-per-view purchases. Rates and services available are subject to applicable state tax and local franchise/communications tax and are subject to change. **Services available where facilities permit in wired serviceable areas only.** Sales tax may apply to equipment purchase. EZ-Smart Terminals may be required for non-compatible TVs at additional cost to receive all *americast premiercast* services. Initial standard installation includes up to two new standard outlets (or four existing outlets). Additional & custom outlets can be installed for additional charge. Other restrictions apply. Service deposit may be required. *Requires EZ-Smart Terminal at an additional \$3.99 per month. **Install Customer Equipment – excludes installation of Home Theater Units, which will be connected based on a time and material basis using the Hourly Service Charge Rate of \$44.99 per hour.

Installation and Service Policies

As part of our goal to provide you with the best customer service possible, BellSouth has adopted the following installation and service policies. All of these policies either meet or exceed the FCC and local franchising authority standards.

Standard installations will be performed within seven (7) business days after an order has been placed. “Standard” installations are those that are located up to 150 feet from the existing distribution system. However, installation appointments may be scheduled in excess of seven (7) days, in areas where the television distribution system is being newly constructed.

BellSouth will begin working on “service interruptions” promptly and in no event later than 24 hours after the interruption becomes known.

Excluding conditions beyond its control, BellSouth will begin actions to correct other service problems no later than the next business day after notification of the service problem.

The “appointment window” alternatives for installations, service calls, and other installation activities will be a four-hour time block during normal business hours.

BellSouth will not cancel an appointment with you after the close of business on the business day prior to the scheduled appointment.

If a BellSouth representative is running late for an appointment with you and will not be able to keep the appointment as scheduled, you will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for you.

Consumer Equipment Compatibility Notice

As a BellSouth® *americast*® customer, you should know the following information regarding the compatibility of your BellSouth *americast* service with your TV or VCR.

BellSouth has constructed an extremely advanced network using cutting-edge technologies. Due to the advanced nature of this network, certain terms that follow need to be defined for your understanding.

Analog Channel: A normal, unscrambled TV channel similar to what would be received from a rooftop antenna or a typical cable system.

EZ-Smart Terminal: An advanced analog receiver that tunes and, if authorized, descrambles encrypted analog premium and pay-per-view services.

EZ-Smart Terminals:

One of the reasons you subscribe to BellSouth *americast* service is that we offer many more channels of programming than you are able to receive off the air. You may already have a TV receiver and/or VCR that can tune to all the unencrypted analog channels we provide. Or you may have older or less capable equipment that does not tune to all the cable channels. In this case, BellSouth can provide you with an EZ-Smart Terminal, a high-quality converter with remote which will allow you to receive all analog channels at a cost of only \$3.99 a month, or you can purchase a similar device at many consumer electronics stores. Please note that if you subscribe to an *Advantage* package, BellSouth will provide an EZ-Smart Terminal for one outlet at no charge, which will allow the reception of all unencrypted analog channels as well as BellSouth encrypted analog channels to which you subscribe. If you do not subscribe to an *Advantage* package and want access to interactive or pay-per-view services, or want premium services on secondary outlets, BellSouth will provide an EZ-Smart Terminal(s) with remote for \$3.99 per month each.

Even if you have a TV or VCR that was advertised as being “cable-ready” and supposedly able to receive all cable channels, you may still need an EZ-Smart Terminal. This is because in the past there have not been governmental or industry standards defining the reception of cable channels. Thus your television or VCR, however it may have been advertised, may not tune to all the channels we provide. According to federal government rules, by October 31, 1994, TVs and VCRs sold in the U.S. cannot be called “cable-ready” unless they comply with new requirements, including the capability to properly tune cable channels. In addition, some TVs and VCRs may exhibit interference due to poor tuner shielding and/or poor electrical performance. If this is the case with your equipment, your reception may improve with the use of an EZ-Smart Terminal.

Also, because BellSouth transmits certain premium channels we provide using advanced analog encryption, you will need an EZ-Smart Terminal should you wish to receive these channels – even if you have a TV that tunes our cable channels. The EZ-Smart Terminal will “convert” the analog channels to channel 3 on your TV and/or VCR. Please understand that the process of converting all of our channels to channel 3 means that you can only receive one channel at a time through the EZ-Smart Terminal. This means that there may be certain features of your TV and VCR that depend on channel tuning that you may not be able to use: For instance, 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.

Should you wish to use some of the features noted above, we can provide you with supplemental equipment and technical assistance. This equipment might include an additional EZ-Smart Terminal, or, if you have a receiver that can tune all of our cable channels, a splitter/switch combination that will enable you to bypass the EZ-Smart Terminal and tune all unencrypted analog channels with your TV and VCR. Please contact us regarding your wishes and we will be happy to give you a schedule of charges for such equipment. In addition, you may purchase bypass switches at retail outlets.

Remote Controls:

The EZ-Smart Terminal that we provide can be operated by a battery-powered, hand-held remote control, which is provided with your Terminal. If you wish to have additional remotes, or if you lose the one provided with your Terminal, you may purchase one through BellSouth. For inquiries on availability and pricing, please call Customer Service. It is possible that the remote control that came with your TV and VCR is capable of operating some or all of the functions of the EZ-Smart Terminal. If so, feel free to use it to the extent possible. If you choose, you may buy a “universal” remote-control device that will control the functions of the BellSouth EZ-Smart Terminal, as well as a variety of other consumer electronic equipment.

Below is a list of several universal remote-control devices known to be compatible with the EZ-Smart Terminal:

– Realistic (Radio Shack) 15-1911 – Best Buy “Universal” RMV14 – RCA d900
– Hi-Fi Buys “One for all” VRC2099 – Zenith ST 124-212-23

Please refer to the manufacturer’s listing of compatible terminals and consumer equipment to ensure that it meets your needs. You can buy universal remotes at many appliance, electronics or department stores. To update our list, we welcome any information on other universal remotes compatible with our EZ-Smart Terminal.

Subscriber Privacy Notice

Pursuant to federal law, subscribers to cable television service are entitled to a notice from open system or cable operators (“system operators”) regarding the nature and use of personally identifiable information collected with respect to subscribers, the nature, frequency, and purpose of any disclosures of such information, the period during which such information will be maintained, the rights of subscribers concerning such information, and the limitations with respect to the collection and disclosure of such information.

We consider personally identifiable subscriber information we keep to be confidential and will not disclose to third parties personal information that we maintain regarding subscribers unless it is necessary to render a cable service or other service to you or to carry out related business activities in the ordinary course of business at a frequency dictated by business needs. The types of persons to whom such subscriber information may be disclosed include our employees, employees of related or affiliated legal entities, agents, billing and collection services. Personally identifiable information also may be disclosed to governmental taxing or regulatory authorities in furtherance of our legitimate business activities, pursuant to federal law authorizing disclosure pursuant to court order if the subscriber is notified of such order by the person to whom the order is directed. If such a court order is sought by a governmental entity, federal law requires that you be afforded an opportunity to appear and contest any claims made in support of the order. Certain personally identifiable information may also be disclosed to a government entity pursuant to the USA PATRIOT Act of 2001.

Federal law permits a system operator to use its system to collect personally identifiable subscriber information in order to obtain information necessary to render a cable service or other service provided by the operator to the subscriber or to detect unauthorized reception of communication, or for other purposes upon the written or electronic consent of the subscriber. Information contained in transmissions directed at our network is information necessary to provide the service you have requested.

Information included in our business records generally is used to assure you are properly billed, to help us provide reliable and quality service, to provide you with information regarding service you receive and for accounting, tax, and business purposes. Information on subscriber use is used to understand subscriber preferences associated with the services offered, to process orders and requests with advertisers and independent service providers, to structure the network and communications to you so as to better and more efficiently provide our services, and to permit tracing of unauthorized transactions and access.

In order to assist us in providing you with service, we maintain regular business records that contain the following types of personally identifiable information: your name, address, telephone numbers, subscriber correspondence, credit information, records of billing, maintenance and repairs, and payment. Additionally, we keep credit information, records regarding the service options and features you have chosen, the location of television sets in your home, and demographic information such as the numbers and ages of persons in your household. The information we collect as part of our service provided to you includes information which assists us in providing you with more relevant and directed information based upon your choices and viewing. We keep records which are associated with your satisfaction and use of services and information obtained from subscriber interviews, questionnaires, and collection of personally identifiable information regarding subscriber preferences, choices in the services and features offered, including the programs viewed, services and products ordered, duration and time of use, and other information regarding subscriber’s use including use of remote-control features, navigator menus, and frequency and duration of such use.

Unless you object, federal law allows system operators to disclose certain, specified information to others for non-cable-related purposes, including parties engaged in non-cable-related advertising and marketing. Under federal law, such disclosure is limited to your name, address, and the services to which you subscribe, but cannot include the extent of your viewing or use of a particular service or any transaction you make over the system. We do not propose, however, to provide any such personally identifiable subscriber information for non-cable-related purpose. If we change our policy and determine to provide such information, we will notify you of the same and afford you an opportunity to have us remove your information from such disclosure.

We will maintain personally identifiable information as long as it is necessary for our business purposes. This period of time lasts as long as you are a subscriber and so long as it is necessary for business purposes, including tax and accounting requirements.

You have the right to inspect our records that contain information about you and to correct any errors in such information. If you wish to inspect records about you, please notify us in writing thirty (30) days in advance and an appointment will be arranged promptly during our regular business hours. Cable subscribers to services provided by system operators are entitled to enforce their rights under federal law.

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