

RENEWAL AGREEMENT
CABLE TELEVISION FRANCHISE
FOR
THE TOWN OF ASHLAND,
NEW HAMPSHIRE

TABLE OF CONTENTS

INTRODUCTION.....	1
ARTICLE 1 - DEFINITIONS.....	2
SECTION 1.1 – DEFINITIONS	2
ARTICLE 2 - GRANT OF FRANCHISE RENEWAL	6
SECTION 2.1 – GRANT OF FRANCHISE RENEWAL	6
SECTION 2.2 – TERM: NON-EXCLUSIVITY	6
SECTION 2.3 – RENEWAL OF FRANCHISE.....	6
SECTION 2.4 – NON-EXCLUSIVITY OF FRANCHISE [SEE RSA 53-C:3-B].....	6
SECTION 2.5 – RESERVATION OF AUTHORITY	7
SECTION 2.6 – POLE AND CONDUIT ATTACHMENT RIGHTS.....	8
SECTION 2.7 – POLICE AND REGULATORY POWERS	8
SECTION 2.8 – PROPERTY TAXES	8
ARTICLE 3 - SYSTEM SPECIFICATIONS AND CONSTRUCTION	9
SECTION 3.1 – AREA TO BE SERVED AND LINE EXTENSIONS	9
SECTION 3.2 – SUBSCRIBER NETWORK.....	10
SECTION 3.3 – PARENTAL CONTROL CAPABILITY	10
SECTION 3.4 – EMERGENCY OVERRIDE	10
SECTION 3.5 – DELIVERY OF SIGNALS.....	10
SECTION 3.6 – LEASED ACCESS CHANNELS	11
SECTION 3.7 – SUBSCRIBER NETWORK CABLE DROPS.....	11
ARTICLE 4 - TECHNOLOGICAL AND SAFETY STANDARDS	12
SECTION 4.1 – SYSTEM MAINTENANCE	12
SECTION 4.2 – REPAIRS AND RESTORATION.....	13
SECTION 4.3 – CABLE LOCATION.....	14
SECTION 4.4 – TREE TRIMMING	15
SECTION 4.5 – STRAND MAPS	15
SECTION 4.6 – BUILDING MOVES	15
SECTION 4.7 – DIG SAFE	15
SECTION 4.8 – DISCONNECTION AND RELOCATION	16
SECTION 4.9 – EMERGENCY POWER	16
SECTION 4.10 – NOTIFICATION TO THE POLICE	16
ARTICLE 5 - PROGRAMMING.....	17
SECTION 5.1 – BASIC CABLE SERVICE	17
SECTION 5.2 – PROGRAMMING.....	17
ARTICLE 6 - PEG ACCESS CHANNELS AND SUPPORT.....	18
SECTION 6.1 – PEG ACCESS CHANNEL(S).....	18
SECTION 6.2 – PROGRAMMING EXCLUSIVITY AND NON-COMPETITION.....	19
ARTICLE 7 - CUSTOMER SERVICE AND CONSUMER PROTECTION	20

SECTION 7.1 – CUSTOMER SERVICE	20
SECTION 7.2 – SERVICE INTERRUPTIONS	20
SECTION 7.3 – PROTECTION OF SUBSCRIBER PRIVACY	20
SECTION 7.4 – PROPRIETARY INFORMATION	21
SECTION 7.5 – EMPLOYEE AND VEHICLE IDENTIFICATION	21
SECTION 7.6 – RESIDENTIAL EXTERIOR WIRING	22
SECTION 7.7 – REPAIR PROCEDURES	22
SECTION 7.8 – BILLING AND DISCONNECTION.....	22
SECTION 7.9 – SUBSCRIBER COMPLAINTS	23
SECTION 7.10 – NON-DISCRIMINATION	24
ARTICLE 8 - RATES AND CHARGES	25
SECTION 8.1 – RATES AND CHARGES.....	25
ARTICLE 9 - REGULATORY OVERSIGHT	26
SECTION 9.1 – FRANCHISE FEE PAYMENTS	26
SECTION 9.2 – INDEMNIFICATION	26
SECTION 9.3 – INSURANCE	27
SECTION 9.4 – PERFORMANCE BOND.....	28
SECTION 9.5 – REPORTS	29
SECTION 9.6 – ANNUAL PERFORMANCE REVIEW	29
SECTION 9.7 – EQUAL EMPLOYMENT OPPORTUNITY.....	30
SECTION 9.8 – REVOCATION OF FRANCHISE	30
SECTION 9.9 – NOTICE AND OPPORTUNITY TO CURE.....	30
SECTION 9.10 – TRANSFER OR ASSIGNMENT	31
SECTION 9.11 – SALE OR REMOVAL OF SYSTEM	32
SECTION 9.12 – INCORPORATION BY REFERENCE.....	32
ARTICLE 10 - MISCELLANEOUS	33
SECTION 10.1 – SEVERABILITY	33
SECTION 10.2 – FORCE MAJEURE	33
SECTION 10.3 – EMERGENCY ALERT.....	33
SECTION 10.4 – NOTICES	33
SECTION 10.5 – ENTIRE AGREEMENT	34
SECTION 10.6 – CAPTIONS	34
SECTION 10.7 – APPLICABILITY OF RENEWAL FRANCHISE.....	34
EXHIBIT A.....	36
EXHIBIT B.....	37
EXHIBIT C.....	38
EXHIBIT D.....	40
EXHIBIT E.....	43
EXHIBIT F	46

ASHLAND, NEW HAMPSHIRE FRANCHISE RENEWAL

INTRODUCTION

WHEREAS, Time Warner Cable Northeast LLC, d/b/a Time Warner Cable (hereinafter "Franchisee"), is the duly authorized holder of a franchise to operate a cable television system in the Town of Ashland, New Hampshire (hereinafter the "Town") pursuant to NH R.S.A. 53-C, as amended, said franchise having commenced on February 26, 2002;

WHEREAS, Franchisee filed a written request for a renewal of its franchise by letter in conformity with the Cable Communications Policy Act of 1984 ("Cable Act");

WHEREAS, there has been an opportunity for public comment, as required by Section 626(h) of the Cable Act;

WHEREAS, the Town's Board of Selectmen, as the Franchising Authority has determined that the financial, legal, and technical ability of Franchisee is reasonably sufficient to provide services, facilities, and equipment necessary to meet the future cable-related needs of the community, and desires to enter into this Renewal Franchise with the Franchisee for the construction and continued operation of a cable system on the terms and conditions set forth herein;

WHEREAS, the Franchising Authority, finds that Franchisee has complied with the terms of its previous Franchise; and

WHEREAS, insofar as the State of New Hampshire has delegated to the Franchising Authority the authority to grant a franchise for cable system operation within the Town of Ashland's territorial boundaries, the Franchising Authority hereby exercises its authority to grant a non-exclusive Renewal Franchise permitting the operation of a cable communications system within the Town of Ashland.

NOW THEREFORE, after due and full consideration, the Franchising Authority and Franchisee agree that this Renewal Franchise is issued upon the following terms and conditions:

ARTICLE 1 - DEFINITIONS

SECTION 1.1 – DEFINITIONS

For the purpose of this Renewal Franchise, capitalized terms, phrases, words, and abbreviations shall have the meanings ascribed to them in the Cable Communications Policy Act of 1984, as amended from time to time, 47 U.S.C. §§521 et seq. (the “Cable Act”), and the Revised Statutes Annotated of New Hampshire, as amended from time to time, unless otherwise defined herein.

- (a) Affiliate or Affiliated Person - means any Person who or which controls or owns Company, any Person who or which Franchisee controls or owns, and any Person who or which is under common ownership or control with Franchisee.
- (b) Area Outage - means an Area Outage occurs when cable or equipment is damaged, fails or otherwise malfunctions (collectively called "malfunctions"), and ten or more Subscribers receiving services from that section of cable or that equipment receive unusable or no service as a result of that malfunction.
- (c) Basic Cable Service - means the lowest tier of service which includes the retransmission of local television Broadcast signals and PEG Access Channels, and any other programming signals required by the FCC or Federal or State Law.
- (d) Broadcast - means over-the-air transmission by a radio or television station of signals intended for use by the general public.
- (e) Cable Act – means the Cable Communications Policy Act of 1984, Public Law No. 98-549, 98 Stat. 2779 (1984), 47 U.S.C. 521 et. seq., amending the Communications Act of 1934, as further amended by the 1992 Cable Consumer Protection and Competition Act, Public Law No. 102-385 and the Telecommunications Act of 1996, Public Law No. 104-458, 110 Stat. 56 (1996) and as may be further amended.
- (f) Cable Television System or Cable System – means the facility owned, constructed, installed, operated and maintained by Franchisee in the Town of Ashland, consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designated to provide Cable Service which includes Video Programming and which is provided to multiple Subscribers within a community, but such term does not include (a) a facility that serves only to retransmit the television signals of one or more television Broadcast stations; (b) a facility that serves Subscribers without using any Public Way; (c) a facility of a common carrier which is subject, in whole or in part, to the provisions of Title II of the Cable Act, except that such facility shall be considered a Cable System (other than for purposes of section 621(c) of the Cable Act) to the extent such facility is used in the transmission of Video Programming directly to Subscribers unless the extent of such use is solely to provide interactive on-

demand services; or (d) an open video system that complies with section 653 of this title, or (e) any facilities of any electric utility used solely for operating its electric utility systems.

- (g) Cable Service – means the one-way transmission to Subscribers of (i) Video Programming, or (ii) other programming service, and Subscriber interaction, if any, which is required for the selection or use of such Video Programming or other programming service.
- (h) Drop – means the interconnection between a home or building and the Feeder Cable of the Subscriber Network.
- (i) Effective Date – means May 19, 2014.
- (j) FCC – means the Federal Communications Commission or any successor governmental entity.
- (k) Feeder Cable - means the cable, connected to the trunk cable, from which Cable Service is distributed to multiple Subscribers, as distinguished from trunk cable (which distributes Cable Service throughout the Franchise Area).
- (l) Franchise Area - means all areas located within the Town of Ashland municipal limits as they exist on the Effective Date of the Renewal Franchise, as well as any areas which are annexed by the Town during the term of this Renewal Franchise.
- (m) Franchising Authority - means the Board of Selectmen of the Town of Ashland, New Hampshire, or the lawful designee thereof.
- (n) Franchise Fee - means payment to be made by the Franchisee to, the Town of Ashland, which shall have the meaning set forth in Section 622(g) of the Cable Act, 47 U.S.C. Section 542(g)
- (o) Franchisee - means Time Warner Cable Northeast LLC, or any successor or transferee in accordance with the terms and conditions in this Renewal Franchise.
- (p) Gross Annual Revenues - means any and all payments made to or compensation received by Franchisee, directly or indirectly, from Subscribers, advertisers or other users of the Cable System in connection with the operation of the Cable System to provide Cable Service within the Town, including but not limited to revenues from Subscribers or users in payment for programs received and/or transmitted, pay and subscription TV, fees paid for pay and/or pay-per-view services, charges for connection, disconnection, reinstatement, downgrade, upgrade and any other similar fees, fees paid for Channels designated for commercial use, advertising revenue, all home-shopping service(s) revenues, rentals of Converter boxes, remote control units and other equipment used for the receipt of Cable Service, revenues from Channel leasing to provide Cable Service and

any other moneys that constitute income received from the operation of the Cable System to provide Cable Service. In the event that an Affiliate is responsible for advertising, advertising revenues shall be deemed to be the pro-rata portion of advertising revenues, paid to the Franchisee by an Affiliate, for said Affiliate's use of the Cable System for the carriage of advertising. In the event that an Affiliate receives any compensation or revenues arising out of the operation of the Cable System in the Town for the provision of Cable Service, all such revenues shall be included as Gross Annual Revenues except insofar as such revenues are already included in Franchisee's revenues. Gross Annual Revenues shall not include late fees, Franchise Fees, bad debt or security deposits paid to Franchisee by Subscribers and shall be computed in accordance with Generally Accepted Accounting Principles.

- (q) Multichannel Video Programming Distributor – means a person such as, but not limited to, a cable operator, a multichannel multipoint distribution service, a direct broadcast satellite service, or a television receive-only satellite program distributor, who makes available for purchase, by Subscribers or customers, multiple channels of Video Programming.
- (r) Outlet – means an interior receptacle that connects a television set to the Cable Television System.
- (s) PEG Access Programming or Access Programming – means (i) "Educational:" Non-commercial programming produced by the Town Public Schools, or other educational organizations within the Town as designated by the Franchising Authority, and other non-commercial educational programming offered by them which is not ordinarily offered by operators of cable systems; (ii) "Governmental:" Non-commercial programming produced by the Town departments or agencies and other non-commercial programming offered by them or a duly authorized designee which is not ordinarily offered by operators of cable systems; (iii) "Public:" non-commercial programming produced by the residents of the Town, or produced by an access corporation or non-profit corporation operating within the Town.
- (t) Person - means any natural Person or any association, firm, partnership, joint venture, corporation, or other legally recognized entity, whether for-profit or not-for profit.
- (u) PEG Access Channel or Access Channel – means the use of one or more video channels owned by the Franchisee and made available to the Town of Ashland without charge, for the purpose of transmitting community public, governmental and/or educational Access Programming to Subscribers.
- (v) Private Roads - Private rights of way or non-public roadways not classified as highways by Chapter 231 of the Revised Statutes Annotated of New Hampshire which provide access to two or more free-standing, non-connected residential buildings.

- (w) Public Way – shall mean the surface of, and the space above and below, any public street, highway, freeway, bridge, land path, alley, court, boulevard, sidewalk, way, lane, Public Way, drive, circle or other public right-of-way, including, but not limited to, public utility easements, dedicated utility strips, or rights-of-way dedicated for compatible uses and any temporary or permanent fixtures or improvements located thereon now or hereafter held by the Town, which shall entitle the Franchisee to the use thereof for the purpose of installing, operating, repairing, and maintaining the Cable System. Public Way shall also mean any easement now or hereafter held by the Town for the purpose of public travel, or for utility or public service use dedicated for compatible uses, and shall include other easements or rights-of-way as shall within their proper use and meaning entitle the Franchisee to the use thereof for the purposes of installing, operating, and maintaining the Franchisee’s Cable System over poles, wires, cables, conductors, ducts, conduits, vaults, manholes, amplifiers, appliances, attachments, and other property as may be ordinarily necessary and pertinent to the Cable System.
- (x) Public Buildings – means those buildings owned or leased by the Town for government administrative purposes or by any public school for school purposes, and shall not include buildings owned by the Town or a public school, but leased to third parties or buildings such as storage facilities at which government or school employees are not regularly stationed.
- (y) Renewal Franchise - means this Renewal Franchise agreement and any amendments or modifications in accordance with the terms herein.
- (z) Service Tier(s) – means a category of Cable Service or other services provided by a cable operator for which a separate rate is charged, as may be described and regulated by federal law.
- (aa) Standard Installation – shall mean the standard two hundred foot (200’) Drop connection to the existing distribution system.
- (ab) Subscriber – means a Person or user of the Cable System who lawfully receives Cable Service with the Franchisee’s express permission.
- (ac) Subscriber Network – shall mean the trunk and feeder signal distribution network over which video and audio signals are transmitted to Subscribers.
- (ad) Town – means the Town of Ashland, New Hampshire
- (ae) Video Programming or Programming – shall mean the programming provided by, or generally considered comparable to programming provided by, a television Broadcast station.

ARTICLE 2 - GRANT OF FRANCHISE RENEWAL

SECTION 2.1 – GRANT OF FRANCHISE RENEWAL

- (a) Pursuant to the authority of RSA 53-C and the Cable Act, the Franchising Authority hereby grants a non-exclusive Renewal Franchise to Time Warner NY Cable LLC, a Delaware Corporation, authorizing and permitting Franchisee to construct, operate and maintain a Cable Television System in the Public Ways within the municipal limits of the Town of Ashland. Nothing in this Renewal Franchise shall be construed to prohibit the Franchisee from offering any service over its Cable System that is not prohibited by federal or state law.
- (b) This Renewal Franchise is granted under and in compliance with the Cable Act and RSA 53-C of the Laws of New Hampshire, and in compliance with all rules and regulations of the FCC and other applicable rules and regulations in force and effect during the period for which this Renewal Franchise is granted.
- (c) Subject to the terms and conditions herein, the Franchising Authority hereby grants to the Franchisee the right to construct, upgrade, install, operate and maintain a Cable Television System within the Public Ways.

SECTION 2.2 – TERM: NON-EXCLUSIVITY

The term of this non-exclusive Renewal Franchise shall be for a period of seven (7) years, commencing on May 19, 2014, following the expiration of the current franchise, and shall terminate at midnight on May 18, 2021: The term of this Renewal Franchise including any extension thereof, is subject to all provisions of New Hampshire law and applicable federal law, as such laws may be from time to time amended.

SECTION 2.3 – RENEWAL OF FRANCHISE

The renewal of this Renewal Franchise shall be governed by applicable federal law and regulations promulgated thereunder and by applicable New Hampshire law.

SECTION 2.4 – NON-EXCLUSIVITY OF FRANCHISE [See RSA 53-C:3-b]

- (a) The Franchisee acknowledges and agrees that the Franchising Authority reserves the right to grant one or more additional Franchises to other Cable Service providers within the Town for the right to use and occupy the Public Ways; provided, however, that in accordance with RSA Chapter 53-C and not inconsistent with federal law, the Franchising Authority shall not grant any additional Franchises for Cable Service within its jurisdiction on terms or conditions more favorable or less burdensome than those in this Renewal Franchise.

- (b) In the event that the Franchisee believes that any additional franchise has been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal Franchise, the Franchisee may so notify the Franchising Authority in writing and may request that the Franchising Authority convene a hearing on such issue. Along with said written request, the Franchisee shall provide the Franchising Authority with written reasons for its belief. At said hearing, the Franchisee shall have an opportunity to demonstrate that any such additional franchise is on terms more favorable or less burdensome than those contained in this Renewal Franchise. The Franchisee shall provide the Franchising Authority with such financial or other relevant information as is reasonably necessary to assess Franchisee's claim.
- (c) Should the Franchising Authority find that any such additional Franchise has been granted on terms and conditions more favorable or less burdensome than those contained in this Renewal Franchise, the Franchising Authority shall consider and negotiate, in good faith, equitable amendments to this Renewal Franchise within reasonable time.
- (d) The issuance of additional Franchise(s) shall be subject to all applicable federal and state laws, including RSA 53-C:3-b and applicable regulations promulgated thereunder.
- (e) The Franchising Authority shall convene a public hearing on the issue of whether an existing or future Cable Service provider in the Town has been provided relief by the Franchising Authority from any obligation of its franchise within sixty (60) days of Franchisee's written notification to the Franchising Authority requiring such relief, unless otherwise mutually agreed to. Franchisee shall provide reasons for its belief in the notification. At the public hearing, the Franchising Authority shall afford the Franchisee an opportunity to demonstrate that any existing or future service providers in the Town have been provided relief by the Franchising Authority from any obligation of its Cable Television Franchise. The Franchisee shall provide the Franchising Authority with such financial or other relevant information as is requested to justify its belief; provided, however, that the parties' counsels mutually and reasonably deem said information is non-proprietary. In the event that the Franchising Authority finds that an existing or future Cable Service provider in the Town has been provided relief by the Franchising Authority from any obligation of its franchise, then the Franchisee shall be awarded an equivalent amount of relief from obligations herein. Such relief shall be in writing and in the form of an amendment to this Franchise.

SECTION 2.5 – RESERVATION OF AUTHORITY

Nothing in this Renewal Franchise shall (i) abrogate the right of the Town to perform any public works or public improvements of any description, (ii) be construed as a waiver of any codes or bylaws/ordinances of general applicability and not specific to the Cable Television System, the Franchisee, or this Renewal Franchise, or (iii) be construed as a waiver or release of the rights of the Town in and to the Public Ways. Any conflict between the terms of this Renewal Franchise

and any present or future exercise of the Town's police and regulatory powers shall be resolved by a court of appropriate jurisdiction.

SECTION 2.6 – POLE AND CONDUIT ATTACHMENT RIGHTS

Pursuant to RSA 231:161, permission is hereby granted to the Franchisee to attach or otherwise affix including, but not limited to cables, wire, or optical fibers comprising the Cable Television System to the existing poles and conduits on and under public streets and ways, provided the Franchisee secures the permission and consent of the public utility companies to affix the cables and/or wires to their pole and conduit facilities. By virtue of this Renewal Franchise the Franchising Authority grants Franchisee equal standing with power and telephone utilities in the manner of placement of facilities on Public Ways, subject to the lawful exercise of the authority of the Franchising Authority to approve the location of all installations in the Public Ways, and subject to the Town's lawful use of the Public Ways.

SECTION 2.7 – POLICE AND REGULATORY POWERS

Franchisee's rights are subject to the powers of the Franchising Authority to adopt and enforce general ordinances necessary for the safety and welfare of the public, provided that such ordinances are of general applicability and not specific to the Cable System, the Franchisee, or this Franchise; and to adopt and enforce general ordinances necessary for the safety and welfare of the public, provided that such ordinances are of general applicability and not specific to the Cable System, the Franchisee, or this Franchise; and to adopt and enforce ordinances and regulations pertaining to cable rates and Cable Service but only to the extent authorized or allowed by state law, federal law and regulations of the FCC.

SECTION 2.8 – PROPERTY TAXES

(a) Pursuant to RSA 72:23, I(b), which is hereby incorporated by reference as if restated herein, and other New Hampshire laws on taxation, it is a material term of the Franchise for Franchisee to pay lawfully assessed personal and real property taxes when due. Failure to do so shall be cause for Franchising Authority to provide a written notice to Franchisee to show cause by a date certain specified in the notice as to why this Franchise should not be revoked pursuant to Section 9.8 of the Franchise.

(b) Nothing in this Franchise shall be deemed a waiver or relinquishment of any rights, defenses or claims that Franchisee may have with respect to the application of any law referenced in this Section 2.8 to Franchisee's services or the operation of its Cable System.

ARTICLE 3 - SYSTEM SPECIFICATIONS AND CONSTRUCTION

SECTION 3.1 – AREA TO BE SERVED AND LINE EXTENSIONS

- (a) The Franchisee shall make Cable Service available to all unserved areas within the Town with a density of at least fifteen (15) homes per unserved mile (“HPM”). In areas that do not meet the minimum density of 15 HPM, Time Warner Cable will contribute \$500 per Subscriber that agrees to a one year service contract toward the cost of plant construction, with the Subscriber(s) sharing, on a pro rata basis, the balance of construction costs to receive service; provided, however, the Franchisee is able to obtain from property owners any necessary easements and/or permits in accordance with Cable Act and on reasonable terms and conditions. Subject to the density requirement, Franchisee shall offer Cable Service to all new homes or previously unserved homes located within two hundred feet (200’) of the Franchisee’s distribution cable and capable of an aerial installation.
- (b) Franchisee shall complete construction of any such Subscriber connections within sixty (60) days of either a written request for such connection by the occupant or owner of the dwelling or within sixty (60) days of the date from which all necessary easements, pole permits, and utility approvals are obtained, whichever occurs later, taking into account, and subject to weather, force majeure, performance or make ready, availability of construction crews and materials. If requested by the Franchising Authority, Franchisee shall provide a written report to the Franchising Authority completely explaining its failure to meet the time frame stated herein.

For non-Standard Installations the Franchisee shall offer said service within ninety (90) days of a Subscriber requesting such for aerial installations and one hundred eighty (180) days, weather permitting, of a Subscriber requesting such for underground installations.

- (c) Installation costs shall conform to the Cable Act. Any dwelling unit within two hundred feet (200 ft.) of the distribution cable, and capable of an aerial installation shall be entitled to a Standard Installation rate. Installations of more than two hundred feet (200 ft.) or underground installations shall be provided at a rate established by the Franchisee in accordance with applicable federal and state laws. For installations more than two hundred feet aerial (200 ft.) from the dwelling unit, the first two hundred feet (200 ft.) shall be at the Standard Installation rate.
- (d) Provided Franchisee has at least ninety (90) days’ prior written notice concerning the opening of residential subdivision trenching, or of the installation of conduit for the location of utilities, it shall install its cable in such trenching or conduits or may seek permission to utilize alternative trenching or conduits within a comparable time frame. If a substantial quantity of cable is required for a large subdivision and said quantity is not in stock, the Franchisee shall be allowed additional time for said installation. The Franchising Authority, or its designee, shall exercise reasonable efforts to have the Planning Board and developers give timely written notice of trenching and underground

construction to the Franchisee. The developer shall be responsible for the digging and back-filling of all trenches.

SECTION 3.2 – SUBSCRIBER NETWORK

- (a) The Franchisee shall maintain a Cable Television System, fully capable of carrying a minimum bandwidth of at least 750 MHz.
- (b) The Cable System shall be designed and constructed so that television station broadcast signals received by the Franchisee in stereo are transmitted in stereo to Subscribers. Consistent with 47 U.S.C. § 534 (b), Franchisee shall comply with all federal regulations concerning the transmission of advanced television signals.
- (c) Notifications to Subscribers and the Franchising Authority regarding changes in rates, Programming services or channel positions shall be made in accordance with applicable FCC regulations, currently 47 C.F.R. part 76, at Sections 76.1602, 76.1603 and 76.1619, as they may be amended. These regulations are attached hereto and incorporated herein at **Exhibit C**.
- (d) Franchisee shall also comply with the requirements of N.H. RSA 53-C:3-d, as it may be amended, regarding annual notices to Subscribers and the Franchising Authority.

SECTION 3.3 – PARENTAL CONTROL CAPABILITY

- (a) Pursuant to federal law and upon request, the Franchisee shall provide Subscribers with the capability to control the reception of any channels on the Cable System, with charge for same in accordance with FCC rules.
- (b) If the Subscriber chooses to use a converter to achieve the parental control capability, Franchisee may charge Subscriber for use of the converter.

SECTION 3.4 – EMERGENCY OVERRIDE

The Cable System shall comply with the FCC Emergency Alert System in accordance with the requirements of the FCC at 47 C.F.R., Part 11.

SECTION 3.5 – DELIVERY OF SIGNALS

The Franchisee will abide by the applicable provisions of the Consumer Electronics Equipment Compatibility provision of federal law (currently 47 U.S.C. §544a).

SECTION 3.6 – LEASED ACCESS CHANNELS

Pursuant to 47 U.S.C. §532, the Franchisee shall make available channel capacity for commercial use by persons unaffiliated with the Franchisee. Rates for use of commercial access channels shall be negotiated between the Franchisee and the commercial user in accordance with federal law.

SECTION 3.7 – SUBSCRIBER NETWORK CABLE DROPS

- (a) The Franchisee shall provide one standard Cable Drop, Outlet and Basic Cable Service and at no charge to the Franchising Authority, to each Public Building located along the existing cable route as of the Effective Date, as listed in **Exhibit A** attached hereto, provided the same are located within 200 feet of the cable distribution system and capable of an aerial installation.
- (b) Franchisee shall provide at no charge one (1) Drop, Outlet, Basic Cable Service at no charge to all new Public Buildings, along the distribution cable subject to the building being located within 200 feet of the cable distribution system and capable of an aerial installation. This obligation shall pertain to any new or relocated Public Building throughout the term of this Renewal Franchise, which shall be wired within three (3) months, weather permitting, of a written request delivered to Franchise by the Franchising Authority. The Franchising Authority or its designee shall consult with a representative of the Franchisee to determine the appropriate location for each Outlet prior to requesting that the Franchisee install the free service. If additional equipment is needed to view basic cable service, the Town shall be responsible for the monthly cost of said equipment, if any.
- (c) Nothing in this Section shall require the Franchisee to move existing Drops or Outlets, as listed in **Exhibit A**, or install an additional Drop or Outlet to any existing Public Building which already has a free Drop or Outlet.
- (d) It is understood that the Franchisee shall not be responsible for any internal wiring of such Public Buildings.

ARTICLE 4 - TECHNOLOGICAL AND SAFETY STANDARDS

SECTION 4.1 – SYSTEM MAINTENANCE

- (a) In installing, operating and maintaining equipment, cable and wires, the Franchisee shall avoid damage and injury to trees, structures and improvements in and along the routes authorized by the Franchising Authority, except as may be approved by the Franchising Authority if required for the proper installation, operation and maintenance of such equipment, cable and wires.
- (b) The construction, maintenance and operation of the Cable Television System for which this Renewal Franchise is granted shall be done in conformance with all applicable laws, bylaws of general applicability, codes and regulations, including but not limited to OSHA, the National Electrical Safety Code, and the rules and regulations of the FCC as the same exist or as same may be hereafter changed or amended.
- (c) Operating and maintenance personnel shall be trained in the use of all safety equipment and the safe operation of vehicles and equipment. The Franchisee shall install and maintain its equipment, cable and wires in such a manner as shall not interfere with any installations of the Franchising Authority or any existing facilities of public utility serving the Franchising Authority.
- (d) All structures and all equipment, cable and wires in, over, under, and upon streets, sidewalks, alleys, and public rights of way of the Town, wherever situated or located shall at all times be kept and maintained in a safe and suitable condition and in good order and repair.
- (e) The Cable System shall be operated and maintained so as to comply with the technical standards set forth in the FCC's rules and regulations as they apply to Cable Television systems.
- (f) The Franchising Authority reserves the right to inspect all construction and installation work for compliance with applicable laws, codes, ordinances and regulations and with provisions of the Renewal Franchise. The Franchising Authority or its designee(s) shall have the right to inspect the plant or equipment of the Franchisee in the Town at reasonable times and under reasonable circumstances. The Franchisee shall fully cooperate in such inspections; provided, however, that such inspections are reasonable and do not interfere with the operation or the performance of the facilities of the Cable System, and that such inspections are conducted after reasonable notice to the Franchisee. The Franchisee shall be provided prior written notice of said inspections and shall be entitled to have a representative present during such inspections. All inspections shall be at the expense of the Franchising Authority.

- (g) All lines, cables and distribution structures and equipment, including poles and towers, erected by Franchisee within the Town shall be located so as not to obstruct or interfere with the proper use of the Public Ways, as defined herein, and not to interfere with the existing public utility installation. Franchisee shall have no vested right in a location except as granted herein by the Renewal Franchise, and such construction shall be removed by Franchisee at its own cost and expense whenever the same restricts or obstructs or interferes with the operation or location of said Public Ways, provided, however, that this standard shall apply to all Persons or entities owning lines, cables, and distribution structures, and equipment located in the Public Ways, and provided further that the Franchisee shall not be required to remove any such construction solely to accommodate needs of competing Cable Systems or other providers of Cable Services or Video Programming.
- (h) Upon written notice from the Franchising Authority, the Franchisee shall remedy a general deficiency with respect to the technical standards described herein within sixty (60) days of receipt of notice and a safety deficiency within forty-eight (48) hours of receipt of notice and shall notify the Franchising Authority when the deficiency has been corrected. The Franchising Authority may request in writing, and if so the Franchisee shall provide, progress reports at fourteen (14) day intervals on the status of repair efforts during the sixty (60) day period.

SECTION 4.2 – REPAIRS AND RESTORATION

- (a) Franchisee shall adhere to the performance standard set by the FCC. Whenever it is necessary to interrupt service for the purpose of making repairs, adjustments, installation or other maintenance activities, Franchisee shall do so at such time as will cause the least inconvenience to Subscribers. Except where there exists an emergency situation necessitating a more expeditious procedure, the Franchisee may interrupt service for the purpose of repairing or testing the Cable System, only between the hours of 12:00 AM and 7:00 AM.
- (b) Whenever the Franchisee takes up or disturbs any pavement, sidewalk or other improvement of any public right of way or public place, the same shall be replaced and the surface restored in as good condition as reasonably possible as before entry as soon as practicable, subject to all Town of Ashland permitting and code specifications and those of general applicability. If not so repaired or restored, the Franchising Authority shall notify the Franchisee in writing and such repair or restoration shall be made within seven (7) days, unless delayed by weather or events beyond the reasonable control of Franchisee, unless otherwise agreed by Franchisee and the Franchising Authority. Upon failure of the Franchisee to comply within the time specified (unless the Franchising Authority sets an extended time period for such restoration and repairs) or if such damage presents an emergency situation presenting a threat to public safety, the Franchising Authority may cause proper restoration and repairs to be made and the reasonable expense of such work shall be paid by the Franchisee upon demand by the Franchising Authority.

- (c) Upon the failure, refusal or neglect of Franchisee to cause any work required by law or by this Renewal Franchise to be properly completed in any Public Way within the time prescribed, the Franchising Authority may cause such work or other act to be performed or completed in whole or in part, and prior to so doing shall submit to Franchisee in advance an itemized estimate of the cost thereof. Franchisee shall, within thirty (30) days after receipt of a statement of the actual cost incurred, pay to the Franchising Authority the entire amount thereof. The Franchising Authority, at its option, and in its sole discretion, may draw upon the bond described herein to recover any cost incurred pursuant to this section, should Franchisee fail to pay such costs within thirty (30) days of receipt of the statement of these costs, subject to the Franchising Authority complying with the notice and opportunity to cure provisions of Section 9.9 below.
- (d) The Franchisee shall be subject to all laws of general applicability regarding private property in the course of constructing, installing, operating and maintaining the Cable System in the Town. The Franchisee shall, at its sole cost and expense, promptly repair or replace all private property, real and personal, damaged or destroyed as a result of the construction, installation, operation or maintenance of the Cable System.

SECTION 4.3 – CABLE LOCATION

- a) In all areas of the Town of Ashland where public utility lines located underground, Franchise shall locate its Cable System underground.
- b) In all areas of the Town of Ashland where public utility lines are aeriually placed, if subsequently during the term of the Renewal Franchise such public utility lines are required by local ordinance or State law to be relocated aeriually or underground, Franchisee shall similarly relocate its Cable System if it is given reasonable notice and access to the public and municipal utilities facilities at the time that such are placed underground. Any costs of relocating utility poles or trenching for the placement of underground conduits shall be proportionally shared by or reimbursed to, if applicable, all affected companies, as provided by law.
- (c) Nothing in this Section 4.3 shall be construed to require the Franchisee to construct, operate, or maintain underground any ground-mounted appurtenances such as customer taps, line extenders, system passive devices, amplifiers, power supplies, pedestals, or other related equipment.
- (d) The rights and privileges granted hereby shall not be in preference or hindrance the right of the Franchising Authority, or other governmental agency, improvement district or other authority having jurisdiction, to perform or carry on any public works or public improvements, and should the Cable System in any way interfere with the construction, maintenance or repair of such public works or improvements, Franchisee shall, at its own expense, protect or relocate its system or part thereof, as directed by Franchising Authority or other authority having jurisdiction.

SECTION 4.4 – TREE TRIMMING

The Franchisee shall have authority to trim trees upon and overhanging public streets, alleys, sidewalks and ways and places of the Town so as to prevent the branches of such trees from coming in contact with the wires, cables and equipment of the Franchisee, in accordance with applicable state law and any Franchising Authority bylaws and regulations. Notwithstanding the foregoing, the authority granted herein to trim trees is subject to state law, including, but not limited to, state laws governing scenic roads, including but not limited to New Hampshire RSA 231:157 and 158. In addition, Franchisee shall comply with all ordinances, laws or regulations of general applicability pertaining to designated historic districts and scenic roads in the Town.

SECTION 4.5 – STRAND MAPS

Within sixty (60) days from an initial request in writing from the Franchising Authority, the Franchisee shall make available to the Franchising Authority a complete set of strand maps of the Franchise Area, and on which will show the Franchisee's cable in those areas in which its facilities exist and the location of all streets. Upon sixty (60) days' written request by the Franchising Authority, but not more than once annually, Franchisee shall provide updated maps to the Franchising Authority.

SECTION 4.6 – BUILDING MOVES

In accordance with applicable laws, the Franchisee shall, upon the written request of any Person holding a building moving permit issued by the Franchising Authority, temporarily raise or lower its wires to permit the moving of the building(s). The Franchisee shall be given not less than thirty (30) days' advance written notice to arrange for such temporary wire changes. The cost to raise or lower wires shall be borne exclusively by the Person(s) holding the building move permit.

SECTION 4.7 – DIG SAFE

The Franchisee shall comply with all applicable "dig safe" provisions, pursuant to RSA 374:51 of the New Hampshire Laws.

SECTION 4.8 – DISCONNECTION AND RELOCATION

- (a) The Franchisee shall, at its sole cost and expense, protect, support, temporarily disconnect, relocate in the same street, or other Public Right of Ways, or remove from any street or any other Public Ways and places, any of its property as required by the Franchising Authority or its designee by reason of traffic conditions, public safety, street construction, change or establishment of street grade, or the construction of any public improvement or structure by any Town department acting in a governmental capacity.
- (b) In requiring the Franchisee to protect, support, temporarily disconnect, relocate or remove any portion of its property, the Franchising Authority shall treat Franchisee the same as, and require no more of Franchisee, than any utility.
- (c) In either case, the Franchisee shall have the right to seek reimbursement under any applicable insurance or government program for reimbursement.

SECTION 4.9 – EMERGENCY POWER

The Cable System shall incorporate equipment capable of providing standby powering of the headend on the Cable System for a minimum of twenty-four (24) hours upon failure of the power furnished by the electric utility company, unless for reasons of force majeure.

SECTION 4.10 – NOTIFICATION TO THE POLICE

Agents and contractors hired by the Franchisee to perform any substantial work on the Cable Television System in the Public Ways in the Town that disrupts or has the potential to disrupt the flow of traffic and/or is for an extended period (more than half a day) shall inform the Town Police Department of the work location within the Town and provide relevant vehicle identification.

ARTICLE 5 - PROGRAMMING

SECTION 5.1 – BASIC CABLE SERVICE

The Franchisee shall make available a Basic Cable Service Tier to all Subscribers in accordance with 47 U.S.C. Section 534.

SECTION 5.2 – PROGRAMMING

- (a) Pursuant to 47 U.S.C. Section 544, the Franchisee shall maintain the mix, quality and broad categories of Video Programming as set forth in **Exhibit B**. Pursuant to federal law, all Video Programming decisions, excluding PEG Access Programming, are at the sole discretion of the Franchisee.
- (b) Franchisee shall comply with 47 C.F.R. Section 76.1603 of the FCC Rules and Regulations regarding notice of programming changes, and any successor regulations.

ARTICLE 6 - PEG ACCESS CHANNELS AND SUPPORT

SECTION 6.1 – PEG ACCESS CHANNEL(S)

- (a) Franchisee agrees to continue to provide to the Town, at no cost to the Town or its Subscribers, the ability to receive on the Basic Tier, any PEG Access Channels from the Town of Plymouth.
- (b) The Franchisee shall maintain the PEG Access Channel(s), and shall monitor the PEG Access Channel(s) for technical signal quality and shall ensure that they are maintained at standards commensurate with those that apply to the Cable System's commercial Channels pursuant to FCC technical standards. The Franchising Authority shall be responsible for the picture quality of all PEG Access Programming at the demarcation point, which shall be the output of the modulator, or comparable equipment.

If the Franchising Authority requests a dedicated PEG Access Channel , the Franchisee and the Franchising Authority shall meet and discuss in good faith the provision of an access channel dedicated to the Franchising Authority, a potential origination location, PEG capital funding and extension of the term of this Renewal Franchise.

- (c) Use of channel capacity for public, educational and governmental ("PEG") access shall be provided in accordance with federal law, 47 U.S.C. 531, and as further set forth below. Franchisee does not relinquish its ownership of or ultimate right of control over a channel by designating it for PEG use. A PEG access user, whether an individual, or an educational or governmental user, acquires no property or other interest by virtue of the use of a channel so designated and may not rely on the continued use of a particular channel number, no matter how long the same channel may have been designated for such use. Provided, however, that PEG Access Channel(s) shall be located on the Basic Cable Service Tier, and provided further that the Franchisee shall seek to minimize changes to PEG Channel numbers and PEG Channel placement within programming tiers. Franchisee shall not exercise editorial control over any public, educational, or governmental use of channel capacity, except Franchisee may refuse to transmit any public access program or portion of a public access program that contains obscenity, indecency, or nudity pursuant to Section 611 of the Cable Act. The Franchising Authority shall be responsible for developing, implementing, interpreting and enforcing rules for PEG Access Channel use.
- (d) The PEG Access Channels referenced in 6.1(a) are to be used for public Video Programming provided by the Franchising Authority or its designee, educational access Video Programming provided by the Franchising Authority or designated educational institution, and governmental Video Programming provided by the Franchising Authority. A Public, Educational and Governmental Access Channel may not be used to cablecast programs that are for profit, or for political or commercial fundraising in any fashion,

except to the extent required by law. Unused capacity may be utilized by Franchisee subject to the provisions set forth in subsection (e) below.

- (e) In the event the Franchising Authority or other PEG access user elects not to fully program its Channels, Franchisee may reclaim any unused time on those channels.

SECTION 6.2 – PROGRAMMING EXCLUSIVITY AND NON-COMPETITION

The Franchising Authority, or its designee, agrees that it will not use its designated PEG Access Channels, equipment, or other facilities to provide for-profit or commercial services which have the effect of competing with the Franchisee’s business. In addition, any Video Programming produced under the provisions of this Article 6 shall not be commercially distributed to a competing Multichannel Video Programming Distributor without the written consent of the Franchisee.

ARTICLE 7 - CUSTOMER SERVICE AND CONSUMER PROTECTION

SECTION 7.1 – CUSTOMER SERVICE

- (a) The Franchisee shall comply with all customer service regulations of the FCC (47 CFR §76.309 which are attached as **Exhibit D** and incorporated herein,) as they exist or as they may be amended from time to time.
- (b) Unless otherwise approved by the Franchising Authority, which approval shall not be unreasonably withheld or delayed, Franchisee shall maintain a customer service office reasonably convenient to the Town of Ashland for the transaction or in-person business (i.e., payments, questions, reports, orders, customer service) with Subscribers. Franchisee shall provide and maintain 24-hour, toll free answering lines which Subscribers may call without incurring added message units or toll charges so that prompt maintenance and service is available.

SECTION 7.2 – SERVICE INTERRUPTIONS

In the event that the Franchisee's service to any Subscriber is completely interrupted for six (6) or more consecutive hours, the Franchisee will grant such Subscriber a pro rata credit or rebate upon request and verification, on a daily basis, of that portion of the service charge during the next consecutive billing cycle, or at its option, apply such credit to any outstanding balance then currently due. In the instance of other individual Subscriber service interruptions, credits shall be applied as described above after due notice to the Franchisee from the Subscriber.

SECTION 7.3 – PROTECTION OF SUBSCRIBER PRIVACY

- (a) The Franchisee shall comply with all applicable federal and state privacy laws and regulations, including 47 U.S.C. Section 551 and regulations adopted pursuant thereto, as they may be amended. See **Exhibit E**. The Franchisee may not intrude upon the privacy of a Subscriber by installing or using any equipment that allows the Franchisee or its agent to observe or to listen to what is occurring in an individual Subscriber's household or to monitor the viewing habits of the Subscriber without express, prior written consent of the Subscriber. The Franchisee may not sell, disclose or otherwise make available, or permit the use of, lists of the names or addresses of its Subscribers, or any list or other information that identifies by name or address Subscribers or Subscriber viewing habits, to any Person or agency for any purpose whatsoever without the prior written consent of the Subscriber except that the Franchisee may make such lists available to Persons performing services for the Franchisee in connection with its business or operations, such as a billing service, when the availability of such lists is necessary to the performance of such services if, in either case, the Persons or entity receiving such lists agree in writing that they will not permit them to be made available to any other party.

- (b) At the time of initial subscription and annually thereafter, the Franchisee shall give each subscribing household a written notice which shall include full disclosure of (i) products and services offered, (ii) prices and options for programming services and conditions of subscription to programming and other services, (iii) installation equipment and service maintenance charges and policies, (iv) instructions on how to use the Cable Service(s) channel positions of programming carried on the system; (v) billing and complaint procedures for reporting and resolving Subscriber complaints, including the address and telephone number of the local Franchising Authority; and.

SECTION 7.4 – PROPRIETARY INFORMATION

Notwithstanding anything to the contrary set forth in this Franchise, the Franchisee shall not be required to disclose information which it reasonably deems to be proprietary or confidential in nature. The Franchising Authority agrees to treat any such information disclosed by the Franchisee as confidential and only to disclose it to those employees, representatives, and agents of the Franchising Authority that have a need to know in order to enforce this Franchise and who shall agree to maintain the confidentiality of all such information. The Franchisee shall not be required to provide Subscriber information in violation of 47 U.S.C. Section 551 or any other applicable federal or state privacy law. For purposes of this Section, the terms “proprietary or confidential” include, but are not limited to, information relating to the Cable System design, customer lists, marketing plans, financial information unrelated to the calculation of Franchise Fees or rates pursuant to FCC rules, or other information that is reasonably determined by the Franchisee to be competitively sensitive. In the event that the Franchising Authority receives a request under a state “sunshine,” public records or similar law for the disclosure of information the Franchisee has designated as confidential, trade secret or proprietary, the Franchising Authority shall notify Franchisee of such request and cooperate with Franchisee in opposing such request.

SECTION 7.5 – EMPLOYEE AND VEHICLE IDENTIFICATION

All of Franchisee’s employees, including repair and sales personnel, and contractors, entering private property shall be required to carry an employee identification card approved by Franchisee and bearing a picture of said employee. If such employee(s) cannot produce such a photo identification card and, as a result, is not admitted to a Subscriber’s home, the Subscriber will not be charged for that visit. All of Franchisee’s and/or its contractors’ or subcontractors’ vehicles performing work on the Cable Television System in the Town shall be placarded with proper identification making them readily identifiable.

SECTION 7.6 – RESIDENTIAL EXTERIOR WIRING

Franchisee shall adhere to Subscriber's reasonable request for location of entry and shall in other respects observe standard specifications for Drop connections into the residence. Exterior wiring of a residence shall be installed as unobtrusively as possible. Each Drop shall be grounded at each Subscriber's residence at the time of initial installation of Cable Service or during the next scheduled in-house servicing that is performed.

SECTION 7.7 – REPAIR PROCEDURES

The Franchisee's responses to requests for repairs shall occur no later than 48 hours after Franchisee's receipt of such a request; provided, the response time for service complaints other than complaints of no or unusable service shall be computed excluding Sundays and legal holidays. Franchisee shall respond within 24 hours to any Area Outage.

SECTION 7.8 – BILLING AND DISCONNECTION

Franchisee shall set forth, in writing its billing and collection practices and policies, and procedures for ordering changes in or termination of services and refund policies, and shall furnish a copy thereof to each new Subscriber upon subscription and to the Franchising Authority, and thereafter to the Franchising Authority and all Subscribers at such time as there is a change in such policies.

In the event a Subscriber's service is terminated, monthly charges for service shall be pro-rated on a daily basis and, where advance payment has been made by a Subscriber, the appropriate refund shall be made by the Franchisee to the Subscriber within thirty days of such termination.

The Franchisee shall have the right to disconnect a Subscriber for failure to pay an overdue account; provided that:

- (a) The Franchisee's billing practices and policy statement set forth the conditions under which an account will be considered overdue;
- (b) At least fifteen days prior to the proposed disconnection, the Franchisee mails to the Subscriber written notice of intent to disconnect for delinquency in payment;
- (c) The Subscriber's account is at least forty five days delinquent at the time said notice is mailed; and
- (d) The disconnection occurs at least 15 days after the mailing of the above written notice.

In the event of a billing dispute, and at the request of the Franchising Authority, the Franchisee shall meet with Franchising Authority or its designee to attempt to negotiate in good faith a resolution to the billing dispute.

SECTION 7.9 – SUBSCRIBER COMPLAINTS

Franchisee shall maintain a written policy statement setting forth the procedure for reporting and resolving Subscriber complaints and shall furnish a copy thereof to each new Subscriber and to the Franchising Authority, and thereafter annually to the Franchising Authority and all Subscribers. Such notice shall comply in all respects with the Cable Act, FCC Regulations and State law.

At a minimum, the customer service procedure shall include the following:

- (a) Franchisee shall respond to all Subscriber complaints promptly. In the case of a billing complaint or a service complaint not requesting repair or adjustment, the Franchisee shall respond to the complainant no later than five business days following receipt of the complaint. Franchisee shall retain a log of written Subscriber complaints which shall be made available to the Franchising Authority promptly upon request.
- (b) Upon reasonable notice, the Franchisee shall expeditiously investigate and resolve all complaints regarding the quality of service, equipment malfunctions and similar matters.
- (c) Except as limited by federal law or FCC regulations concerning privacy, the Franchisee shall comply with the provisions of NH RSA 53-C:3-e, as it may be amended, regarding Subscriber complaints. Nothing shall be deemed to require Franchisee to maintain records of oral complaints which can be handled to the Subscriber's satisfaction in the course of the initial conversation in which the complaint is made or does not require technical field response.
- (d) In the event that a Subscriber is aggrieved, the Franchising Authority or its designee(s) shall be responsible for receiving and acting upon such Subscriber complaints and/or inquiries, subject to Subscriber privacy laws as follows:
 - (1) Upon the written request of the Town or its designee(s), the Franchisee shall, within ten (10) business days after receiving such request, provide a report to the Town with respect to any complaint. Such report shall provide a full explanation of the investigation, finding and corrective steps taken by the Franchisee.
 - (2) Should a Subscriber have an unresolved complaint regarding cable television operations, the Subscriber shall be entitled to file his or her complaint with the Town or its designee(s), who shall have primary responsibility for the continuing administration of this Franchise and the

implementation of complaint procedures. The Subscriber shall thereafter meet jointly with the Town or its designee(s) and a representative of the Franchisee within thirty (30) days of the Subscriber's filing of his or her complaint in order to fully discuss and resolve such matter.

- (e) Notwithstanding the foregoing, if the Franchising Authority or its designee(s) determines it to be in the public interest, the Town or its designee(s) may investigate any multiple complaints or disputes brought by Subscribers arising from the operations of the Franchisee.
- (f) In the event that the Franchising Authority, or its designee(s), finds a pattern of multiple unresolved Subscriber complaints, the Franchising Authority or its designee(s) and the Franchisee shall discuss, in good faith, possible amendments to the Franchisee's procedures for the resolution of complaints.

SECTION 7.10 – NON-DISCRIMINATION

Neither Franchisee nor any of its employees, agents, representatives, contractors, subcontractors, or consultants, nor any other Person, shall discriminate or permit discrimination between or among any Persons in the availability of Cable Services provided in connection with the Cable Television System in the Town. It shall be the right of all Persons to receive all available Cable Service provided on the Cable Television System so long as such Person's financial or other obligations to the Franchisee are satisfied.

ARTICLE 8 - RATES AND CHARGES

SECTION 8.1 – RATES AND CHARGES

- (a) All rates, fees, charges, deposits and associated terms and conditions to be imposed by the Franchisee for any Cable Service as of the Effective Date shall be in accordance with applicable FCC's rate regulations and federal law, currently 47 U.S.C. Section 543. Before any new or modified rate, fee, or charge is imposed, the Franchisee shall follow the applicable FCC and State notice requirements and rules and notify affected Subscribers, which notice may be by any means permitted under applicable law. Nothing in this Renewal Franchise shall be construed to prohibit the reduction or waiver of charges in conjunction with promotional campaigns for the purpose of attracting or retaining Subscribers.
- (b) The Franchising Authority acknowledges that under the Cable Act, certain costs of Public, Educational and Governmental ("PEG") Access and other franchise requirements, may be passed through to the Subscribers in accordance with federal law.
- (c) Franchisee shall notify the Board of Selectmen in writing at least thirty (30) days prior to any adjustment in price for Cable Service provided by the Cable System. At the request of the Franchising Authority, upon fifteen (15) days written notice, Franchisee shall meet with the Franchising Authority regarding any announced rate increase.
- (d) If the Franchising Authority is certified by the FCC to regulate rates, any changes in price for Cable Service, equipment and installation will be in conformity with the Cable Act of 1992 and the rules and regulations of the FCC, and any currently or hereinafter applicable federal and/or state laws and regulations.
- (e) Upon certification by the FCC, the Franchising Authority shall have the right to the extent granted under state law, the Cable Act and FCC regulations, to regulate rates, equipment, installation and service charges to Subscribers.

ARTICLE 9 - REGULATORY OVERSIGHT

SECTION 9.1 – FRANCHISE FEE PAYMENTS

- (a) If requested in writing after a vote of the Franchising Authority in a public meeting, the Franchisee shall provide Franchise Fees to the Franchising Authority, paid quarterly. The Franchising Authority reserves the right to initiate Franchise Fees to a maximum of 5% provided that (1) the Franchising Authority votes to increase the Franchise Fee at a public meeting and (2) provides at least ninety days (90) notice to Franchisee.
- (b) The Franchisee’s payments to the Franchising Authority shall be made on a quarterly basis based on three (3) month calendar accounting periods, with payments due not later than forty-five (45) days after the end of the applicable calendar quarter.
- (c) Franchise Fee payments for less than a full calendar shall be pro-rated, for a portion of that period. Said payment shall then be due and payable no later than forty-five (45) days from the end of said period.
- (d) All payments by the Franchisee to the Franchising Authority pursuant to this Section shall be made payable to the Franchising Authority and deposited with the Town Treasurer unless otherwise agreed to in writing by the parties.
- (e) Each Franchise Fee payment shall be accompanied by a statement, certified as correct by a Franchisee officer, showing the factual basis for the payment, including a breakdown by category (e.g. basic service revenue, pay cable revenue, advertising revenue, etc.) and source of Franchisee’s Gross Annual Revenues for the period for which payment is intended and for the year to date. Franchisee shall keep financial information and records related to Franchise Fees in accordance with Generally Accepted Accounting Principles (“GAAP”). Financial information furnished pursuant to this section shall be subject to audit by an outside firm of certified public accountants selected by the Franchising Authority. Any such audit shall be at the Franchising Authority’s expense. Upon the Franchising Authority’s written request, the Franchisee shall arrange for the Franchising Authority to meet with its comptroller or other company official with knowledge as to the correctness, completeness or accuracy of financial records or reports related to the Franchisee’s calculation of Franchise Fees payable to the Franchising Authority. Failure to pay the Franchise Fee on a timely basis is a violation of a material provision of this Agreement.

SECTION 9.2 – INDEMNIFICATION

- (a) The Franchisee shall indemnify, defend and hold harmless the Town, its officers, boards, employees, and agents from and against any liability or claims resulting from property

damage or bodily injury (including accidental death), any and all claims, demands, causes of actions, suits, proceedings, damages, liabilities and judgments of every kind, including, but not limited to, damages for injury or death or damages to property, real or personal, and against all liabilities to others and against all loss, cost and expense, that arise out of the Franchisee's construction, operation, maintenance or removal of the Cable System, including, but not limited to, reasonable attorney's fees and costs, provided that the Franchising Authority shall give the Franchisee written notice of its obligation to indemnify and defend the Franchising Authority within ten (10) business days of receipt of a claim or action pursuant to this Section. The Franchisee shall, at the sole risk and expense of the Franchisee, upon demand of the Town, appear in and defend any and all suits, actions, or other legal proceedings, whether judicial, quasi-judicial, administrative, or otherwise brought or instituted or had by third Persons or duly constituted authorities, against or affecting the Town, its officers, boards, commission, agents, or employees, arising out of or due to the Franchisee's construction or operation of the System in the Town. The Franchisee shall pay and satisfy and shall cause to be paid and satisfied any judgment, decree, order, directive, or demand, rendered made or issued, against the Franchisee, the Town, its officers, boards, commissions, agents or employees, for the foregoing; and such indemnity shall exist and continue without reference to or limitation by the amount of any bond, policy of insurance, deposit, undertaking or other assurance required hereunder or otherwise. If the Franchising Authority determines that it is necessary for it to employ separate counsel, the costs for such separate counsel shall be the responsibility of the Franchising Authority.

- (b) The Franchising Authority shall indemnify, defend and hold harmless the Franchisee, its officers, employees and agents from and against any liability or claims resulting from the operation of, and content of, the PEG channel(s), including, but not limited to, claims for copyright infringement, provided that nothing in this indemnification provision is intended to, or shall be construed to, waive any defense or immunity, including sovereign immunity, Franchising Authority may have under applicable law.

SECTION 9.3 – INSURANCE

- (a) The Franchisee shall carry insurance throughout the term of this Renewal Franchise and any removal period with an insurance company authorized to conduct business in New Hampshire satisfactory to the Franchising Authority protecting the Franchisee and listing the Franchising Authority as an additional insured, against any and all claims for injury or damage to Persons or property, both real and personal, caused by the construction, installation, operation, maintenance or removal of its Cable System. The amount of such insurance against liability for damage to property shall be no less than One Million Dollars (\$1,000,000) as to any one occurrence. The amount of such insurance for liability for injury or death to any Person shall be no less than One Million Dollars (\$1,000,000). The amount of such insurance for excess liability shall be no less than Five Million Dollars (\$5,000,000) in umbrella form. The policy will contain a provision that the Franchising Authority will receive thirty (30) days' written notice prior to any cancellation.

- (b) The Franchisee shall carry insurance against all claims arising out of the operation of motor vehicles and general tort or contract liability in the amount of no less than One Million Dollars (\$1,000,000). The policy will contain a provision that the Franchising Authority will receive thirty (30) days' written notice prior to any cancellation.
- (c) All insurance coverage, including workers' compensation, shall be maintained throughout the period of this Renewal Franchise. All expenses incurred for said insurance shall be at the sole expense of the Franchisee. All policies will contain provisions that the Franchising Authority will receive thirty (30) days' written notice prior to any cancellation.
- (d) The Franchisee shall provide Franchising Authority with certificate(s) of insurance for all policies required herein upon written request.

SECTION 9.4 – PERFORMANCE BOND

- (a) The Franchisee has submitted and shall maintain throughout the duration of this Renewal Franchise and any removal period a performance bond in the amount of Twenty Five Thousand Dollars (\$25,000) running to the Franchising Authority with a surety company satisfactory to the Franchising Authority to guarantee the following terms:
 - (1) the satisfactory compliance with the material provisions of this Franchise, completion of the installation and operation of the Cable System in the time schedule provided herein;
 - (2) the satisfactory restoration of pavements, sidewalks and other improvements;
 - (3) the indemnity of the Franchising Authority; and
 - (4) the satisfactory removal or other disposition of the Cable System.

Pursuant and subject to the provisions of Section 9.8 (Revocation Procedures) herein, the Town may draw upon this bond for the purpose of curing any deficiency or breach by Grantee of the terms stated in this Section. This right to draw upon this bond shall not in any way impede or impair the right of the Grantee to appeal the basis for such action.

- (b) The total amount of the bond shall be forfeited in favor of the Town in the event:
 - (1) Franchisee abandons the Cable Television System or any part thereof at any time during the term of this Franchise; or
 - (2) Franchisee fails to purchase and maintain insurance as required by this Franchise; or
 - (3) Franchisee fails to perform its material obligations under this Franchise or in any way violates the material terms of this Franchise.

- (c) The Franchisee shall not reduce the amount or cancel said bond, or materially change the terms of said bond from the provisions of Section 9.4(a) herein without the Franchising Authority's prior written consent. The Franchising Authority shall not unreasonably withhold its consent.

SECTION 9.5 – REPORTS

The Franchisee shall maintain for public inspection all records required by the FCC and by N.H. RSA 53-C:3-e.

SECTION 9.6 – ANNUAL PERFORMANCE REVIEW

- (a) The Franchising Authority may make a written request, no more frequently than annually, and pursuant to Section 7.4 supra for an annual report to include at a minimum the information described in **Exhibit F**. Within sixty (60) days of such request, the Franchisee shall report to the Franchising Authority, in substantially the form attached hereto as **Exhibit F**.
- (b) The Franchising Authority may hold a performance evaluation hearing within thirty (30) days of each anniversary of the Effective Date of this Renewal Franchise. If Franchisee is unable to attend a particular hearing, it shall promptly notify the Franchising Authority either by phone or in writing, explaining in reasonable detail the reason(s) why a representative is unable to attend and shall propose an alternate date within twenty-one (21) days. All such evaluation hearings shall be open to the public. The purpose of said evaluation hearing shall be to review the Franchisee's compliance with the material terms and conditions of this Renewal Franchise.
- (c) The Franchising Authority shall have the right to question the Franchisee on any aspect of this Renewal Franchise including, but not limited to, the installation, operation and/or maintenance of the Cable System, and new technologies and developments in the cable industry. During review and evaluation by the Franchising Authority, the Franchisee shall cooperate with the Franchising Authority and/or its designee, and produce such documents or other materials as are reasonably requested from the Franchising Authority, pursuant to section 7.4 supra, to determine Franchisee's compliance with the material terms of the Franchise. Any Subscriber or other Person may submit comments during such review hearing, either orally or in writing.
- (d) Within thirty (30) days after the conclusion of such review hearing(s), the Franchising Authority may issue a written report with respect to the Franchisee's compliance with this Renewal Franchise and send one (1) copy to the Franchisee and file one (1) copy with the Town Clerk's Office. If inadequacies are found which result in a violation of any of the material terms and conditions of this Renewal Franchise, the Franchisee shall have an

opportunity to respond and propose a plan for implementing any changes or improvements necessary, in accordance with Section 9.9.

SECTION 9.7 – EQUAL EMPLOYMENT OPPORTUNITY

The Franchisee is an Equal Opportunity Employer and shall comply with federal and state law and applicable FCC regulations with respect to equal employment opportunities.

SECTION 9.8 – REVOCATION OF FRANCHISE

Upon written notice, the Renewal Franchise issued hereunder may, after due process, opportunity to cure and public hearing held by the Franchising Authority, subject to any other rights available to the Franchisee, be revoked by the Franchising Authority for any of the following reasons:

- (a) For failure to file and maintain the performance bond as described in Section 9.4 (Performance Bond) or to maintain insurance as described in Section 9.3 (Insurance);
- (b) For repeated failure to maintain signal quality pursuant to the standards provided for by the FCC;
- (c) For any transfer or assignment of the Renewal Franchise without prior notice to and consent of the Franchising Authority in violation of Section 9.9 herein; and
- (d) For repeated failure to comply with the material terms and conditions of the Renewal Franchise.

SECTION 9.9 – NOTICE AND OPPORTUNITY TO CURE

- (a) In the event that the Franchising Authority has reason to believe that the Franchisee has defaulted in the performance of any or several provisions of this Renewal Franchise, except as excused by Force Majeure, the Franchising Authority shall notify the Franchisee in writing, by certified mail, of the provision or provisions which the Franchising Authority believes may have been in default and the details relating thereto. The Franchisee shall have thirty (30) days from the receipt of such notice to:
 - (i) respond to the Franchising Authority in writing, contesting the Franchising Authority's assertion of default and providing such information or documentation as may be necessary to support the Franchisee's position; or
 - (ii) cure any such default (and provide written evidence of the same), or, in the event that, by nature of the default, such default cannot be cured within such thirty (30) day period, take reasonable steps to cure said default and diligently continue such efforts until said default is cured. In such event, the Franchisee shall report to the Franchising Authority, in writing, by certified mail, at ten (10) day intervals as to the Franchisee's efforts, indicating

the steps taken by the Franchisee to cure said default and reporting the Franchisee's progress until such default is cured.

- (b) In the event that (i) the Franchisee fails to respond to such notice of default; and/or (ii) the Franchisee fails to cure the default or to take reasonable steps to cure the default within the required thirty (30) day period, the Franchising Authority or its designee shall promptly schedule a public hearing no sooner than fourteen (14) days after written notice, by certified mail, to the Franchisee. The Franchisee shall be provided reasonable opportunity to offer evidence, question witnesses, if any, and be heard at such public hearing.
- (c) Within thirty (30) days after said public hearing, the Franchising Authority shall issue a written determination of its findings. In the event that the Franchising Authority determines that the Franchisee is in such default, the Franchising Authority may determine to pursue any lawful remedy available to it.
- (d) In the event that (i) the Franchising Authority fails to issue a written reply within thirty (30) days accepting or rejecting Franchisee's response pursuant to 9.9(a) above; (ii) the Franchising Authority fails to issue a written acknowledgement after Franchisee's notice that it cured said default pursuant to 9.9(b) above; and/or (iii) the Franchising Authority fails to schedule a public hearing pursuant to Section 9.9(c) above; and/or (iv) the Franchising Authority fails to issue a written determination with thirty (30) days after the public hearing pursuant to Section 9.9(d) above, then the issue of said default against the Franchisee by the Franchising Authority shall be considered null and void.

SECTION 9.10 – TRANSFER OR ASSIGNMENT

This Renewal Franchise shall not be transferred or assigned without the prior written consent of the Franchising Authority, which consent shall not be arbitrarily or unreasonably withheld. No consent shall be required for a transfer to an entity controlling, controlled by or under common control of Franchisee.

SECTION 9.11 – SALE OR REMOVAL OF SYSTEM

- (a) Upon termination of the Franchise Agreement and non-renewal in accordance with applicable law, the Franchisee shall either remove its supporting structures, poles, transmission and distribution systems and other appurtenances from the Public Ways, and other public places in, over, under, or along which they are installed and shall restore the areas to their original condition. If such removal is not completed within twelve (12) months of such termination, the Franchising Authority may deem any property not removed as having been abandoned, or at the Franchisee's expense remove or cause to be removed any components of the Cable System and restore the areas to their original condition; or sell the entire system to the Town of Ashland at its then appraised "fair market value," as defined by 47 U.S.C. Section 547(a).
- (b) The Town of Ashland, at its sole option, may decide whether it shall purchase the system for its "fair market value".

SECTION 9.12 – INCORPORATION BY REFERENCE

- (a) All presently and hereafter applicable conditions and requirements of federal and state laws, including but not limited to the rules and regulations of the FCC and the State of New Hampshire, as they may be amended from time to time, are incorporated herein by reference, to the extent not enumerated herein. All such general laws, rules, and regulations, as amended, shall control the interpretation and performance of this Renewal Franchise to the extent that any provision of this Renewal Franchise conflicts with or is inconsistent with such laws, rules or regulations.
- (b) Should the State of New Hampshire, the federal government or the FCC require the Franchisee to perform or refrain from performing any act the performance or non-performance of which is inconsistent with any provisions herein, the Franchising Authority and the Franchisee will thereupon, if they determine that a material provision herein is affected, modify any of the provisions herein to reflect such government action.

ARTICLE 10 - MISCELLANEOUS

SECTION 10.1 – SEVERABILITY

If any section, subsection, sentence, clause, phrase, or other portion of this Renewal Franchise is, for any reason, declared invalid, in whole or in part, by any court, agency, commission, legislative body, or other authority of competent jurisdiction, such portion shall be deemed a separate, distinct, and independent portion of this Renewal Franchise. Such declaration shall not affect the validity of the remaining portions of this Renewal Franchise, which other portions shall continue in full force and effect.

SECTION 10.2 – FORCE MAJEURE

If for any reason of force majeure the Franchisee is unable in whole or in part to carry out its obligations hereunder, said Franchisee shall not be deemed in violation or default during the continuance of such inability. Unless further limited elsewhere in this Franchise, the term "force majeure" as used herein shall have the following meaning: strikes; acts of God; acts of public enemies, orders of any kind of the government of the United States of America or of the State of New Hampshire or any of their departments, agencies, political subdivisions, or officials, or any civil or military authority; insurrections; riots, epidemics; landslides; lightning; earthquakes; tornados; fires; hurricanes; volcanic activity; storms; floods; washouts; droughts, arrests; civil disturbances; explosions; partial or entire failure of utilities; unavailability of materials and/or essential equipment, environmental restrictions or any other cause or event not reasonably within the Franchisee's control.

SECTION 10.3 – EMERGENCY ALERT

The Cable System shall comply with federal and state emergency alert requirements.

SECTION 10.4 – NOTICES

- (a) Every notice to be served upon the Franchising Authority shall be delivered or sent by certified mail (postage prepaid) to the following address or such other address as the Franchising Authority may specify in writing to the Franchisee.

Town of Ashland
Attn: Town Administrator
P.O. Box 517
Ashland, NH 03217

- (b) Every notice served upon the Franchisee shall be delivered or sent by certified mail (postage prepaid) to the following address or such other address as the Franchisee may specify in writing to the Franchising Authority.

With copies to:

Time Warner Cable
Attn: Government Relations
400 Old County Rd
Rockland, Me 04841

Time Warner Cable
Law Department Regulatory Counsel
60 Columbus Circle
New York, NY 10023

- (c) Delivery of such notices shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt.

SECTION 10.5 – ENTIRE AGREEMENT

This Renewal Franchise contains the entire agreement between the parties, supersedes all prior agreements or proposals except as specifically incorporated herein, and cannot be changed without written amendment following publication of the proposed amendment in a manner consistent with the provisions of RSA Chapter 43.

SECTION 10.6 – CAPTIONS

The captions to sections throughout this Renewal Franchise are intended solely to facilitate reading and reference to the sections and provisions of the Renewal Franchise. Such sections shall not affect the meaning or interpretation of the Renewal Franchise.

SECTION 10.7 – APPLICABILITY OF RENEWAL FRANCHISE

All of the provisions in this Renewal Franchise shall apply to the Franchising Authority, the Franchisee, and their respective successors and assigns.

WITNESS OUR HANDS AND OFFICIAL SEAL, THIS 19th DAY OF
MAY, 2014.

TOWN OF ASHLAND

By: Its Board of Selectmen

Normand DeWolfe, Chairperson

Philip Preston, Vice Chairperson

Steve Felton

Frances Newton

Jeanette I. Stewart

**TIME WARNER CABLE NORTHEAST,
LLC**

By:

Mark Fitzpatrick
Sr. Vice President/ CFO
Residential Services

EXHIBIT A

**COURTESY CABLE DROPS
TO PUBLIC BUILDINGS
ON THE CABLE SYSTEM**

	<u>Address</u>
Town Hall	20 Highland Street Ashland, NH 03217
Ashland Public Library	41 Main Street Ashland, NH 03217
Ashland Elementary School	16 Education Drive Ashland, NH 03217
Ashland Department of Public Works	78 Depot Street Ashland, NH 03217
Fire Department	9 Main Street Ashland, NH 03217

EXHIBIT B

PROGRAMMING

Franchisee shall provide the following broad categories of Video Programming:

- News Programming;
- Sports Programming;
- Public Affairs Programming;
- Children's Programming;
- Entertainment Programming

EXHIBIT C
CUSTOMER SERVICE REGULATIONS

United States Code of Federal Regulations

Title 47: Telecommunication

PART 76—MULTICHANNEL VIDEO AND CABLE TELEVISION SERVICE

Subpart T—Notices

§ 76.1602 Customer service—general information.

(a) A cable Franchising Authority may enforce the customer service standards set forth in paragraph (b) of this section against cable operators. The Franchising Authority must provide affected cable operators 90 days written notice of its intent to enforce standards.

(b) Effective July 1, 1993, the cable operator shall provide written information on each of the following areas at the time of installation of service, at least annually to all Subscribers, and at any time upon request:

(1) Products and services offered;

(2) Prices and options for programming services and conditions of subscription to programming and other services;

(3) Installation and service maintenance policies;

(4) Instructions on how to use the Cable Service;

(5) Channel positions of programming carried on the system; and

(6) Billing and complaint procedures, including the address and telephone number of the local Franchising Authority's cable office.

(c) Subscribers shall be advised of the procedures for resolution of complaints about the quality of the television signal delivered by the cable system operator, including the address of the responsible officer of the local Franchising Authority.

§ 76.1603 Customer service—rate and service changes.

(a) A cable Franchising Authority may enforce the customer service standards set forth in paragraph (b) of this section against cable operators. The Franchising Authority must provide affected cable operators 90 days written notice of its intent to enforce standards.

(b) Customers will be notified of any changes in rates, programming services or channel positions as soon as possible in writing. Notice must be given to Subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the cable operator. In addition, the cable operator shall notify Subscribers 30 days in advance of any significant changes in the other information required by §76.1602.

(c) In addition to the requirement of paragraph (b) of this section regarding advance notification to customers of any changes in rates, programming services or channel positions, cable systems shall give 30 days written notice to both Subscribers and local franchising authorities before implementing any rate or service change. Such notice shall state the precise amount of any rate change and briefly explain in readily understandable fashion the cause of the rate change (e.g., inflation, change in external costs or the addition/deletion of channels). When the change involves the addition or deletion of channels, each channel added or deleted must be separately identified. For purposes of the carriage of digital Broadcast signals, the operator need only identify for Subscribers, the television signal added and not whether that signal may be multiplexed during certain dayparts.

(d) A cable operator shall provide written notice to a Subscriber of any increase in the price to be charged for the basic Service Tier or associated equipment at least 30 days before any proposed increase is effective. The notice should include the name and address of the local Franchising Authority.

(e) To the extent the operator is required to provide notice of service and rate changes to Subscribers, the operator may provide such notice using any reasonable written means at its sole discretion.

(f) Notwithstanding any other provision of part 76 of this chapter, a cable operator shall not be required to provide prior notice of any rate change that is the result of a regulatory fee, Franchise Fee, or any other fee, tax, assessment, or charge of any kind imposed by any Federal agency, State, or Franchising Authority on the transaction between the operator and the Subscriber.

Note 1 to §76.1603: Section 624(h) of the Communications Act, 47 U.S.C. 544(h), contains additional notification requirements which a Franchising Authority may enforce.

Note 2 to §76.1603: Section 624(d)(3) of the Communications Act, 47 U.S.C. 544(d)(3), contains additional notification provisions pertaining to cable operators who offer a premium channel without charge to cable Subscribers who do not subscribe to such premium channel.

Note 3 to §76.1603: Section 631 of the Communications Act, 47 U.S.C. 551, contains additional notification requirements pertaining to the protection of Subscriber privacy.

§ 76.1619 Information on Subscriber bills.

(a) Effective July 1, 1993, bills must be clear, concise and understandable. Bills must be fully itemized, with itemizations including, but not limited to, basic and premium service charges and equipment charges. Bills will also clearly delineate all activity during the billing period, including optional charges, rebates and credits.

(b) In case of a billing dispute, the cable operator must respond to a written complaint from a Subscriber within 30 days.

(c) A cable Franchising Authority may enforce the customer service standards set forth in this section against cable operators. The Franchising Authority must provide affected cable operators 90 days written notice of its intent to enforce standards.

EXHIBIT D

CUSTOMER SERVICE REGULATIONS

United States Code of Federal Regulations:

Title 47: Telecommunication

PART 76—MULTICHANNEL VIDEO AND CABLE TELEVISION SERVICE

Subpart H—General Operating Requirements

§ 76.309 Customer service obligations.

(a) A cable Franchising Authority may enforce the customer service standards set forth in paragraph (c) of this section against cable operators. The Franchising Authority must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.

(b) Nothing in this rule should be construed to prevent or prohibit:

(1) A Franchising Authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in paragraph (c) of this section;

(2) A Franchising Authority from enforcing, through the end of the franchise term, pre-existing customer service requirements that exceed the standards set forth in paragraph (c) of this section and are contained in current franchise agreements;

(3) Any State or any Franchising Authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or

(4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by the standards set forth in paragraph (c) of this section.

(c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:

(1) Cable system office hours and telephone availability—

(i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its Subscribers 24 hours a day, seven days a week.

(A) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

(B) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

(ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.

(iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.

(iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.

(v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.

(2) Installations, outages and service calls. Under normal operating conditions, each of the following four standards will be met no less than ninety five (95) percent of the time measured on a quarterly basis:

(i) 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 125 feet from the existing distribution system.

(ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption becomes known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.

(iii) The "appointment window" alternatives for installations, service calls, and other installation activities will be either a specific time or, at maximum, a four-hour time block during normal business hours. (The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)

(iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.

(v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for the customer.

(3) Communications between cable operators and cable Subscribers—

(i) Refunds—Refund checks will be issued promptly, but no later than either—

(A) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or

(B) The return of the equipment supplied by the cable operator if service is terminated.

(ii) Credits—Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

(4) Definitions—

(i) *Normal business hours* —The term “normal business hours” means those hours during which most similar businesses in the community are open to serve customers. In all cases, “normal business hours” must include some evening hours at least one night per week and/or some weekend hours.

(ii) *Normal operating conditions* —The term “normal operating conditions” means those service conditions which are within the control of the cable operator. Those conditions which are *not* within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which *are* ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

(iii) *Service interruption* —The term “service interruption” means the loss of picture or sound on one or more cable channels.

Note to §76.309: Section 76.1602 contains notification requirements for cable operators with regard to operator obligations to Subscribers and general information to be provided to customers regarding service. Section 76.1603 contains Subscriber notification requirements governing rate and service changes. Section 76.1619 contains notification requirements for cable operators with regard to Subscriber bill information and operator response procedures pertaining to bill disputes.

EXHIBIT E

SUBSCRIBER PRIVACY

§ 47 U.S.C. Section 551. Protection of Subscriber privacy

(a) Notice to Subscriber regarding personally identifiable information; definitions

(1) At the time of entering into an agreement to provide any Cable Service or other service to a Subscriber and at least once a year thereafter, a cable operator shall provide notice in the form of a separate, written statement to such Subscriber which clearly and conspicuously informs the Subscriber of—

(A) the nature of personally identifiable information collected or to be collected with respect to the Subscriber and the nature of the use of such information;

(B) the nature, frequency, and purpose of any disclosure which may be made of such information, including an identification of the types of Persons to whom the disclosure may be made;

(C) the period during which such information will be maintained by the cable operator;

(D) the times and place at which the Subscriber may have access to such information in accordance with subsection (d) of this section; and

(E) the limitations provided by this section with respect to the collection and disclosure of information by a cable operator and the right of the Subscriber under subsections (f) and (h) of this section to enforce such limitations.

In the case of Subscribers who have entered into such an agreement before the Effective Date of this section, such notice shall be provided within 180 days of such date and at least once a year thereafter.

(2) For purposes of this section, other than subsection (h) of this section—

(A) the term “personally identifiable information” does not include any record of aggregate data which does not identify particular Persons;

(B) the term “other service” includes any wire or radio communications service provided using any of the facilities of a cable operator that are used in the provision of Cable Service; and

(C) the term “cable operator” includes, in addition to Persons within the definition of cable operator in section 522 of this title, any Person who

(i) is owned or controlled by, or under common ownership or control with, a cable operator, and

(ii) provides any wire or radio communications service.

(b) Collection of personally identifiable information using cable system

(1) Except as provided in paragraph (2), a cable operator shall not use the cable system

to collect personally identifiable information concerning any Subscriber without the prior written or electronic consent of the Subscriber concerned.

- (2) A cable operator may use the cable system to collect such information in order to—
- (A) obtain information necessary to render a Cable Service or other service provided by the cable operator to the Subscriber; or
 - (B) detect unauthorized reception of cable communications.

(c) Disclosure of personally identifiable information

(1) Except as provided in paragraph (2), a cable operator shall not disclose personally identifiable information concerning any Subscriber without the prior written or electronic consent of the Subscriber concerned and shall take such actions as are necessary to prevent unauthorized access to such information by a Person other than the Subscriber or cable operator.

(2) A cable operator may disclose such information if the disclosure is—

- (A) necessary to render, or conduct a legitimate business activity related to, a Cable Service or other service provided by the cable operator to the Subscriber;
- (B) subject to subsection (h) of this section, made pursuant to a court order authorizing such disclosure, if the Subscriber is notified of such order by the person to whom the order is directed;
- (C) a disclosure of the names and addresses of Subscribers to any Cable Service or other service, if—
 - (i) the cable operator has provided the Subscriber the opportunity to prohibit or limit such disclosure, and
 - (ii) the disclosure does not reveal, directly or indirectly, the—
 - (I) extent of any viewing or other use by the Subscriber of a Cable Service or other service provided by the cable operator, or
 - (II) the nature of any transaction made by the Subscriber over the cable system of the cable operator; or
- (D) to a government entity as authorized under chapters 119, 121, or 206 of title 18, except that such disclosure shall not include records revealing cable Subscriber selection of Video Programming from a cable operator.

(d) Subscriber access to information

A cable Subscriber shall be provided access to all personally identifiable information regarding that Subscriber which is collected and maintained by a cable operator. Such information shall be made available to the Subscriber at reasonable times and at a convenient place designated by such cable operator. A cable Subscriber shall be provided reasonable opportunity to correct any error in such information.

(e) Destruction of information

A cable operator shall destroy personally identifiable information if the information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information under subsection (d) of this section or pursuant to a court order.

(f) Civil action in United States district court; damages; attorney's fees and costs; nonexclusive nature of remedy

(1) Any Person aggrieved by any act of a cable operator in violation of this section may

bring a civil action in a United States district court.

(2) The court may award—

(A) actual damages but not less than liquidated damages computed at the rate of \$100 a day for each day of violation or \$1,000, whichever is higher;

(B) punitive damages; and

(C) reasonable attorneys' fees and other litigation costs reasonably incurred.

(3) The remedy provided by this section shall be in addition to any other lawful remedy available to a cable Subscriber.

(g) Regulation by States or franchising authorities

Nothing in this subchapter shall be construed to prohibit any State or any Franchising Authority from enacting or enforcing laws consistent with this section for the protection of Subscriber privacy.

(h) Disclosure of information to governmental entity pursuant to court order

Except as provided in subsection (c)(2)(D) of this section, a governmental entity may obtain personally identifiable information concerning a cable Subscriber pursuant to a court order only if, in the court proceeding relevant to such court order—

(1) such entity offers clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case; and

(2) the subject of the information is afforded the opportunity to appear and contest such entity's claim.

EXHIBIT F
ANNUAL REPORT
(Section 9.6)

An annual report addressing the following will be provided:

Location and hours of Payment Centers:

Telephone Hours:

Customer Service Telephone Number:

Local Emergency Contact for Franchising Authority use for technical matters:

Name:

Phone Number:

E-mail:

Address:

Cell Number:

Location of Headend (Reception Facility):

Miles of Cable Plant in Ashland:

Statement by duly authorized representative of the Franchisee of Gross Annual Revenues and Franchise Fees Paid:

Pursuant to RSA 53-C:3-e, Franchisee shall keep a record or log of all written complaints received regarding quality of service, equipment malfunctions, billing procedure, employee relations with customers and similar matters. Such records shall be maintained for a period of 2 years. Such record shall contain the following information for each complaint received:

- (a) Date, time, nature of complaint;
- (b) Name, address, telephone number of complainant;
- (c) Investigation of complaint;
- (d) Manner and time of resolution of complaint; and
- (e) If the complaint regards equipment malfunction or the quality of reception, a report indicating corrective steps taken, with the nature of the problem stated. Franchisee shall make the logs or records, or both, of such complaints available to any authorized agent of the Franchising Authority upon request during normal business hours for on-site review. Franchisee shall redact personally identifiable information as necessary to comply with the law.

S:\HE-HO\Holderness Area Cable Television Consortium\Ashland\Franchise Agreements\2014 05 19 DTC Franchise Agreement.doc