



2018 Annual Customer Notification

SKT offers an array of services including digital cable, HDTV, DVR, high-speed Internet, security, home automation, local telephone, and long distance services to both residential and commercial customers. It is important to us that you are informed about the services we provide, our policies and procedures, and your rights as a customer. Under the Cable Communications Policy Act of 1984 (the "Cable Act"), you are entitled to know the limits imposed upon cable operators in the disclosure of personally-identifiable information collected, how such information is used, under what conditions it is disclosed, the period during which it is maintained, and the rights of customers concerning access to such information and its disclosure.

SKT Customer Care Location and Hours

Clearwater Office:

112 S. Lee
P.O. Box 800
Clearwater, Kansas 67026-0800
620.584.2255 or toll free 888.758.8976
Mon.-Fri. 8:00 a.m. to 5:00 p.m.

SKT strives to provide our customers the best service and products possible. If, for any reason, you are unhappy with our customer care or personnel, please contact our Director of Operations at 888.758.8976. If you are still dissatisfied, please notify your local franchise authority. Franchise authorities vary by customer location. To determine the appropriate franchise authority for your location, please refer to the franchise authority list included.

Payment Information

SKT bills one month in advance for services. Payment is due within 15 days of receipt for the entire amount of the bill. Your bill is itemized so that you will know how much you are being charged for basic cable, premium services, pay-per-view events, equipment charges, installation fees, franchise fees, and sales tax, when applicable. You will also see an itemization of any adjustments or credits to your bill. Payment may be made by cash, check, money order, MasterCard, Visa, or Discover. A late payment fee will be assessed for late payments. Customers may also make payments by eCheck or by using SKT eBill, our online payment tool, which includes monthly automatic payment options. For additional information regarding payments and options, please contact SKT Customer Care at 888.758.8976.

Billing Dispute Procedures

If you have any questions regarding your bill, please contact SKT Customer Care at 888.758.8976. If you dispute your bill, in most cases a representative can resolve the issue. If you feel your complaint is not being handled to your satisfaction, please ask to speak to our Customer Care Supervisor. If you are dissatisfied with the resolution, please notify our Director of Operations. Disputes may also be settled by mail. We will respond to a written billing complaint within 30 days. In the meantime, you should pay any disputed amount. Please address your billing complaint to SKT, Director of Operations, P. O. Box 800, Clearwater, KS 67026.

Closed Caption Concerns

For Closed Captioning concerns please use the following contact information:

SKT Service
Telephone: 866.584.2655
Fax: 620.584.6401
eMail: dispatch@sktcompanies.com

Written Closed Captioning complaints should be directed to the following:

Donna Van Allen
Director of Operations
SKT
P.O. Box 800
Clearwater, KS 67026

eMail: donna.vanallen@sktcompanies.com

Telephone: 620.584.8351

Fax: 620.584.2220

Before sending a formal written complaint, we recommend you first contact our Service Department. We may be able to resolve your problem immediately without the need for a formal complaint. In any event, we will respond to your written complaint within 30 days.

Home Wiring Information

This notice is to inform you of the options available to you regarding cable wiring located in the interior space of your dwelling unit. Home wiring is that cable which runs from your television set to a point approximately 12 inches outside your dwelling unit. Home wiring includes all the wiring inside your home, including extra outlets, as well as splitters, connections, in-home amplifiers, fittings, or wall plates attached to the wire. It does not include equipment that is provided to you by SKT.

SKT installs high-quality coaxial cable and other wiring materials to ensure the strongest and clearest signal for you and your neighbors. This wiring is critical to the integrity of the quality of your services. Upon request, we will rearrange, remove, add, replace, or maintain cable home wiring at the applicable hourly service charge, plus a charge for materials. All customers also have the option of selecting a qualified third-party contractor, or performing the services themselves, as long as their actions do not interfere with our ability to meet the FCC's (Federal Communications Commission) technical standards or to provide service to other customers. It is important that the highest-quality cable home wiring materials be used and installed properly to avoid signal leakage and to maintain signal quality. Customers who elect to rearrange, replace, add, or maintain their own wiring may obtain high-quality materials from us, slightly above our cost.

If cable home wiring that is not installed by SKT results in harmful or improper signal leakage or the need for a technician to visit your home for service, we may hold you responsible for rectifying the problem. SKT is required by FCC rules to terminate service to any location where signal leakage problems are not corrected.

Television Picture Quality Resolution Notification

SKT will do everything possible to make sure that the picture you receive is the best it can possibly be. If you are experiencing problems, please complete the following troubleshooting steps. If these steps do not correct the problem, please notify us as at your earliest convenience.

1. Check first to see if the problem is affecting all the televisions in your home that are connected to SKT cable service.
2. Be sure that your television is tuned to Channel 3 if you have a set-top box.
3. Switch all cable-ready television sets to "CATV."
4. Tighten all connections to your television, set-top box, and all other connected equipment.
5. Check to confirm that the batteries in your remote control are working.
6. Make sure your VCR or DVR player are turned off.

Service and Repair Guidelines

New technical standards for the cable industry were established in the 1992 Cable Act and interpreted in pertinent FCC documents. Contained in these standards are regulations that require us as a cable company to: 1) establish a process for resolving complaints about the quality of your television signal, and 2) notify you of this procedure each year. Our goal is to consistently provide the highest-quality television signals. If you feel there is a problem with your picture, we want you to contact us immediately. Here is some information that will help us solve the problem quickly:

1. Call SKT's Customer Care Department at 888.758.8976 if you have a problem during or after business hours. Our customer care staff is trained to help you analyze and solve the problem. If this does not work, we will schedule a service call in your home within 24 hours, under normal circumstances.
2. We are committed to having technical staff available to correct emergency situations, and pledge immediate response, if a large area of the system is experiencing technical difficulties.
3. Our staff is trained, and has the authority, to do whatever is reasonably necessary to solve the problem or initiate the solution in order to provide quality service.
4. We will keep records of signal quality complaints for a minimum of one year for inspection by the FCC or our local franchising authority.
5. If you feel your problem has not been corrected, please call our Director of Operations at 620.584.8351 to express concerns and seek further resolution. If you need further resolution, you may contact the local franchising authorities.

Scheduling Installation or Repairs

Installation with any set-top box or inside equipment requires that the subscriber be present. Installations are generally conducted Monday through Friday between 8:00 a.m. and 4:30 p.m. Service appointments are also offered after 4:30 p.m. upon request. Service engineers are on call 24 hours a day.

Products and Services

SKT offers products and services in the following categories:

- Cable Television Services
- High-Speed Internet Services
- Digital Telephone Services
- Residential and Commercial Security Services
- Home Automation Services

For pricing information and programming details, please see the enclosed Channel Guide and Product Brochure.

Television Equipment Compatibility Notice

Some models of televisions and VCRs (especially older models) may not be "cable ready." This means that they cannot receive all of the channels offered by the cable system when connected directly to the cable system. In this case, you may need a set-top channel converter box. You may obtain a set-top converter box from SKT or a retail store (for a nominal charge) that will enable your television and/or VCR to receive all of the cable channels that you subscribe to.

Some services (including digital cable, HDTV, premium channels, and pay-per-view) provided by SKT may be scrambled or encrypted. If you wish to subscribe to any of these services, you will need a set-top box or navigation device that is compatible with our security access procedures. These may be leased from SKT or purchased from a retail outlet. If you purchase this equipment from a retail outlet, we can provide you the necessary technical parameters to be able to operate with our cable system. Retail remote controls may be compatible with the system's set-top boxes. **Note:** Receivers with descrambling units are illegal to sell or use unless authorized by SKT.

Theft of Cable Service

It is important for you, as our customer, to know that we work to protect our services (and yours) from unauthorized reception. The Cable Communications Policy of 1984 "... prohibits the unauthorized reception of communications services over a cable system." It is a violation of law to alter the cable system or converter to receive services which are not authorized. SKT conducts routine audits of our system to insure compliance with the law and to protect our paying customers. We reserve the right to inspect, at our discretion, for signs of tampering. Where violations are found, SKT will prosecute to the fullest extent of the law, including civil, as well as criminal action. Unauthorized reception of cable television signals is punishable with fines and/or imprisonment.

Privacy Act Notice

SKT collects and maintains personally-identifiable information concerning customers. That information may include name, address, phone number, Social Security number, driver's license number, any personal identification number (PIN) account passwords, billing records, service maintenance repair records, premium service subscription information, marketing information, and customer complaints, as permitted by the Cable Act of 1992. At SKT, we take reasonable precautions to prevent unauthorized access to this information. Unless otherwise noted, all personally-identifiable information is used solely for the normal business purpose of offering and rendering cable service to you.

Some persons have access to such information when necessary in connection with our business. Frequency of access depends on the purpose, and may be on a day-to-day basis. Those people include SKT employees, businesses which provide services to SKT such as accountants, collection agencies, our billing service, program services which will periodically audit subscription information or engage in marketing surveys or promotional campaigns, installation or repair contractors, consumer survey or research firms, program guide publishers and distributors and financial institutions, prospective investors or others who may have financial or ownership interest in our business, and franchising authorities or other government regulatory officials.

As a customer, you may review any personal information held by us which pertains to you if you give us a reasonable period of time to locate, and if necessary, prepare the information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange a review. The review will be at our business office, and requests may be made Monday through Friday, 8:00 a.m. to 5:00 p.m. You may request correction of any errors in personal information which we collect or maintain pertaining to you.

Federal law prohibits SKT from collecting any personally-identifiable information other than what is necessary to carry on our business or to detect theft of services. To the extent that we are permitted to collect personally-identifiable information, we are permitted to disclose only to the extent necessary to conduct our business. These records will be retained for a minimum of seven years.

In addition, the law allows us to disclose your name, address, and telephone number for mailing lists or other purposes unrelated to cable service, unless you tell us you do not wish to disclose it.

However, such disclosures of information may not be in a form that discloses the extent or type of any use you may make of the services we provide, nor may it disclose the nature of any transaction you make with SKT. If you do not wish to have your name and address disclosed, even in this limited manner, or if you wish to limit the circumstances in which we disclose it, please obtain, fill out and return a Customer Proprietary Network Information (CPNI) form. CPNI forms may be obtained by contacting our Customer Care Department at 888.758.8976.

Except as indicated in the preceding paragraph, we may not disclose personally-identifiable information without your consent unless we are required to do so by court order. Under some circumstances, a governmental entity may seek a court order to obtain personally-identifiable information from SKT concerning a cable customer. The customer must be given an opportunity to appeal and contest the government entity's claim prior to issuance of such an order. Any person aggrieved by the act of a cable company in violation of the Federal limitations on the collection and disclosure of personally-identifiable information may bring a civil action in a United States District Court to enforce the limitation.

Questions regarding cable franchise agreements should be directed in writing to the Kansas Corporation Commission, 500 S. W. Arrowhead Rd., Topeka, KS 66604-4027, or by calling 800.662.0027.

SKT 2018 Franchising Authorities

City of Atlanta
420 Omnia, PO Box 15
Atlanta, KS 67008-0015
620.394.2220

City of Dexter
113 S. Main, PO Box 6
Dexter, KS 67038-0006
620.876.5569

City of Moline
124 N. Main, PO Box 253
Moline, KS 67353-0253
620.647.3665

City of Belle Plaine
401 N. Merchant, PO Box 157
Belle Plaine, KS 67013-0157
620.488.3443

City of Grenola
207 S. Main, PO Box 130
Grenola, KS 67346-0130
620.358.2860

City of Severy
PO Box 128
Severy, KS 67137-0128
620.736.2323

City of Burden
401 N. Main, PO Box 37
Burden, KS 67019-0037
620.438.2360

City of Howard
PO Box 335
Howard, KS 67349-0335
620.374.2202

City of Viola
121 S. Main, PO Box 302
Viola, KS 67149-0302
620.584.4686

City of Cedar Vale
702 Cedar, PO Box 119
Cedar Vale, KS 67024-0119
620.758.2244

City of Leon
111 S. Main, PO Box 25
Leon, KS 67074-0025
316.742.3438

Sedgwick County
Sedgwick County Finance Dept.
525 N. Main, Room 823
Wichita, KS 67203
316.660.7591

City of Clearwater
PO Box 453
Clearwater, KS 67026-0453
620.584.2311

City of Longton
511 Kansas, PO Box 18
Longton, KS 67352-0253
620.642.2225

Sumner County
Sumner County Clerk
500 N. Washington
Wellington, KS 67152
620.326.3395