

## BEST SEAT TV TERMS AND CONDITIONS

- When Best Seat video is bundled with telephone service, the advertised price DOES NOT include mandated regulatory charges such as FCC end user fee, TAP/911 charges, taxes, and other mandated fees.
- ITC provides a 24/7 Best Seat video help desk number for your convenience (800-455-5958). If you are experiencing video trouble after hours and our help desk is unable to assist you, you can request a technician visit. This visit will incur a \$40.00 charge that will be billed to your phone bill. If you choose to wait until business hours, the after-hours charge may be waived depending on where the service issue is found and who is responsible for it.
- **The set top box is and will remain the property of ITC. The customer is responsible for returning the unit after service has been discontinued. If the set top box is not returned or there is blatant damage that renders the set top box unusable, the customer will be billed for repair or replacement at retail value (estimated at as much as \$1,000.00).**
- Best Seat video utilizes the latest in emerging technologies. Under normal circumstances, three video streams are available. The customer should be advised that physical limitations such as distance, cable quality, and other factors may affect the customer's ability to receive all three streams. ITC guarantees one video stream per set top box.
- ITC will provide each customer with up to (3) free remote controls during initial installation. If a remote is lost or damaged, replacements can be purchased. Remotes may be proprietary to the set top boxes. In the event that the remote is defective, ITC will replace it free of charge up to 30 days after installation or purchase.
- Residential customers requesting additional video streams in their home will pay a fee of \$4.95 per stream. Television services available on the additional set top box will "mirror" the services purchased on the initial set top box.
- It is the customer's responsibility to maintain and enforce both the pay-per-view and parental locks on the interactive program guide. Any movies or pay-per-view events billed to the account will be the responsibility of the customer.
- Customers should be advised that the first bill might be larger than normal (prorated for current month, plus next full month, plus possible additional costs for remote, wiring, etc).
- An early termination fee of \$25.00 will apply to customers who disconnect their digital video service before six months have elapsed. If the customer also subscribes to DSL and does not terminate the DSL service, the fee is waived. If both services are disconnected, only one fee applies. When a subscriber puts their digital video service on vacation, a vacation fee of \$25.00 applies. If the customer also subscribes to DSL service and does not place the DSL service on vacation, the fee is waived. If both services are placed on vacation, only one fee applies.