



## 2019 Annual SKT TV Customer Notification

SKT offers an array of services including high-speed Internet, live TV streaming, local and long-distance telephone, security, and home automation 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.

### **SKT Customer Care Location and Hours**

112 S. Lee  
Clearwater, Kansas 67026  
888.758.8976  
Mon.-Fri. 8:00 a.m. to 5:00 p.m.  
customerservice@sktc.net

### **SKT Director of Operations**

Donna Van Allen  
112 S. Lee  
Clearwater, KS 67026  
620.584.8351  
donna.vanallen@sktcompanies.com

### **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 services, equipment, repairs, 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.

### **Billing Dispute Procedures**

If you have questions regarding your bill, please contact SKT Customer Care. If you dispute your bill, in most cases an SKT Customer Care Representative can resolve the issue. If you feel your complaint is not being handled to your satisfaction, contact SKT Director of Operations.

### **Audio Guide Information**

If you have a visual impairment, most streaming devices and Smart TVs provide an audible guide to help you navigate your SKT TV streaming app and other device features. For instructions, please visit SKTC.net and navigate to the Help Center.

### **Closed Captioning Concerns**

For Closed Captioning concerns please contact SKT Customer Care. Written closed captioning complaints should be directed to SKT Director of Operations. We will respond to all written complaints within 30 days.

### **Service and Repair Guidelines**

Our goal is to consistently provide the highest-quality television signals. If you feel there is a problem with your service, we want you to contact us immediately.

1. SKT Customer Care is trained to help you analyze and solve the problem. If we are unable to resolve the problem by phone, we will schedule a service call within 48 hours under normal circumstances.
2. We are committed to having staff available to correct emergency situations, and pledge immediate response if a large area of the system is experiencing technical difficulties.
3. We will keep records of signal quality complaints for a minimum of one year for inspection by the FCC or our local franchising authority.
4. If you feel your problem has not been corrected, please call SKT Director of Operations to express concerns and to seek further resolution.

### **Scheduling Installation or Repairs**

Service installations and repairs require the subscriber to be present at their SKT service address while the SKT technician is on site. Installations and repairs 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.

### **Theft of Service**

It is important for you to know that we work to protect services from unauthorized use. The Cable Communications Policy of 1984 "... prohibits the unauthorized use of services. It is a violation of law to receive services which are not authorized. SKT conducts routine audits to insure compliance with the law and to protect our customers. We reserve the right to inspect, at our discretion, for signs of theft. Where violations are found, SKT will prosecute to the fullest extent of the law, including civil, as well as criminal action. Unauthorized reception of 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 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 collection agencies, billing vendors, installation or repair contractors, 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 your account 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 to schedule an appointment during standard business hours. 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 TV 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 contact SKT Customer Care.

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 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 TV provider 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 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.