

Unlimited Nationwide



# Welcome

DIGITAL PHONE

# kit

BRIGHT HOUSE NETWORKS   
**digital phone**

## Welcome

Thank you for choosing Bright House Networks as your new residential telephone service provider. We are confident you will enjoy the value and convenience of Bright House Networks Digital Phone.

### Unlimited Nationwide

- Call anytime, anywhere in the US including Puerto Rico, Alaska, Hawaii, Guam, the U.S. Virgin Islands and the N. Marianna Islands for one low price.

As a new customer, you will experience the many benefits of Bright House Networks Digital Phone:

- Digital Phone is a multi-feature, residential phone service available from Bright House Networks, which is as simple and easy to use as your existing phone service.
- Digital Phone offers the most popular calling features and benefits at no extra charge.
- Call Waiting, so you never miss an important call.
- Caller ID, so you can find out who's calling before you answer.
- Call Waiting with Caller ID, so you can find out who's calling before you accept the call.
- Call Forwarding
- 3-Way Calling
- Anonymous Call Reject
- Speed Dial
- \*98 takes you directly to your voicemail box.
- 611 - a dedicated phone number for 24/7 local Digital Phone Customer Care.  
(When away from your home, refer to phone numbers on back cover for Digital Phone Customer Care.)
- Plus, you can add Voice Mail in English or Spanish, so you can store and retrieve messages for only \$1.95 more per month.
- One convenient statement for all your services from a company you know and trust.
- There are no local toll charges.
- Keep your current phone number.
- Digital Phone Online Tools allows you to manage your voicemail and voicemail options online.

We are confident you will appreciate the value and convenience of Digital Phone. Bright House Networks is proud to offer you solutions for all of your home entertainment and communications needs, including Cable, High Speed Internet and Telephone.

Sincerely,  
Bright House Networks

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## SETTING UP A VOICE MAIL ACCOUNT

It will take a few minutes to set up your Voice Mail account. Once set-up is complete, your Voice Mail will be ready to receive messages.

1. From your home phone, dial your home telephone number, wait for your voice mail to answer and then press **\*5**. If you are away from home, dial your home phone number, wait for your Voice Mail to answer and then press **\*5**.
2. The Voice Mail system will ask for your temporary Personal Identification Number (PIN) – which is the last four digits of your Digital Phone telephone number.
3. The Voice Mail system will prompt you to select a new 4-digit PIN and then press **#**. The Voice Mail system will ask you to verify your PIN by entering it a second time and pressing **#**.
4. The Voice Mail system will prompt you to state your name and then press **#**. This creates a recording that will be heard when retrieving and forwarding messages.
  - To use the recording of your name, press **1**.
  - To listen to the recording of your name, press **2**.
  - To record your name again, press **3**.
5. The Voice Mail system will ask you to record a greeting and then press **#**. This is the greeting callers will hear when you are unable to answer the phone. It is good practice to write down the greeting to ensure all the information you desire is included.
  - To use the recording of your standard greeting, press **1**.
  - To listen to the recording of your standard greeting, press **2**.
  - To record your standard greeting again, press **3**.
6. Once your Voice Mail account set-up is complete, you will have the opportunity to listen to the main menu, or, if you are finished, simply hang up to exit. You may also exit by pressing **\*9**.

## RETRIEVING VOICE MAIL MESSAGES

You can retrieve messages from your Bright House Networks Digital Phone at home or, while you are away from home, using any touchtone phone.

### *From your Bright House Networks Digital Phone...*

1. Lift the handset and dial your home telephone number. The Voice Mail system will answer with a welcome message.
2. Press **#** to indicate you are calling to access Voice Mail.
3. Enter your PIN followed by **#**.
4. The Voice Mail system will tell you how many new messages you have.
5. Press **1** to listen to Voice Mail messages.

### *From any other phone...*

1. Lift the handset and dial your home phone number. Wait for your Voice Mail to answer, and then press **\*5**.
2. The Voice Mail system will answer with a welcome message.
3. Enter your PIN followed by **#**.
4. The Voice Mail system will tell you how many new Voice Mail messages you have.
5. Press **1** to listen to your messages.

## FAST LOGIN AND PIN SKIP

You can access your Digital Phone voice mailbox faster with the Fast Login and PIN Skip features. Fast Login allows you to bypass entering your voice mailbox ID phone number when accessing your messages from your Digital Phone. The PIN Skip Feature allows you to access your voice mailbox without having to enter your PIN. PIN Skip is available **only** when the Fast Login feature is turned on. You can use PIN Skip when you are accessing your voice mailbox from your Digital Phone.

### **TO TURN FAST LOGIN ON OR OFF:**

- 1: Access your mailbox and press **4** from the main menu.
- 2: Press **3** from the mailbox administration menu.

## Call Forwarding

## 3-Way Calling

3: Press **2** to change your fast login setting.

4: Press **1** to turn fast login on or off.

**TO TURN PIN SKIP ON OR OFF:**

1. Access your mailbox and press **4** from the main menu.

2. Press **3** from the mailbox administration menu.

3. Press **2** to change your fast login setting.

4. Press **1** to access the PIN Skip menu.

**You must have Fast Login turned on to activate the PIN Skip feature.**

5. Choose one of the following options:

- To apply PIN Skip only when you log in from your Digital Phone, Press **1**.
- To turn PIN Skip off, press **4**.

## CALLER ID

If your telephone is equipped with Caller ID functionality, the name and telephone number associated with an incoming call will appear on the screen, allowing you to see who's calling before you answer the phone.

- Caller ID requires a telephone equipped with Caller ID functionality.
- If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number by pressing \*67 (or dialing 1167 on a rotary) before placing the call.
- If "unknown name," "unknown number," "out of area" or "O" appears, the caller is in an area that does not support call identification services.

**To block your name and number** from appearing when you make a call, press **\*67** before making the call.

## CALL WAITING

When another caller is trying to reach you, a special tone alerts you to a waiting call. The person calling you hears normal ringing. If you have Caller ID functionality, the name and number associated with the waiting call will appear on the screen.

**To answer a waiting call or to alternate between callers**, simply press and quickly release the **RECEIVER** or **FLASH** button on your phone.

While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

**To end either call**, hang up the phone while connected to the call you want to end. Your phone will automatically ring. When you answer, you'll be connected with the new caller.

**To disable call waiting** for the duration of a phone call, press **\*70** during the incoming call.

## CALL FORWARDING

Call Forwarding allows you to forward or re-direct your phone calls to an alternate telephone number for as long a period of time as you desire. You can forward your calls to a cell phone, vacation house or any phone number in our calling area and not have to miss a call.

1. To use Call Forwarding, simply pickup the phone and Dial **\*72**.
2. Listen for three short beeps and then a dial tone.
3. Enter the **7** or **10** digit phone number where you want the calls to be forwarded and wait for the confirmation tone.
4. After the confirmation tone, the system will automatically place a courtesy call to the forward-to phone number.
5. If the forwarded-to party answers the courtesy call, the feature is activated.
6. If the forward-to line is busy or there is no answer to the courtesy call, the feature will not be activated. It is important that someone or their Voice Mail picks up on the other side.
7. Once forwarded, calls will continue to forward to the chosen phone number until deactivated by pressing **\*73** on the Digital Phone.

**Note:** If you have Voice Mail, your calls and calls that would normally transfer into Voice Mail will continue to go to the forward-to phone number thereby bypassing your own Voice Mail.

## 3-WAY CALLING

3-Way Calling allows you to add a third party to an existing conversation.

To make a 3-way call, call the first party as you normally would. To add a 3rd party, press the Flash button or switch hook. This places the first party on hold. Upon hearing the recall dial tone (three short tones and then a dial tone), dial the telephone number of the third party. Press the Flash button or switch hook again, and all three parties will be joined on the call.

**Note:** If you press the Flash button or switch hook before completing dialing the third party, you'll be reconnected with the first party. Call Waiting ID will not work for the person who initiated the 3-Way Call. If the person who initiates the 3-way call hangs up, all parties will be disconnected.

## Managing Your Voice Mail Messages

When you have finished listening to your Voice Mail messages, there are several options available to manage the account.

### SAVING A VOICE MAIL MESSAGE

Once you have retrieved a message, you have the option of saving it by pressing **#** at the conclusion of the message. The next message will begin immediately.

### REPLAYING A VOICE MAIL MESSAGE

Once you have listened to a message, you have the option of replaying it by pressing **1** at the conclusion of the message.

### REPLYING TO A VOICE MAIL MESSAGE

(NOTE: You can only send a reply message to another Bright House Networks Digital Phone Voice Mail user.)

1. To reply to a retrieved message, press **2** immediately at the conclusion of the message.
2. The Voice Mail system will prompt you to ensure that you want to reply to the Voice Mail message. When you hear the prompt, press **2** again.
3. The Voice Mail system will ask you to record your reply. Record your message after the tone and press **#** when completed and ready for delivery.
4. Press **1** to send the reply Voice Mail message.
5. Press **1** again to confirm that you want to send the reply message with the standard delivery options.
6. Your reply message has been sent to the original caller.

### ERASING A VOICE MAIL MESSAGE

Once you have retrieved a message, you have the option to erase it by pressing **3** immediately at the conclusion of the message.

### RETRIEVING ACCIDENTALLY ERASED VOICE MAIL MESSAGES

(NOTE: You can retrieve any message that you deleted during the same Bright House Networks Digital Phone Voice Mail session.)

1. If you have accidentally erased a Voice Mail message, press **\*** and **7** to back up to the previous message until you reach the message you deleted. If you are in the main menu, press **1** to listen to your saved messages. The system identifies the message as deleted.
2. After listening to the previously retrieved and erased message, you can manage it as described by the Voice Mail system, or re-save the message by pressing **#**.

### MARKING A VOICE MAIL MESSAGE AS NEW

Once you have retrieved a message, you have the option of marking the message as new. You may also mark messages that you have previously saved as new.

1. To mark a message as new, press **6** immediately after listening to the message.
2. The next time you access Voice Mail, the message will be retrieved as though it were a new message.

### REWINDING A VOICE MAIL MESSAGE

To rewind a message several seconds anytime during message playback, press **7**.

### ADVANCING A VOICE MAIL MESSAGE

To advance a message several seconds during message playback, press **9**.

## **FORWARDING A VOICE MAIL MESSAGE WITH A PERSONAL COMMENT**

Once you have retrieved a Voice Mail message, you have the option of forwarding the message to another Bright House Networks Digital Phone subscriber.

1. If you desire to forward the message, press **4** immediately at the end of the message.
2. Enter the Bright House Networks Digital Phone 10-digit telephone number of the person to whom you wish to forward the message, and then press **#**.
3. The Voice Mail system will confirm receipt of the Bright House Networks Digital Phone number of the person to whom you are forwarding the Voice Mail message. Press **#** again.
4. If you desire to forward the Voice Mail with a personal comment, press **1**.
5. The Voice Mail system will prompt you to record your personal message. Record a message and press **#**.
6. Press **1** to forward the message.
7. Press **1** again to confirm that you want to forward the message with the standard delivery options.
8. Your message and personal comment have been forwarded. You can now manage the message as you like.

## **ANONYMOUS CALL REJECT**

Allows you more privacy control by combining your caller ID functionality to force callers who block their names and numbers to unblock them before calling.

1. To turn Anonymous Call Reject on, Press **\*77** add wait for confirmation tone.
2. To turn Anonymous Call Reject off, Press **\*87**. ACR will remain active unless deactivated.

## **FORWARDING A VOICE MAIL MESSAGE WITHOUT A PERSONAL COMMENT**

Once you have retrieved a Voice Mail message, you have the option of forwarding the message to another BrightHouse Networks Digital Phone subscriber.

1. To forward a message, press **4** immediately at the end of the message.

2. Enter the Bright House Networks Digital Phone 10-digit telephone number of the person to whom you are forwarding the message, and then press **#**.
3. The Voice Mail system will confirm receipt of the Bright House Networks Digital Phone number of the person to whom you are forwarding the Voice Mail message. Press **#** again.
4. Press **2**.
5. Press **1** to forward the message.
6. Press **1** again to confirm that you want to forward the Voice Mail message with the standard delivery options.
7. Your message has been forwarded. You can now manage the message as desired.

## **SPEED DIAL**

1. To program speed dial function, Press **\*74**; listen for stutter-tone and choose a digit from **2-9**. Enter 10 digit phone number (dialing **1** first when applicable) that will be speed dialed and wait for conformation tone.
2. To use speed dial feature, press the chosen digit (from **2-9**) followed by the **#** key and the system will dial the telephone number that correlates to the chosen digit.
3. Your message has been forwarded. You can now manage the message as desired.

## **SPANISH VOICE MAIL PROMPTS:**

Customers can now choose to listen to Voice Mail prompts in either English or in Spanish. New customers will be given the option to choose their preferred language for Voice Mail prompts at the time of setting up Voice Mail. After setting up Voice Mail, you can change your language options by logging into your voicemail account. Press **4** to "Change Mailbox Settings" and then press **\*4** to change "Mailbox Language Preference" to change language of VM prompts from English to Spanish (or vice-versa). Press **1** for English or **2** for Spanish.

## **\*98**

\*98 allows you to access your Voice Mail fast and easy by pressing just three numbers on your phone.

- You can dial **\*98** from your home phone and connect instantly to the Voice Mail system.
- **\*98** allows you to access both new and saved messages.



\*98 is a standard feature of Digital Phone package. It is offered at no additional cost to the customer.

### **Benefits**

Experience these time-saving benefits:

- The convenience to avoid dialing lengthy access numbers
- The ability to access both new and saved messages

### **To use \*98**

Press \*98 and you will immediately be connected to your Voice Mailbox.

### **Helpful Hints**

The \*98 feature will only work when it's used from the telephone number to which the voicemail service is connected.

## **Digital Phone Online Tools**

Digital Phone Online Tools allows you to listen to your voicemail and manage your voicemail setting online!

**To access your voicemail box online visit [www.mybrighthouse.com](http://www.mybrighthouse.com)**

- Click on "Digital Phone Online Tools" in the Talk section.
- Using your home number and voicemail pin, log into your voicemail box and listen, delete and save voicemails.

**For updated calling features  
refer to back cover.**

## **Frequently Asked Questions: Digital Phone**

- Q:** What does Bright House Networks Digital Phone offer that my current phone service may not?
- A:** With Bright House Networks Digital Phone you have; 1) the ability to call anyone, anytime, anywhere in Florida and Alabama, the U.S. (including Alaska and Hawaii), Guam, Puerto Rico, U.S. Virgin Islands and N. Marianna Islands, as frequently as you like, for one low monthly price; 2) popular calling features like Call Waiting, Caller ID, Call Waiting with Caller ID, Anonymous Call Reject and Speed Dial at no extra cost; 3) the convenience of one statement for all your Bright House Networks services; and 4) no local toll charges.
- Q:** Will I be able to make long distance calls with Bright House Networks Digital Phone?
- A:** Yes. Simply dial the number as you normally would. With unlimited local and national long distance, you can call anytime day or night.
- Q:** Will I be able to make international calls with Bright House Networks Digital Phone? If so, how?
- A:** Yes. You can make international calls with Bright House Networks Digital Phone the same way you do with the service you have now. Simply dial as you normally would.
- Q:** Does Bright House Networks Digital Phone support 911 emergency services?
- A:** Yes, We not only support 911, but take it one step further and offer Enhanced 911. E911 enables the operator or dispatcher to automatically identify the phone number and address of the person who is calling from a Digital Phone. The Enhanced 911 service provides you with the security of delivering your location information automatically. For additional information, please review the Digital Phone Subscriber Agreement.

## Frequently Asked Questions: Digital Phone, continued

**Q:** Will I have directory assistance?

**A:** Yes. Bright House Networks Digital Phone provides Directory Assistance.

**Q:** Can I make 1-900 or 1-976 calls with a Bright House Networks Digital Phone?

**A:** Currently these services are not available at this time.

**Q:** Can I use a 10-10 number for my International long distance calling?

**A:** Currently 10-10 calling services are unavailable with Bright House Networks' Digital Phone.

**Q:** Will I be able to use my new Bright House Networks Digital Phone modem to access the Internet and talk on the phone at the same time?

**A:** If you subscribe to high speed Internet service from Bright House Networks, your modem will allow you to do both because each feature of your modem is independent.

**Q:** What happens to my service if my cable provider experiences a temporary outage?

**A:** Your cable must be operational to have your phone connection up and running.

**Q:** What if the equipment is damaged?

**A:** Depending on the type of damage sustained, Bright House Networks will follow our standard policy on replacing the equipment.

**Q:** Can all the telephones in my home utilize the Bright House Networks Digital Phone service?

**A:** Yes. You may choose to have all of the phones in your home connected to the same Bright House Networks Digital Phone number, using your existing outlets. Bright House Networks Digital Phone works with most phones you already have.

**Q:** Will I receive a "Yellow Pages" phone book after my installation?

**A:** As with traditional phone company, you will receive a local phone directory a few days after your installation.

**Q:** Can I review my statement online?

**A:** Please refer to web address on back cover to review your statement online.

**Q:** What is your privacy policy?

**A:** Protection of your privacy is a top concern. Please refer to web address on back cover to view our privacy policy.

**Q:** Why am I still receiving bills from my former phone company?

**A:** You may have switched service during the middle of your billing cycle with your former phone company. Based on this, the carrier will send you a bill for the last days that you had service in order to close your account.

**Q:** Will I be able to take my phone number with me if I move?

**A:** Possibly. As with traditional phone service, phone number transferability depends on where you are moving to and if it is within our service area.

## Frequently Asked Questions: Digital Phone, continued

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- Q:** If I move, will I be able to take the equipment with me?
- A:** The cable modem remains the property of Bright House Networks. If you remain a Bright House Networks Digital Phone customer within our service area, you can take the equipment with you. However, a Bright House Networks technician will need to reinstall it in your new home, and we will need to update our records with your new address for billing and Enhanced 911 purposes.
- Q:** Who maintains the Bright House Networks Digital Phone modem used for Bright House Networks Digital Phone?
- A:** Bright House Networks maintains the Bright House Networks Digital Phone modem.

## Frequently Asked Questions: 3-Way Calling

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- Q:** What is a 3-Way Call?
- A:** A 3-Way call is the addition of a third called party to an existing phone conversation.
- Q:** Is there a monthly cost for new or existing Digital Phone customers?
- A:** 3-Way Calling will be offered as part of our standard feature set and will be included at no additional charge. Three-Way Calling will be available immediately for all new subscribers. Subscribers must request that this feature be turned off if it is not wanted.

- Q:** How will 3-Way Calling affect my service?
- A:** When you are on a 3-Way call, your Call Waiting and Call Waiting Caller ID will not function. Additional incoming calls will go directly to your Voice Mail (or get a busy signal if you don't have Voice Mail service).
- Q:** Is it possible to make a 3-Way call by mistake?
- A:** Yes. If you don't want to make a 3-Way call, be sure to hang up for at least two seconds between all calls until you hear a normal dial tone. If you don't hang up long enough, you will hear an intermittent dial tone and could place a 3-Way call by mistake.
- Q:** Is there a charge for 3-Way Calling?
- A:** No. 3-Way Calling is available with your Digital Phone service at no additional charge.
- Q:** How do I initiate a 3-Way Call?
- A:**
- On an existing call, press the Flash button or switch hook. This places the first party on hold.
  - Upon hearing the recall dial tone (three short tones and then a dial tone), dial the telephone number of the third party.
  - Press the Flash button or switch hook again, and all three parties will be joined on the call (if you press the Flash button or switch hook before completing dialing of the third party, you'll be reconnected with the first party).
- Q:** Can one of the parties leave without ending the call?
- A:**
- If either of the called parties hangs up, the call continues with the remaining two parties.
  - If the person who initiated the call hangs up during a Three-Way call, all parties are disconnected.
- Q:** If the person who initiates a 3-Way call drops off, are the rest of the parties disconnected?
- A:** Yes. If the initiating party hangs up during a 3-Way call, all parties will be disconnected.

## Frequently Asked Questions: Voice Mail

- Q:** Is the Digital Phone Voice Mail service available in Spanish?
- A:** Yes. New and existing customers will have the ability to select which language (English or Spanish) prompts they would like to hear when they retrieve Voice Mail.
- Q:** How do I change my Voice Mail prompts from English to Spanish?
- A:** To change your language option log into your Voice Mail account. Press **4**, “Get Messages” and select **\*4**, “Change Language”. Choose either option **1** for English or option **2** for Spanish.
- Q:** Will I have to change my Voice Mail prompts to Spanish each time I check my messages?
- A:** No. Once you change the prompts to the selected language, all future prompts are set to the language selected and will be permanent until you decide to change the selected language.
- Q:** How many rings before my calls go to Voice Mail?
- A:** Calls will go to Voice Mail after 25 seconds, which is 4 or 5 rings.
- Q:** How many call-waiting “beeps” will I hear before the call will go to Voice Mail?
- A:** Calls will go to Voice Mail after 25 seconds, which is 2 or 3 beeps.
- Q:** How do I know if I have new Voice Mail messages?
- A:** If you have a new message you will hear a stutter dial-tone (several quick beeps before the dial tone) when you lift your receiver. Additionally if your phone supports a Voice Mail indicator light, it will be lit when you have a new message.
- Q:** What Voice Mail greetings can I customize?
- A:** You can record a custom greeting for All Calls, Unanswered Calls and Busy Calls.
- Q:** How long can a Voice Mail message be?
- A:** Each message can be up to 180 seconds (3 minutes) in length.
- Q:** How long can a Voice Mail greeting be?
- A:** Your Voice Mail greeting can be up to 180 seconds (3 minutes) long.
- Q:** What do I need to do to set up my Voice Mail?
- A:** You need to login to Voice Mail, select language, record a greeting and select a PIN.
- Q:** What is the default PIN for logging into Voice Mail?
- A:** The last four digits of your telephone number.
- Q:** If I use PIN Skip, will my Voice Mail still be secure?
- A:** With PIN Skip, you will no longer need to enter your Voice Mail PIN when you retrieve your Voice Mail from your home phone. This is a great time saving feature, but it does lessen the privacy and security of your Voice Mail. You can enable or disable the OIN skip feature from the main Voice Mail menu.
- Q:** What should I select as my Voice Mail PIN?
- A:** Any 4 numeric digits may be selected. The symbols (#) and (\*) are not allowed.

## Frequently Asked Questions: Voice Mail, continued

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- Q:** How many Voice Mail messages can I have?
- A:** There is no limit to the number of messages, but your Voice Mail box is limited to a total 40 minutes of messages.
- Q:** What will happen when my Voice Mail box is full?
- A:** If the mailbox is full and not accepting new messages, callers will hear, "Sorry <pause>, cannot receive a message. This mailbox is full. To leave a message for someone else press **2**." (Note to CSPs: this message is in the process of being revised.)
- Q:** Can callers mark Voice Mail messages as urgent?
- A:** Yes.
- Q:** How can I listen to my Voice Mail messages?
- A:** There are currently three ways to listen to your messages:
- While at home – Pick up your home line and call your home phone number. Follow the voice prompts that tell you how to listen to new messages.
  - While away from home – Call your home phone number from another phone (it must not be answered by someone at home). Press **\*5** when you hear the Voice Mail greeting. You will then be prompted to enter your 10-digit home phone number and 4-digit PIN.
- Q:** How long am I able to keep my voicemail messages?
- A:** Voicemail messages are retained for 30 days. After 30 days messages are automatically deleted.
- Q:** What is \*98?
- A:** \*98 allows you to access your Voice Mail by pressing three buttons on your home phone.

- Q:** How do I access my Voice Mail messages using \*98?
- A:** Simply press \*98 from your home phone and you will immediately be connected to your Voice Mailbox.
- Q:** By using \*98 will I be able to save my messages?
- A:** Yes, \*98 automatically connects you to your Voice Mail, which will allow you to listen to, repeat, forward and save messages.

## Frequently Asked Questions: Voice Mail Portal

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- Q:** I am unable to hear my Voice Mail messages online?
- A:** To hear your voice messages online you need a media playback tool configured to play .WAV files, such as Media Player, RealPlayer, WinAmp, QuickTime, Ultra Player, or Sonique. Many of these tools are free downloads. We are always testing new media playback tools, so we encourage you to contact us if one you are using is not compatible with Digital Phone Online Tools.
- Q:** Does the Media Player launch immediately for me to listen to my messages?
- A:** The Media Player may take several seconds to launch.
- Q:** I have configured my media playback tool to play .WAV files and I am still unable to hear my Voice Mail messages?
- A:** Please check your computer audio in the task bar and make sure that the mute option is not checked. Next verify that the sound is turned up enough to hear the messages.
- Q:** How long will messages stay on the Digital Phone Online Tools?
- A:** Voice Mail messages will remain indefinitely as long as you don't delete them either through the Digital Phone Online Tools Site or your telephone, although it is suggested that you store them to your computer's hard drive.

## Frequently Asked Questions: Voice Mail Portal , continued

**Q:** Will I receive email notification of new Voice Mail messages?

**A:** Not at this time. We anticipate this feature to be a part of future voice Digital Phone Online Tools enhancements.

**Q:** How do I know if I have new Voice Mail messages while logged on the Digital Phone Online Tools site?

**A:** Click the Refresh button and all new messages will be displayed.

**Q:** How long are my Voice Mail messages kept before being deleted?

**A:** Messages are not automatically purged, they can be saved indefinitely.

**Q:** How many Voice Mail messages can I have?

**A:** Your Voice Mail box is limited to about 40 minutes of messages, but there is no limit to the number of messages.

**Q:** What will happen when my Voice Mail box is full?

**A:** Callers will be notified if the mailbox is full and not accepting new messages.

**Q:** Can callers mark Voice Mail messages they leave as urgent?

**A:** Yes, callers will be prompted, while leaving a message, to mark the message with a priority level.

**Q:** How can I listen to my Voice Mail messages?

**A:** There are currently three ways to listen to your messages:

- While at home –Pick up your home line and call your home phone number. Follow the voice prompts that tell you how to listen to your messages.
- While away from home –Call your home phone number from another phone by calling the Voice Mail remote access number (must not be answered by someone at home).
- Anywhere –From a computer with online access by logging on to the Digital Phone Online Tools site.

**Q:** Can I hear my messages online if I have a MAC?

**A:** Yes. The Digital Phone Online Tools site is available on PC and MAC browsers.

**Q:** Can I change the order in which my Voice Mail messages are displayed?

**A:** Yes. Voice Mail messages are displayed in the order they are received, newest to oldest. However you can click on a column header to resort your messages.

**Q:** What is the 5 letter security code?

**A:** The 5 letter security code cannot be read by a computer and must be entered manually. This helps to prevent automated processes, or scripts, from compromising accounts. Automated scripts are typically used to gain unauthorized access to accounts. Thank you for helping us to make our products and services more secure.

**Q:** Is there an option to listen to my Voice Mails through my iTunes player, so it doesn't save it in my iTunes library?

**A:** Yes. To change your default player from iTunes, go into the QuickTime control panel, click on the File Types tab and then check .WAV files. Once this is complete, ignore the iTunes request to make it the default player for audio files. .WAV files will now play in QuickTime.

## Frequently Asked Questions: Voice Mail Pin

**Q:** I forgot my PIN, what do I do?

**A:** Click the "Forgot PIN" link, enter your phone number, enter the 5 letter security code & click continue. Enter your security answer and click continue. Follow the steps to reset your PIN.

## Frequently Asked Questions: Voice Mail Pin, continued

- Q:** I forgot my security answer and do not have my PIN?
- A:** If you do not know the answer to your security question to reset your PIN, you must call Customer Care to have your PIN reset.
- Q:** What is PIN Skip?
- A:** When PIN skip is enabled, you will not be prompted to provide a PIN number when calling your home phone number.
- Q:** What should I select as my Voice Mail PIN?
- A:** Any 4 numeric digits; (#) and (\*) are not allowed.
- Q:** How do I change my PIN?
- A:** Navigate to the voicemail settings page. Under the PIN reset section, click "Configure".

## Frequently Asked Questions: Voice Mail Language Preferences

- Q:** How do I change my Voice Mail prompts from English to Spanish?
- A:** Navigate to the voicemail settings page. Under the Voice Mail Language prompt section, click "Configure". Select the language of your choice and click save.
- Q:** Will I have to change my Voice Mail prompts to Spanish each time I check my messages?
- A:** Once you change the prompts to the selected language, all future prompts are set to the language selected and will be permanent until you decide to change the selected language. This change only impacts the language prompts when dialing in to retrieve your messages. It does not change the language of the Digital Phone Online Tools site.

## Frequently Asked Questions: Second Phone Line

- Q:** How many phone lines can I have with my Bright House Networks Digital Phone Service?
- A:** You may have a total of two lines for one low monthly price.
- Q:** Can I have a second line for my business?
- A:** No. Digital Phone is a residential service offered for your personal, non-commercial use. The Service may only be used by you and members of your immediate household. You can not resell or redistribute (whether for a fee or otherwise) Digital Phone, or any portion the Service. You can not otherwise charge others to use Digital Phone, or any portion of the Service. You can not use Digital Phone for any enterprise purpose whether or not it is a for-profit enterprise.
- Q:** Will I receive a second bill or statement for my second phone line?
- A:** No. Billing for the second phone line will be included with your regular monthly bill statement.
- Q:** Will there be a separate telephone number for the second phone line?
- A:** Yes, multi-line will allow the customer to have a two separate unique telephone numbers.
- Q:** Does the second phone line have the same features as my primary line?
- A:** Yes, multi-line offers you all of your existing features on each line.
- Q:** What Digital Phone plans can I purchase with my second phone line?
- A:** Whatever phone plan you have subscribed to on your first line will be your plan on the second line.

## Frequently Asked Questions: Second Phone Line, continued

**Q:** I have an Unlimited Nationwide plan on my primary line and an Unlimited Nationwide plan on my second phone line. Can I get a separate voice mail box on my second phone line?

**A:** Yes. You can receive a separate voicemail box for the same amount you pay on the primary line.

**Q:** Can I share my Voice Mail box on both lines?

**A:** Not at this time.

**Q:** As a new customer, can I keep my existing telephone number?

**A:** Yes. You can transfer your existing telephone number from another service provider.

**Q:** How will my second phone line be listed in the telephone directory?

**A:** The telephone directory listing on the second phone line will be the same as the primary.

**Q:** Will I have to purchase any equipment to have an second phone line?

**A:** No, the purchase of additional equipment from Bright House Networks is not necessary.

**Q:** On my billing statement, how will I be able to identify the charges for my second line?

**A:** The second line will be billed as a line item on your monthly statement. Charges such as Directory Assistance and International Long Distance associated with your second line will be shown on the bill together with charges from the primary line.

**Q:** How will I be able to distinguish the long distance calls made on my second phone line?

**A:** Long distance calls will be shown as a line item on your bill. You can go to Bright House Networks website for additional information on call detail.

**Q:** Can I get caller ID on my second line?

**A:** Yes. You will have the same great features that are on your primary line.

**Q:** When I place a phone call from my second phone line, what name will appear on the caller ID box that I am calling to?

**A:** The name of the account owner for the primary line will appear on the caller ID box that you are calling to.

## Terms of Service

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### THE BRIGHT HOUSE NETWORKS DIGITAL PHONE LOCAL AND LONG DISTANCE PLAN

With Bright House Networks Digital Phone you can call anyone, anytime, anywhere in the United States as often as you would like, for one low monthly price. Customers can keep their same phone number, and Bright House Networks Digital Phone works with existing phones and outlets.

### BRIGHT HOUSE NETWORKS DIGITAL PHONE FEATURES

- Voice Mail allows you to retrieve and save messages for a low monthly cost.
- Call Waiting alerts you when there's another incoming call.
- Caller ID identifies incoming callers so you know who is calling before you answer the phone.
- Caller ID with Call Waiting allows you to identify a caller when on the phone with another person. (Caller ID requires a telephone equipped with Caller ID functionality.)
- Call Forwarding
- Anonymous Call Reject
- Speed Dial
- \*98 takes you directly to your voicemail box.
- Digital Phone Online Tools allows you to manage your voicemail and voicemail options online.

### INTERNATIONAL CALLS

You can make international calls with Bright House Networks Digital Phone the same way you do with the service you have now. Simply dial as you normally would. (Example: 011+ country code + city code + the number of the person or company you are trying to call.) Calls to international locations are not included in your monthly plan, but rates are competitive with other major providers. Country codes and international rates are available on the Bright House Networks website. **Refer to back cover for web address.**

### DIRECTORY ASSISTANCE AND OPERATOR SERVICES

Calls to Directory Assistance (411) and Operator Services (0) are offered at an extra charge and will be listed on a separate line of your Bright House Networks statement. Current rates for Directory Assistance and Operator Services are available on the Bright House Networks website. **Refer to back cover for web address.**

## Terms of Service, continued

### BILLING

In addition to listing charges for your other Bright House Networks services, your statement will also include a line item for your Bright House Networks Digital Phone, and an additional line item for any charges that may result from Directory Assistance, Operator Services and calls to international locations. You will not be charged for basic installation, disconnection, or termination of your Bright House Networks Digital Phone.

Additional billing information and call detail can be viewed at **web address on back cover**, including details relating to your local, intrastate, and interstate calls, as well as calls to international locations, Directory Assistance and Operator services.

Should you wish to receive a particular month of call detail records in the mail, contact Bright House Networks at **web address on back cover**, by dialing 611 using your Bright House Networks Digital Phone, or at the local number found on the back page of this booklet.

All charges listed on your Bright House Networks statement, including your existing services and charges associated with your Bright House Networks Digital Phone, will be payable and due on the due date indicated on the statement. It is the customer's responsibility to report billing errors immediately upon receipt so that the service levels can be verified. Bright House Networks is not responsible for disputed service charges not reported within 90 days of initial billings. To receive credits or rebates for interruption of service, call Customer Service or send a written request. Additional late charges may be levied for cable or Internet service not paid in full by the due date on your Bright House Networks statement. All services must be current to avoid disconnection, and nonpayment of any portion of your Bright House Networks statement for cable, High Speed Internet, and Bright House Networks Digital Phone will result in disconnection of all services including Bright House Networks Digital Phone. Account holders are liable for all services rendered by Bright House Networks prior to customer's request to terminate service. All equipment remains the property of Bright House Networks. Finally, nonpayment of any portion of your statement charges for Cable television, High Speed Internet, and/or Bright House Networks Digital Phone will result in disconnection of all these services, including your E911. In addition to these items, your Bright House Networks statement will include new regulatory fees associated with your Bright House Networks Digital Phone. On your statement you will see an Enhanced 911 Surcharge, which is a charge billed on behalf of the municipality in which you live. Your local government asks that you pay this small charge each month to help provide for emergency services to your community. In addition, your statement will include a Federal Universal Service Fund contribution, which is to recover the amount that telecommunications providers must contribute to the Federal Universal Service Fund, a fund that helps keep local phone rates affordable. Finally, although it does not appear separately on the statement, the price of your Bright House Networks Digital Phone includes a contribution to the Telecommunications Relay Service fund, which assists the hearing and speech impaired to communicate with providers of telecommunications services.

## Terms of Service, continued

### OTHER TERMS

Finally, your Bright House Networks Digital Phone is governed by the Subscription Agreement you received with your installation materials, the Subscriber Privacy Notice in this booklet, and your Cable Modem Subscription Agreement.

We, as your local Bright House Networks cable operator (“Operator,” “we” or “us”), are providing this Notice to inform you of our practices regarding personally identifiable information that may be collected in the course of providing services to you over our cable system, including cable programming services, ISP Services, and Digital Phone services (“cable-based services”). This Notice is being provided in accordance with the Cable Communications Policy Act of 1984 (the “Cable Act”). In addition to the Cable Act, this Notice also makes reference to the Electronic Communications Policy Act of 1986, as amended (“ECPA”), and the Online Copyright Infringement Liability Limitation Act of 1998 (“Copyright Act”), which are also applicable if you are a subscriber to an ISP service provided by us over our cable system (an “ISP Service”).

This Notice pertains to personally identifiable information about you that you have furnished to us, or that we have collected, in connection with the provision of cable-based services to you. Personally identifiable information does not include aggregate data that does not identify you.

The Cable Act’s subscriber privacy provisions apply to cable operators, as defined in the privacy provisions of the Cable Act (“Cable Operators”), providing cable and other services over their systems.

E911 is available to you upon installation. It is important that you read and understand how E911 works.

- E911 is designed to give emergency operators the exact location where urgent calls originate. Moving your modem from the original service address without notifying Bright House Networks could result in dispatching emergency services to the wrong address. Please contact us before moving the modem to a new address.
- If there is not dial tone due to an extended electrical power failure and/or a network outage, E911 services will not be available.
- If your Digital Phone is disconnected for any reason, E911 service will also be disconnected.

# Bright House Networks Subscriber Privacy Notice

ISPs available over our cable system may provide subscribers with other information concerning their general privacy practices through additional policies and notices, which will continue to apply unless inconsistent with this Notice. You may wish to review these additional policies and notices.

You should also be aware that most of the content and applications provided through your ISP Service are provided by third parties, and that by accessing the online content of these third parties you may cause or enable the transmission by the system to them of personally identifiable information. The policies described in this Notice do not apply to such third parties. As noted above, these third parties may have their own privacy policies, which you may also want to review.

Seven areas are covered by this Notice:

1. The nature of personally identifiable information collected about you and the way such information is used;
2. The nature, frequency, and purpose of any disclosure that may be made of such information;
3. Disclosure of information to governmental entities and through legal process;
4. The period of time such information will be maintained;
5. Your online communications on your ISP Service;
6. The times and place you may have access to the information collected; and
7. Your rights under the Cable Act.

## 1. COLLECTION AND USE OF PERSONALLY IDENTIFIABLE INFORMATION

In order for us to provide service to you and operate efficiently, we collect the following types of information about you that may constitute personally identifiable information: your name, home, email and work address, telephone numbers, social security number, and credit and credit card information.

Depending on the services we provide to you, our records also may include information on billing, payment, damage and security deposits, maintenance and repairs, how many television sets you have connected to cable or that are cable ready, the location of these television sets in your home, the number and location of PCs in your home and your PC configuration, the service options you have chosen, and the number of converters, cable modems or other cable equipment installed in your home. We may remotely check your PC to the extent necessary to determine whether it is susceptible to unauthorized access or the dissemination of computer viruses. We may also keep records of research concerning subscriber satisfaction with our services, which are obtained from subscriber interviews and questionnaires. Additionally, we may have a record of whether you rent or own your home in the event that landlord permission is required prior to installing our cable facilities. We also maintain subscriber correspondence (via email or otherwise) and, if you are an ISP Service subscriber, we may keep records of violations and alleged violations of your ISP Service Subscription Agreement (your "Subscription Agreement") and other rules governing your use of the ISP Service. Finally, we may sometimes obtain from third parties publicly available information about our subscribers.

The information described in the preceding paragraph is used for purposes such as the following: to make sure you are being billed properly for the services you receive; to send you pertinent information about our services; to maintain or improve the quality of our services; to answer questions from subscribers (i.e., for troubleshooting); to ensure compliance with relevant law and contractual provisions; to market cable or other services or products that you may be interested in; and for tax and accounting purposes.

The operator's system, in delivering and routing the ISP Services, and the systems of ISPs available over our cable system, may automatically log information concerning Internet addresses you contact, and the duration of your visits to such addresses. We do not use or disclose any

## Bright House Networks Subscriber Privacy Notice, continued

personally identifiable information that may be derived from these logs for marketing, advertising or similar purposes. Operator, as described above, as well as your ISP, in providing the ISP Service to you, also has access to personally identifiable information about you or your ISP account, including the name and address associated with a given IP address or, possibly, one or more e-mail accounts. You have consented, in your Subscription Agreement, to the collection of personally identifiable information as described in this paragraph.

Under the Cable Act, a Cable Operator may also collect personally identifiable information over a cable system without subscribers' consent if it is necessary to provide services to subscribers, or to prevent unauthorized access to services or subscriber data. ISPs provided over our cable system also may collect the following types of information that may constitute personally identifiable information:

- Registration and account information, including your name, address, telephone number, screen names and email address(es), means of subscription, billing and payment (including credit card) information, and complaint and service history;
- Account usage information, including information about how often and how long you use the relevant ISP Service, areas of the ISP Service visited and features of the ISP Service selected or used, and purchases that you have made through the ISP Service;
- Technical information, including information about your computer system, its software and modem, and your geographical location;
- Other subscriber information, including preference and other information you provide when you use or personalize your use of your ISP Service, information provided by ISPs' business partners, information you publish on the ISP Service, and information from other sources (for example, publicly available supplementary data).

The information collected by ISPs provided over our cable system in connection with your use of their ISP Services may be used in connection with the provision and maintenance of the relevant ISP Service and to fulfill transactions that you request, to personalize or improve your online experience, or as otherwise necessary in the course of their businesses (for example, in audits, billing matters, or research). Such ISPs may also use this information to provide advertising and other offers for goods and services to you, subject to the marketing preferences you may select when using their ISP Services. If you are a subscriber to one or more of the ISPs provided over our cable system, you have consented in your Subscription Agreement(s) to the collection of such information for the uses described above.

Cable Operator is not responsible for the performance of ISPs provided over our cable system in regards to their privacy policies or privacy requirements under federal or state law.

## 2. DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION

Personally identifiable information that we maintain related to our subscribers will be disclosed by us without the prior written or electronic consent of subscribers only if: (1) it is necessary to render, or conduct a legitimate business related to the services that are provided to you; (2) such disclosure is required by law or legal process as described below; or (3) for mailing lists as described below.

The types of persons to whom information about you may be disclosed by us in the course of providing cable service to you include our employees and those of our related legal entities, agents, repair and installation subcontractors, sales representatives, accountants, billing and collection services and credit reporting agencies, consumer and market research firms, and authorized representatives of governmental bodies. Also upon reasonable request, personally identifiable information is disclosed to persons or entities with an equity interest in legal entities related to us when they have a legal right to inspect our books and records.

## Bright House Networks Subscriber Privacy Notice, continued

In addition, if you are an ISP Service subscriber, information, including personally identifiable information, may be shared between us and your ISP in providing the ISP Service. The types of persons to whom information about you may be disclosed in the course of providing an ISP Service to you may include, in addition to those persons listed above, your ISP and its employees or other entities who provide content and/or services to the ISP Service or to you via the ISP Service.

Information for billing purposes is generally provided by us on a monthly basis to billing vendors. Information for other purposes is provided by Operator as it is needed. Unless you object by written notice to us, the Cable Act also permits Cable Operators to disclose personally identifiable information to others, such as advertisers and direct mail or telemarketers, for non-cable related purposes. Under the Cable Act, any disclosures for purposes other than as described in the first three paragraphs of this Section 2 and in Section 3 of this Notice is limited to the following "mailing list information": your name, address and the particular services to which you subscribe (e.g., HBO or other premium channels or tiers of service). In addition, we may add to our mailing list publicly available information about subscribers that is obtained from third parties. Mailing list information cannot include the extent of your viewing or use of a particular service, including the extent of your use of any ISP Service, or the nature of any transaction you make over the cable system. We may disclose such mailing list information to others from time to time. If you wish to have us remove you from our mailing list, please notify us in writing at the main office of your local Operator.

In addition to any disclosures permitted in the first paragraph of this Section 2, ISPs provided over our cable system may also disclose, pursuant to the consent you granted in your Subscription Agreement, the personally identifiable information described in Section 1 in connection with the provision of services to you, in order to fulfill transactions that you request, to personalize your online experience, to comply with criminal or civil legal process (including as described in Section 3 of this Notice), and as otherwise necessary in the ordinary course of their businesses. For example, such ISPs may disclose your personally identifiable information routinely to their employees, agents and contractors to maintain, market, provide, and audit your ISP Service; to outside auditors to check their records; to attorneys and accountants as necessary to render services to such ISPs; and to merchants from whom you make purchases. The frequency of such disclosures varies according to business needs. The names and addresses of subscribers to ISPs provided over our cable system may also be disclosed to selected companies in order to provide you direct mail product and service offers, subject to the marketing preferences you may select when using your ISP Service. In disclosing name and address information for such purposes, such ISPs may combine these lists with publicly available information (such as census and household information), or segment them (i.e., create separate sub-lists) based on such publicly available information or on other information (such as when the subscriber began using the ISP service, or the subscriber's computer type).

### 3. DISCLOSURE OF INFORMATION TO GOVERNMENT ENTITIES AND OTHER LEGAL PROCESS

Under federal law, the government may require Operator or your ISP to disclose subscriber record information (but not cable program selections or the content of communications) pursuant to a warrant, court order, subpoena, or other legal process without any notice to you and without your consent.

Under ECPA, a governmental entity may obtain basic subscriber information pursuant to an administrative subpoena, including: name; address; local & long distance telephone connection records, or records of session times and durations; length and types of service; telephone or instrument number or other subscriber number or identity, including any temporarily assigned network address (e.g., IP address); and means and source of payment for such service (including any credit card or bank account number). Other subscriber information (not including cable program selections and the contents of communications) may be obtained by the government pursuant to a court order or search warrant.

## Bright House Networks Subscriber Privacy Notice, continued

In addition, under the Cable Act, the government may obtain a court order requiring Operator to produce a subscriber's cable programming records and notify the subscriber that it has produced them. To obtain the contents of emails, the government must obtain a warrant if the email has been stored 180 days or less, or a subpoena or court order, with notice by the government to the subscriber, if the email contents have been stored more than 180 days. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the subscriber records of cable companies with respect to those who owe, or are owed, welfare support.

If you subscribe to an ISP Service, a private party may use a subpoena under the Copyright Act to obtain information about you in order to protect its copyright against infringement, without any notice to you.

In your Subscription Agreement, you have agreed that Operator and ISPs provided over our cable system may also disclose any information in its possession to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

### 4. TIME PERIOD THAT WE RETAIN PERSONALLY IDENTIFIABLE INFORMATION

Operator maintains personally identifiable information about subscribers for as long as it is necessary for business purposes. This period of time lasts as long as you are a subscriber and up to fifteen additional years so that we can comply with tax and accounting requirements. When information is no longer necessary for these purposes, we destroy the information unless there is a legitimate outstanding request or order to inspect the information.

### 5. YOUR ONLINE COMMUNICATIONS ON AN ISP SERVICE

In addition to the situations described in Section 3, ECPA provides for other exceptional circumstances under which Operator and/or your ISP may be compelled to disclose information about you or your communications, or are permitted to disclose such information. For example, such information may be disclosed to law enforcement if it appears to be evidence of child pornography, or was inadvertently obtained and appears to pertain to a crime. Such disclosure is also permitted to an addressee or intended recipient (or his or her agent), or to a person involved in forwarding such information to its destination; when it is necessarily incident to providing service or to protect our rights or property; to others with your consent or the consent of an addressee or intended recipient (or his or her agent) of communications sent by you; or as otherwise provided for by law. In your Subscription Agreement, you have agreed that Operator may disclose any information in their possession to protect their rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril.

### 6. ACCESS TO RECORDS

Under the Cable Act, you have the right to inspect the records of a Cable Operator that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect these records, please notify Operator in writing and an appointment at our local business office will be arranged during our regular business hours.

### 7. YOUR PRIVACY RIGHTS UNDER THE CABLE ACT

The Cable Act provides you with a cause of action for damages, attorneys' fees and costs in Federal District Court should you believe that any of the Cable Act's limitations on the collection, disclosure, and retention of personally identifiable information have been violated by a Cable Operator. Your Subscription Agreement contains your agreement that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorneys' fees and punitive damages will not be available.

# Bright House Networks Residential Digital Phone Agreement

Bright House Networks is pleased to provide you with our Digital Phone. Below are the terms and conditions that will apply to you as a Digital Phone customer. Your use of Digital Phone will be deemed acknowledgment that you have read and agreed to these terms of service.

## 1. Definitions.

- (a) "Agreement" means this Bright House Networks Digital Phone Agreement, as it may be amended from time to time by Bright House Networks.
- (b) "Bright House Networks Equipment" or "Equipment" is defined in Section 5(c).
- (c) "Bright House Networks Parties" means Bright House Networks and its corporate parents, affiliates and subsidiaries and their respective directors, officers, employees and agents.
- (d) "MTA" means multimedia terminal adapter.

### **"Service" means the Bright House Networks Digital Phone.**

- (e) "Software" means the computer software, if any, licensed by Bright House Networks to you to access Digital Phone, or licensed by Bright House Networks to you to facilitate installation or distribution of Digital Phone.
- (f) "Subscriber Materials" means the handbooks, manuals and other guide materials provided by Bright House Networks to you regarding use of Digital Phone.
- (g) "Subscriber Privacy Notice" means the Subscriber Privacy Notice described in Section 11, as it may be amended from time to time by Bright House Networks.
- (h) "Terms of Use" means all rules, terms and conditions described in this Agreement or otherwise established now or hereafter by Bright House Networks regarding permissible or impermissible uses of, or activities related to, Digital Phone.
- (i) "you" or "your" means the subscriber account holder authorized by Bright House Networks to access and use Bright House Networks Digital Phone.
- (j) "we" or "us" means Bright House Networks.

## 2. General.

- (a) This Agreement, in addition to the Subscriber Privacy Notice, which is incorporated into this Agreement by reference, provides the terms and conditions governing Bright House Networks' provision of its Digital Phone to you. We are not bound by any other representation, warranty, term or condition, or statements or agreements made by any employee or agent of Bright House Networks, other than as specifically described in this Agreement. Either you or Bright House Networks may terminate Digital Phone at any time for any reason.
- (b) Digital Phone as offered and provided under this Agreement is available only to residential customers of Bright House Networks. You agree that except as otherwise expressly provided in this Agreement, all terms and conditions of the Cable Modem Subscription Agreement (including, without limitation, the disclaimer of warranty in that agreement) will also govern Digital Phone, to the extent applicable, and the terms of the Cable Modem Subscription Agreement are incorporated into this Agreement by reference.
- (c) You expressly agree that you will not have the option of subscribing to a "local only" or "long-distance only" service, nor will you be able to subscribe to a separate local, toll or long distance provider for use in conjunction with Bright House Networks Digital Phone.
- (d) All non-voice communications equipment, including, but not limited to, home security systems that are not set up to make automatic phone calls, fax machines, and medical monitoring devices may not be compatible with Bright House Networks Digital Phone. In order to maintain these functions, you may be required to maintain a separate telephone wire connection to the local telephone company.
- (e) Bright House Networks has the right at any time to add to, modify, or delete any aspect, feature or requirement of Digital Phone. This includes (but is not limited to) equipment and system requirements. We also have the right to add to, modify, or delete any provision of this Agreement,

## Residential Agreement, continued

any Terms of Use established by us. An online version of this Agreement and the Subscriber Privacy Notice are accessible at:

[http://elmore.mybriighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://elmore.mybriighthouse.com/customer_care/bright_house_basics/default.aspx) - OR - [http://panhandle.mybriighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://panhandle.mybriighthouse.com/customer_care/bright_house_basics/default.aspx) - OR - [http://eufaula.mybriighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://eufaula.mybriighthouse.com/customer_care/bright_house_basics/default.aspx). We may revise the Agreement and/or the Subscriber Privacy Notice from time to time, and we may change the online location of these documents periodically. In accordance with any applicable law, Bright House Networks will notify you of any significant change in these documents. If you continue to use the Service after we change any of these documents and provide you notice of the changes, you will be deemed to have consented to the changes. If you do not agree to any changes, you should stop using the Service and notify Bright House Networks that you are terminating the subscription to Digital Phone.

- (f) You represent and warrant that you are at least 18 years of age.
- (g) You are responsible in all respects (including payment obligations) for all use of the Service under your account, whether or not you actually authorized the use. Your responsibility includes all calls to pay-per-call services, whether or not you actually authorized the call. You will be responsible for ensuring that all use of the Service under your account fully complies with this Agreement.
- (h) You may not transfer all or a portion of your account, Digital Phone or the Bright House Networks' Equipment to any other person or entity, or to a new residence or other location.

### 3. LIMITATIONS OF 911/E911 DIALING.

- (a) Limitations: The Service includes Enhanced 911 dialing ("E911"). CAREFULLY READ THE INFORMATION BELOW. YOU ACKNOWLEDGE AND ACCEPT ANY LIMITATIONS OF E911. YOU AGREE TO ADVISE ALL PERSONS WHO MAY HAVE OCCASION TO PLACE CALLS OVER THE SERVICES OF THESE LIMITATIONS.
- (b) Correct Address: For E911 to work in accordance with our specifications, Bright House Networks must have a correct service address for the location of your MTA. If you do not provide the correct address when you register for the Service or if you relocate your MTA to a new address and do not register the new address with Bright House Networks, E911 may fail in two ways: (i) E911 calls may be misdirected to the wrong emergency authorities, and (ii) emergency authorities will be given the wrong address for the origin of your E911 calls. If you wish to relocate the MTA and continue to use the Services including E911, you must comply with section 5, seek authorization for the Service at your new service address (if available), and update your service address with us. Relocating the MTA to a different address without first notifying Bright House Networks may be grounds for termination of this Agreement and your Digital Phone Service
- (c) Service Interruptions: E911 may not function if the Services are interrupted for any reason, including but not limited to failure of your MTA, incorrect configuration of your MTA, an extended power outage, failure of our network or facilities, or suspension or disconnection of your Services because of nonpayment.
- (d) LIABILITY: YOU ACKNOWLEDGE AND UNDERSTAND THAT BRIGHT HOUSE NETWORKS WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE SERVICES, AND/OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL DUE TO THE E911 FEATURE OR LIMITATIONS SET FORTH IN THIS AGREEMENT. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS BRIGHT HOUSE NETWORKS, ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AND AGENTS, AND ANY OTHER PROVIDER WHO FURNISHES SERVICES TO YOU IN CONNECTION WITH THE SERVICES, FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF THE SERVICES RELATING TO THE FAILURE OR OUTAGE OF THE SERVICES, INCLUDING THOSE RELATED TO E911.
- (e) SERVICE INTERRUPTIONS CAUSED BY POWER FAILURES

You expressly acknowledge that you may lose access to and use of the Services, including E911, under certain circumstances, including but not limited to the following: (i) if our network or facilities are not operating, (ii) if electrical power to the MTA is interrupted and the MTA does not have a battery backup, and (iii) if the electrical power to the MTA is interrupted and its battery backup fails. You also understand and acknowledge that battery backup may provide power for only a limited time, that the performance of the battery backup is not guaranteed, and that if the battery is exhausted, the Service will not function until normal power is restored. You acknowledge and understand that your MTA may not have battery backup or another power source of its own.

## Residential Agreement, continued

### 4. Charges.

- (a) You agree to pay Bright House Networks for the following: (i) your recurring, monthly subscription fees for Digital Phone, (ii) all usage-based charges (including but not limited to charges for calls to international calls, directory assistance, and/or Bright House Networks assisted calls), and (iii) installation charges, if any. You also agree to pay all applicable local, state and federal fees and taxes. All charges are payable on the due date specified on the bill.
- (i.) Recurring monthly Digital Phone charges will be billed monthly in advance.
  - (ii.) Charges based upon actual use of the Service (including but not limited to charges for international calls, directory assistance, and/or Bright House Networks assisted calls) will be billed in the next practicable monthly billing cycle following such use.
- (b) If you do not pay your bill by the due date on the bill, we can charge you a late fee. Payment for Digital Phone must be received by Bright House Networks on or before the due date stated on the bill. Failure to deliver payment by the due date is a breach of this Agreement. You agree that each time you fail to pay your bill, it causes Bright House Networks to suffer damages in an amount that is difficult to ascertain with certainty. Bright House Networks has made a reasonable estimate to determine the damages caused by late payments generally and has used this estimate to set a late fee amount. Bright House Networks reserves the right to change the late fee amount at any time in the future upon notice to you of the new amount.
- (c) The availability of Digital Phone is dependent upon you maintaining current accounts with Bright House Networks for cable modem service and, if applicable, cable television video service. If your Digital Phone account or any other account with Bright House Networks is past due, Bright House Networks may terminate Digital Phone upon notice to you as required by applicable law. If you continue to fail to pay your bill, your service will be permanently discontinued and Bright House Networks will stop providing you with 911/E911 service.
- (d) If your account is past due and Bright House Networks sends a collector to your premises, a field collection fee may be charged. The current field collection can be provided on request.
- (e) If you cancel Digital Phone or the cable modem service, or if we discontinue either service for any reason including non-payment, and you wish to reconnect either service, you may be required, in addition to payment of all outstanding balances on all accounts with Bright House Networks, to pay a reconnect charge or trip charge (where applicable) before reconnection.
- (f) Bright House Networks may verify your credit standing with credit reporting agencies in accordance with applicable laws and require a deposit based on your credit standing. Regardless of credit standing, Bright House Networks may require a bank or credit card, or account debit authorization from you.
- (g) Bright House Networks may charge a service fee for all returned checks and account debit, bank card or charge card chargebacks. The current service fee can be provided on request.
- (h) You will also be responsible for all other expenses (including reasonable attorneys' fees) incurred by Bright House Networks in collecting any amounts due under this Agreement that you have failed to pay.

### 5. Installation; Equipment and Cabling.

- (a) If self-installation is available and you elect to install the Service yourself, Bright House Networks will provide kits and instructions for self-installation.
- (b) In order to provide you with Digital Phone, Bright House Networks will physically disconnect your existing service to the local telephone company. By accepting Digital Phone, you agree that Bright House Networks may disconnect your existing service to the local telephone company, and that we may disconnect, rearrange, splice or otherwise manipulate the existing telephone wiring on your premises on your behalf in order to connect the premises to Digital Phone. You authorize Bright House Networks to make any preparations to the premises necessary for the installation, maintenance, or removal of equipment.

## Residential Agreement, continued

- (c) Any equipment provided by Bright House Networks to you will be considered “Bright House Networks Equipment” (also referred to in this Agreement as “Equipment”) and will be subject to Section 5(h) below. Any cabling installed by Bright House Networks will remain the property of Bright House Networks except as otherwise required by applicable law.
- (d) We have no obligation to install, support, maintain, repair or replace any computer, cable modem, cabling or other equipment that is not Bright House Networks Equipment.
- (e) Bright House Networks and its authorized agents may enter your premises, access Bright House Networks Equipment and access your computer(s) periodically during the term of this Agreement and after its termination to install, connect, inspect, maintain, repair, replace or alter the Equipment, to install or deliver the Software, or to disconnect and remove the Equipment.
- (f) Bright House Networks will have the right to upgrade, modify and enhance the Bright House Networks Equipment and Software from time to time through “downloads” from our network or otherwise.
- (g) If you are not the owner of the premises at which Equipment and Software are to be installed, you warrant that you have obtained the consent of the owner of the premises for Bright House Networks personnel and/or its agents to enter the premises for the purposes described in this Section 5. You will indemnify and hold Bright House Networks harmless from and against any claims of the owner of the premises arising out of the performance of this Agreement.
- (h) Bright House Networks Equipment and Cabling.
  - (i.) The Bright House Networks Equipment is and at all times will remain the sole and exclusive personal property of Bright House Networks. You will acquire no ownership or other interest in this Equipment by virtue of payments made pursuant to this Agreement or the attachment of any portion of the Equipment to your residence or otherwise.
  - (ii.) You will not open, alter, misuse, tamper with or remove the Bright House Networks Equipment, and you will leave it as it was and where it was when Bright House Networks installed it. You will not remove any markings or labels from the Equipment indicating Bright House Networks ownership or serial or identity numbers. You agree to safeguard the Bright House Networks Equipment from loss or damage of any kind, and (except for any self installation procedures approved by Bright House Networks) will not permit anyone other than a Bright House Networks authorized representative to perform any work on the Bright House Networks Equipment.
  - (iii.) If and when your Digital Phone is disconnected or cancelled (for whatever reason) you agree that you no longer have the right to keep or use the Bright House Networks Equipment. In such event, you must return the Equipment in the same condition as when received, ordinary wear and tear excepted. You will promptly return the Equipment or notify us to come pick it up. If you do not promptly return the Equipment or schedule a pick-up, Bright House Networks may enter any premises where the Bright House Networks Equipment may be located for the purpose of disconnecting and retrieving the Bright House Networks Equipment. Failure of Bright House Networks to remove its Equipment does not mean that we have abandoned the Equipment. If you fail to return the Equipment, you will pay any expenses we incur in retrieving it. Bright House Networks may charge you a continuing monthly fee until any remaining Equipment is returned, collected by Bright House Networks or fully paid for by you in accordance with Section 5(h) (iv).
  - (iv.) If the Bright House Networks Equipment is damaged, destroyed, lost or stolen while in your possession, you are liable for the cost of repair or replacement of the Equipment. If the Equipment is not returned to or retrieved by Bright House Networks as described in Section 5(h)(iii) upon termination of Digital Phone, you will pay Bright House Networks, on demand, the collection fee for unreturned BHN.
  - (v.) If you fail to return the Equipment, Bright House Networks can charge your bank account or credit card (if debit authorization has been obtained from you) the amounts described in Sections 5(h)(iii) and 5(h)(iv), in addition to any other remedies or collection efforts. If Bright House Networks charges you a security deposit, our obligations regarding the security deposit will be governed by the terms of the deposit receipt provided to you at the time the deposit was collected.
  - (vi.) If and when your Digital Phone is disconnected or cancelled, Bright House Networks may (but is not obligated to), remove any cabling installed by Bright House Networks on your premises, subject to applicable laws and regulations.

## Residential Agreement, continued

(i) Software. If we license any Software to you, you may only use this Software as described in this Agreement. You will not do, or allow anyone else to do, any of the following: any additional copying; any translation, reverse engineering or reverse compiling; or disassembly or modification of or preparation of any derivative works based on the Software. All of these activities are prohibited. If your Service is cancelled or disconnected, you will promptly return or destroy all Software provided by Bright House Networks and any related written materials.

### 6. Subscriber Conduct.

(a) Digital Phone is a residential service offered for your personal, non-commercial use. The Service may only be used by you and members of your immediate household. You will not resell or redistribute (whether for a fee or otherwise) Digital Phone, or any portion the Service. You will not otherwise charge others to use Digital Phone, or any portion of the Service. You agree not to use Digital Phone for any enterprise purpose whether or not it is a for-profit enterprise.

(b) You will not use Digital Phone for any unlawful purpose, or for any use which you have not obtained all required governmental approvals, authorizations, licenses, consents and permits. Bright House Networks may shut down your Digital Phone, without prior notice, if we find, in our sole judgment, that your use is unauthorized or fraudulent.

(c) Bright House Networks may shut down your Digital Phone, without prior notice, if we find, our sole judgment, that your use of the service is causing interference to others or you have tampered or allowed others to tamper with Bright House Networks Equipment. We may also shut down your Digital Phone, without prior notice, if there exist hazardous conditions that would make your continued use of the service unsafe.

(d) You may not assign, or transfer in any manner, the Service or any rights associated with the Service without the prior written consent of Bright House Networks. Bright House Networks will permit you to transfer your Service to another person or entity if you have paid all charges owed to Bright House Networks. Such a transfer will be treated as a disconnection of existing Service and installation of new Service, and the non-recurring installation charges will apply.

### 7. Review and Enforcement.

(a) Bright House Networks may suspend your account, or cancel your account with notice as required by applicable law if Bright House Networks determines in its discretion that you have violated this Agreement or any of the Terms of Use. We may suspend or cancel your account even if you have only violated this Agreement or the Terms of Use once. If your account is suspended, you will not be charged for that period of time. If your account is canceled, you will be refunded any pre-paid fees minus any amounts due Bright House Networks.

(b) You agree that Bright House Networks will have the right to take any action that Bright House Networks deems appropriate to protect Digital Phone or Bright House Networks' facilities and Bright House Networks Equipment.

### 8. Support; Service and Repairs.

Bright House Networks will repair damage to or, at our option, replace Bright House Networks Equipment, and otherwise attempt to correct interruptions of Digital Phone, due to reasonable Equipment wear and tear, or technical malfunction of the Bright House Networks system or network, at our expense. The Subscriber Materials contain details on contacting Bright House Networks for this support. We have no other responsibility for support, maintenance or repair of any equipment, software or service, whether provided by a third party or you. For assistance with other technical problems, you should refer to the Subscriber Materials. If any other support services are available from Bright House Networks, such services will be at additional charges.

### 9. Service Interruptions; Force Majeure.

We will credit your account for interruptions in Service that are not due to (i) your negligence or noncompliance with this Agreement and/or your noncompliance with the or (ii) the operation or malfunction of the facilities, power, or equipment that you have provided. Any such credit will be refunded on the next practicable bill for Digital Phone issued by Bright House Networks to you. The Bright House Networks Parties will have no liability, including as described in this Section 9, for interruption of Digital Phone due to circumstances beyond its control, including (without limitation), acts of God, flood, natural disaster, regulation or governmental acts, fire, civil disturbance, strike or weather.

## Residential Agreement, continued

### 10. Disclaimer of Warranty; Limitation of Liability.

(a) YOU AGREE THAT DIGITAL PHONE IS PROVIDED BY BRIGHT HOUSE NETWORKS ON AN “AS IS” AND “AS AVAILABLE” BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY, AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER, THE LAWS APPLICABLE TO THIS AGREEMENT. BRIGHT HOUSE NETWORKS MAKES NO WARRANTY THAT DIGITAL PHONE WILL BE UNINTERRUPTED OR ERROR FREE. YOU FURTHER AGREE THAT ALL USE OF DIGITAL PHONE IS AT YOUR SOLE RISK. WITHOUT LIMITING THE FOREGOING: NONE OF THE BRIGHT HOUSE NETWORKS PARTIES MAKES ANY WARRANTIES AS TO THE SECURITY OF YOUR COMMUNICATIONS VIA BRIGHT HOUSE NETWORKS FACILITIES OR DIGITAL PHONE, OR OUTSIDE THE SERVICE TO THE INTERNET, OR THAT THIRD PARTIES WILL NOT GAIN UNAUTHORIZED ACCESS TO OR MONITOR YOUR COMPUTER(S) OR PHONE COMMUNICATIONS. YOU AGREE THAT NONE OF THE BRIGHT HOUSE NETWORKS PARTIES WILL BE LIABLE FOR ANY SUCH UNAUTHORIZED ACCESS. YOU HAVE THE SOLE RESPONSIBILITY TO SECURE YOUR COMPUTER AND PHONE COMMUNICATIONS.

(b) YOU UNDERSTAND THAT THE INSTALLATION, USE, INSPECTION, MAINTENANCE, REPAIR, REPLACEMENT OR REMOVAL OF DIGITAL PHONE, EQUIPMENT AND SOFTWARE MAY RESULT IN DAMAGE TO YOUR COMPUTER(S) OR OTHER HARDWARE, INCLUDING SOFTWARE AND DATA FILES STORED THEREON. YOU WILL BE SOLELY RESPONSIBLE FOR BACKING UP ALL EXISTING COMPUTER FILES PRIOR TO THE PERFORMANCE OF ANY OF THE FOREGOING ACTIVITIES. NONE OF THE BRIGHT HOUSE NETWORKS PARTIES WILL HAVE ANY LIABILITY, AND EACH EXPRESSLY DISCLAIMS ANY RESPONSIBILITY WHATSOEVER, FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY SOFTWARE, HARDWARE, DATA OR FILES.

(c) EXCEPT FOR THE REFUND OR CREDIT AS EXPRESSLY PROVIDED IN SECTIONS 6(a) AND 8 RESPECTIVELY, IN NO EVENT (INCLUDING NEGLIGENCE) WILL ANY BRIGHT HOUSE NETWORKS PARTY OR ANY PERSON OR ENTITY INVOLVED IN PROVIDING DIGITAL PHONE OR EQUIPMENT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE DIGITAL PHONE, INCLUDING THE USE OR INABILITY TO ACCESS EMERGENCY 911 SERVICES, ANY ACTION TAKEN TO PROTECT DIGITAL PHONE, OR THE BREACH OF ANY WARRANTY.

(d) YOU HEREBY AGREE THAT THE PROVISIONS OF THIS SECTION 9 WILL APPLY TO ALL SERVICES INCLUDED IN, OR ACCESSIBLE THROUGH, DIGITAL PHONE, AND ARE FOR THE BENEFIT OF, AND MAY BE ENFORCED BY, ALL OF THE BRIGHT HOUSE NETWORKS PARTIES.

### 11. Indemnification.

You agree to defend, indemnify and hold harmless Bright House Networks from and against any and all claims and expenses, including reasonable attorneys' fees, arising out of or related in any way to the use of Digital Phone by you or otherwise arising out of the use of your account or any equipment or facilities in connection therewith, or the use of any other products or services provided by Bright House Networks to you.

### 12. Privacy.

(a) Your privacy interests, including your ability to limit disclosure of certain information to third parties, are addressed by, among other laws, the Communications Act and the Electronic Communications Privacy Act. Personally identifiable information that may be collected, used or disclosed in accordance with applicable laws, is described in our Subscriber Privacy Notice. You acknowledge receipt of the Subscriber Privacy Notice.

(b) Bright House Networks may collect (whether automatically or otherwise) and share (with other Bright House Networks Parties) information of the type described in the Subscriber Privacy Notice (some of which may be deemed personally identifiable information as that term is used in the Communications Act of 1934) relating to you that Bright House Networks may acquire as a result of the provision of Digital Phone. You hereby expressly consent to the collection by, and sharing between, Bright House Networks and other Bright House Networks Parties of such information.

(c) In addition to actions and disclosures specifically authorized by law or statute or authorized elsewhere in this Agreement, Bright House Networks will have the right (except where prohibited by law notwithstanding your consent), but not the obligation, to disclose any information to protect its rights, property and/or operations, or where circumstances suggest that individual or public safety is in peril. By accepting Digital Phone, you consent to such actions or disclosures.

## Residential Agreement, continued

### 13. Arbitration.

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATED TO THIS AGREEMENT (BUT NOT ANY CLAIMS ARISING OUT OF COMMERCIAL ACTIVITIES OR THE THEFT OR OTHER UNAUTHORIZED RECEIPT OF ANY BRIGHT HOUSE NETWORKS CABLE SERVICE ON THE PART OF YOU) WILL BE RESOLVED BY BINDING ARBITRATION COMMENCED WITHIN ONE YEAR UNDER THE THEN-CURRENT COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION ASSOCIATION (OR ANY CONSUMER RULES ADOPTED BY THE AMERICAN ARBITRATION ASSOCIATION TO WHICH BOTH PARTIES AGREE), EXCEPT THAT EITHER PARTY MAY SEEK EQUITABLE OR INJUNCTIVE RELIEF ONLY IN AN APPROPRIATE COURT OF LAW OR EQUITY. NO CLAIM SUBJECT TO ARBITRATION UNDER THIS AGREEMENT MAY BE COMBINED WITH A CLAIM SUBJECT TO RESOLUTION BEFORE A COURT OF LAW OR EQUITY. THE ARBITRABILITY OF DISPUTES WILL BE DETERMINED BY THE ARBITRATOR. ANY AWARD OF THE ARBITRATOR WILL BE IN WRITING AND WILL STATE THE REASONS FOR THE AWARD. JUDGMENT UPON AN AWARD MAY BE ENTERED IN ANY COURT HAVING COMPETENT JURISDICTION. THE ARBITRATOR WILL NOT HAVE THE POWER TO AWARD ANY DAMAGES IN EXCESS OF THE APPLICABLE LIMITS DESCRIBED IN OR EXCLUDED UNDER SECTIONS 9 AND 10 OF THIS AGREEMENT. THE FEDERAL ARBITRATION ACT, 9 U.S.C. SECTIONS 1 TO 16, WILL GOVERN THE INTERPRETATION AND ENFORCEMENT OF THIS PARAGRAPH. EACH PARTY WILL BEAR ITS OWN EXPENSES AND THE COST OF ARBITRATOR(S) WILL BE SHARED EXCEPT THAT YOU MAY RECOVER HIS/HER FILING AND ARBITRATOR(S) FEES IF YOU ARE THE PREVAILING PARTY. THE PARTIES EXPRESSLY WAIVE ANY ENTITLEMENT TO ATTORNEYS FEES OR PUNITIVE DAMAGES TO THE FULLEST EXTENT PERMITTED BY LAW. CONSOLIDATED OR CLASS ACTION ARBITRATIONS WILL NOT BE PERMITTED. THE ARBITRATOR WILL NOT HAVE THE POWER TO ORDER PRE-HEARING DISCOVERY OF DOCUMENTS OR THE TAKING OF DEPOSITIONS, BUT MAY COMPEL ATTENDANCE OF WITNESSES AND THE PRODUCTION OF DOCUMENTS AT THE HEARING.

### 14. Entire Agreement.

All previous written agreements between you and Bright House Networks are superseded by this Agreement, the accompanying work order, any Terms of Use or other rules now or hereafter specified by Bright House Networks for Digital Phone, which constitute the entire agreement between you and Bright House Networks. Your subscription, customer agreement or terms and conditions relating to your cable television or cable modem service with Bright House Networks Parties will remain in full force and effect. Acceptance of Digital Phone constitutes acceptance of the terms and conditions of this Agreement.

### 15. Term.

This Agreement will remain in effect until terminated by either party or superseded by a revised agreement for Digital Phone.

### 16. Continuity of Service.

In order to provide continuity of service to you if Digital Phone is no longer available over Bright House Networks' cable system, you agree that Bright House Networks may provide an alternative phone service. In such event, Bright House Networks will notify you of the date as of which you will begin receiving the alternative phone service, which will also be governed by this Agreement. You will have the right at any time to terminate the alternative phone service or to change your subscription to any other phone service then offered by Bright House Networks.

### 17. Interpretation; Severability.

In the event that any portion of this Agreement is held to be invalid or unenforceable, the invalid or unenforceable portion will be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties as described in this Agreement, and the remainder of this Agreement will remain in full force and effect.

### 18. Consent to Electronic Notice.

Unless otherwise specified, all notices described in this Agreement or required under applicable law will be provided by Bright House Networks by such means as Bright House Networks will determine in its discretion. Without limiting the foregoing, you agree that Bright House Networks may provide any of these notices via email or posting on a website, including (without limitation) notice of changes to this Agreement and the Terms of Use or the Privacy Notice.

### 19. Waiver.

Failure by Bright House Networks to enforce any of its rights under this Agreement will not constitute a waiver of any such rights. No waiver by either party of any breach or default will be deemed to be a waiver of any preceding or subsequent breach or default.

### 20. Choice of Law.

This agreement is governed by the laws of the State of Alabama, Florida or Georgia without regard for its choice of law provisions.

## Bright House Networks Sales and Service Centers

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### Elmore

3996 US Hwy 231  
Wetumpka, AL 36093  
567-4344 or 800-822-0060

### Eufaula

1394 N. Eufaula Ave.  
Eufaula, AL 36027  
687-5555 or 800-548-3289

### Defuniak Springs

94 Walton Rd.  
Defuniak Springs, FL 32433  
892-3155 or 800-288-1664

### Cantonment

240 Hwy 97 S.  
Cantonment, FL 32533  
968-6959 or 800-866-2061

## Digital Phone Pricing and Features

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[http://panhandle.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://panhandle.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)  
[http://elmore.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://elmore.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)  
[http://eufaula.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://eufaula.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)

## Privacy Policy

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[http://elmore.mybrighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://elmore.mybrighthouse.com/customer_care/bright_house_basics/default.aspx)  
[http://panhandle.mybrighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://panhandle.mybrighthouse.com/customer_care/bright_house_basics/default.aspx)  
[http://eufaula.mybrighthouse.com/customer\\_care/bright\\_house\\_basics/default.aspx](http://eufaula.mybrighthouse.com/customer_care/bright_house_basics/default.aspx)

## My Account (Online Bill Payment, Bill Viewing and Digital Phone Online Tools)

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[http://panhandle.mybrighthouse.com/my\\_account/default.aspx](http://panhandle.mybrighthouse.com/my_account/default.aspx)  
[http://elmore.mybrighthouse.com/my\\_account/default.aspx](http://elmore.mybrighthouse.com/my_account/default.aspx)  
[http://eufaula.mybrighthouse.com/my\\_account/default.aspx](http://eufaula.mybrighthouse.com/my_account/default.aspx)

## Online Call Detail Viewing

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### Step 1:

Panhandle Customers go to: [http://panhandle.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://panhandle.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)  
Elmore customers go to: [http://elmore.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://elmore.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)  
Eufaula customers go to: [http://eufaula.mybrighthouse.com/products\\_and\\_pricing/digital\\_phone/default.aspx](http://eufaula.mybrighthouse.com/products_and_pricing/digital_phone/default.aspx)  
Then click on Call Details Statement on the left navigation menu

### Step 2:

First time users must register your account before you can login. If you have already registered, then go directly to the login screen.

### Step 3:

When entering your Bright House Networks Digital Phone account number, you must first enter 97 in front of your account number. (Example 97XXXXXXXXX)

### Step 4:

Once you have registered and logged into the online billing site, simply follow the onscreen directions for site navigation.

**bright  
house**  
NETWORKS

