



Welcome to

Antietam DIGITALPhone



*We bring the world
to your home!*



301-797-5000

www.antietambroadband.com

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Contact Us

Email Us:

info@myactv.net

Telephone Us:

Customer Service, Sales and Billing

301-797-5000 | Monday through Friday, 8:30 a.m. – 5:00 p.m.

In-Home Technical Repair Service

301-797-5000 | 7 days a week, 8:30 a.m. – 7:00 p.m.

Tech Support

301-797-5000 | 24 hour a day, 7 days a week | support@myactv.net

Online:

www.antietambroadband.com

Office Location:

Antietam Broadband
1000 Willow Circle
Hagerstown, Maryland 21740

Directions:

From Frederick Street, turn onto Commonwealth Avenue. Continue on Commonwealth Avenue until you reach the end. Antietam Broadband is right there!

Hours:

Drive-thru Window

Monday through Friday: 8:30 a.m. – 6:00 p.m.

Saturday: 9:00 a.m. – 12:00 noon

Sunday and major holidays: closed

Lobby

Monday through Friday: 8:30 a.m. – 5:00 p.m.

Saturday: 9:00 a.m. – 12:00 noon

Sunday and major holidays: closed

Welcome

Antietam Digital Phone

Congratulations on switching to the clarity and reliability of Digital Phone from Antietam Broadband! Now you can call as often as you want, for as long as you want, any time you want, all across the country for one low price!

- ▶ **Unlimited calling** — one low monthly price! Call across the entire United States, plus Canada, Puerto Rico, Guam, and the U.S. Virgin Islands for one low price!
- ▶ **FREE, local customer service and 24/7 technical support!**
- ▶ **One bill, one company** — experience the convenience of having just one bill for telephone, Internet and cable TV!
- ▶ **29 Calling Features** — Voicemail, Caller ID, Call Waiting and more included at no additional cost!!
- ▶ **Special discounts** — qualify for ongoing savings when you also have Antietam Digital Cable and/or MyACTV High-Speed Internet!
- ▶ **Keep your current phone number** — in most cases, keep your same telephone number to make switching easy!
- ▶ **Use existing phones!**
- ▶ **Enhanced 911** — delivers your phone number and address to emergency responders!
- ▶ **International long-distance** to family and friends all around the world at competitive rates!
- ▶ **No long-term contract!**
- ▶ **Secure, reliable private network!**

We appreciate your business, and value the opportunity to serve you!

Your Neighbors,
The Staff and Management of
Antietam Broadband



Calling Features

1. Account Portal Access

There is a portal (URL below) available for customers to activate and deactivate phone features. To access the customer portal for phone features follow these steps:

- ▶ Start by going to the URL **<https://voice.myactv.net/portal/>**
- ▶ Provide username and password. The username will be the Antietam Broadband Digital Telephone number. The default password will be the Antietam Broadband Account Number.
- ▶ After providing the username and password, you may be prompted for your email address. The email address may be obtained at the time the order is placed for the phone service, however if it was not obtained, it will be required at this point. Enter the email address and click "Submit". If you did supply an email at the time of placing your order, move down to step 4.
- ▶ Next, you will be asked to setup your Customer Proprietary Network Information (CPNI) pin. Please enter the 4 digit code you would like to use, then click "Submit."
- ▶ Next, a password change will be required. Please fill in the current password, the new password and then verify password.
- ▶ Click Submit.
- ▶ Upon login, the Features Management screen will be present. On the left hand side, there will be three menus to choose from:
 - ▶ Basic Features
 - ▶ Advanced Features
 - ▶ Voicemail Management

2. Voicemail Management

Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging. This feature is on by default.

To Manage via Portal:

- ▶ Select "Voicemail Management" on the left hand side.
- ▶ On should be selected by default.
- ▶ Select from the following options:
 - ▶ Send all calls to Voicemail - All calls will be directed to voicemail if checked.
 - ▶ Send Busy Calls to Voicemail.
 - ▶ Send Unanswered Calls to Voicemail - All unanswered calls will be directed to voicemail if checked.

Calling Features

- ▶ When a message arrives, configure the following settings:
 - ▶ Use unified messaging — this feature allows you to check “Use Phone Message Waiting Indicator” (provides stuttered dial tone and/or blinking light on some phones) to indicate a message is waiting.
 - ▶ Forward it to this e-mail address — an email address can be provided so the voice messages will be sent there.
- ▶ Additional Settings:
 - ▶ Notify me by e-mail of the new voice message at this address — an alternative email address can be provided to notify that a new message is waiting along with the caller info and the date/time of the call.
 - ▶ E-mail a carbon copy of the voice message to — if a carbon copy of your messages is desired to go to another email address.
 - ▶ Transfer on “0” to Phone Number — callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or auto attendant. If 0 is pressed, the recording is aborted, no message is left and the caller is transferred.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off.
- ▶ Click Apply. The change is effective immediately.

To Access Voicemail via Telephone Initially:

- ▶ Dial the 10 digit phone number, or dial *62.
- ▶ A prompt will play for the passcode. The default passcode is 4227.
- ▶ A prompt will play to change the current passcode. Enter a new passcode, followed by the # key.
- ▶ A prompt will play to confirm this new passcode. Enter the passcode again, followed by the # key.
- ▶ A prompt will play to record the greeting. After the beep, record the greeting, then press the # key.
 - ▶ If finished with the recording, press *.
 - ▶ To re-record, press 1.
 - ▶ To listen to the current recording, press 2.
- ▶ You are now placed in your mailbox.

To clear the message waiting indicator without erasing messages, dial *99.

To Retrieve Voicemails:

A stuttered dial tone will be present if there are voicemail messages available.

- ▶ Dial the 10 digit phone number, or dial *62.
- ▶ Enter the passcode, and press the # key.

Calling Features

- ▶ Press 1 to access the voicemail box.
- ▶ You will be advised about your new messages.
 - ▶ To listen to your voice messages, press 1.
- ▶ The first message will be played, with the time and date.
 - ▶ To Save the message, press the # key.
 - ▶ To Erase this message, press 7.
 - ▶ To Repeat this message, press 2.
 - ▶ To Play the envelope, press 5.
 - ▶ To go to the next message, press 6.
 - ▶ To call back the caller, press 8.
 - ▶ For additional options, press 9.
 - ▶ To return to the previous menu, press the * key.

If no options are picked, previously saved messages will be reviewed.

To Retrieve Voicemail from Another Phone:

- ▶ Dial the 10 digit phone number, wait until the voicemail greeting starts to play, then press the * key.
- ▶ Enter the passcode, and press the # key.
- ▶ Press 1 to access the voicemail box.
- ▶ You will be advised about your new messages.
 - ▶ To listen to your voice messages, press 1.
- ▶ The first message will be played, with the time and date.
 - ▶ To Save the message, press the # key.
 - ▶ To Erase this message, press 7.
 - ▶ To Repeat this message, press 2.
 - ▶ To Play the message envelope, press 5.
 - ▶ To go to the next message, press 6.
 - ▶ To call back the caller, press 8.
 - ▶ For additional options, press 9.
 - ▶ To return to the previous menu, press the * key.

If no options are picked, previously saved messages will be reviewed.

Aliases

Messaging Aliases allows you to enter numbers, which when called from, make your voice messaging box act as if you called from your office phone.

Calling Features

To Activate via Portal:

- ▶ Enter the phone number you wish to use.
- ▶ Click Add.
- ▶ Repeat as necessary.
- ▶ Click Apply.

To Delete a Number:

- ▶ Check the box under the "Delete" column.
- ▶ Click Apply. The change is effective immediately.

Greetings

Greetings allows you to set the number of rings before reaching your voice messaging box.

To Manage via Portal:

- ▶ Busy Greeting
 - ▶ System Greeting — generic greeting.
 - ▶ Personal Greeting — load a file to play personal greeting.
- ▶ No Answer Greeting
 - ▶ System Greeting — generic greeting.
 - ▶ Unavailable Greeting — load a file to play personal greeting.
- ▶ Alternative No Answer Greetings;
 - ▶ Configure Greeting Name, along with uploading a file to load the alternative greeting. You can create up to three alternative greetings.
 - ▶ Select Greeting.
 - ▶ Number of rings before greeting — configure up to 5.
- ▶ Click Apply.

Voicemail Password

To Reset via Portal:

- ▶ Type new password.
- ▶ Confirm new password.
- ▶ Click Apply.

Voice Portal

Voice Portal allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option.

To Manage via Portal:

- ▶ Select "Use Personalized Name for Auto Attendant and Voice Messaging"
- ▶ Upload a file to provide a recording.
- ▶ If needed, select "Auto-login to Voice Portal when calling from my phone."
- ▶ Click Apply.

Calling Features

3. Voice Message Notification

To Manage via Portal:

- ▶ Login through the Customer Voice Portal.
- ▶ Select "Voicemail Management" on the left hand side.
- ▶ On should be selected by default.
- ▶ Select from the following options:
 - ▶ Send all calls to voicemail — All calls will be directed to voicemail if checked.
 - ▶ Send Busy Calls to voicemail.
 - ▶ Send Unanswered Calls to voicemail — All unanswered calls will be directed to voicemail if checked.
- ▶ When a message arrives, configure the following settings:
 - ▶ Use unified messaging — this feature allows you to check "Use Phone Message Waiting Indicator" (provides stuttered dial tone and/or blinking light on some phones) to indicate a message is waiting,
 - ▶ Forward it to this e-mail address — an email address can be provided so the voice messages will be sent there.
- ▶ Click Apply.

4. Voice Message to Email

To Manage via Portal:

- ▶ Login through the Customer Voice Portal.
- ▶ Select "Voicemail Management" on the left hand side.
- ▶ When a message arrives, configure the following settings:
 - ▶ Use unified messaging — this feature allows you to check "Use Phone Message Waiting Indicator" (provides stuttered dial tone and/or blinking light on some phones) to indicate a message is waiting.
 - ▶ Forward it to this e-mail address — an email address can be provided so the voice messages will be sent there.
- ▶ Additional Settings:
 - ▶ Notify me by e-mail of the new voice message at this address — an alternative email address can be provided to notify that a new message is waiting along with the caller info and the date/time of the call.
 - ▶ E-mail a carbon copy of the voice message to — if a carbon copy of your messages is desired to go to another email address.
- ▶ Click Apply.



Calling Features

5. Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group. This feature is off by default.

To Activate via Portal:

- ▶ Select On and click apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click apply. The change is effective immediately.

To Activate via Telephone:

- ▶ Dial *77. The change is effective immediately.

To Deactivate via Telephone:

- ▶ Dial *87. The change is effective immediately.



6. Automatic Callback



Use this feature if you receive a busy signal and wish to monitor the busy party (within the same call group) and automatically establish a call when the busy party becomes available.

To Use this feature:

- ▶ Enter the appropriate digit as prompted by phone system when you receive a busy signal.

7. Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. Ringer Reminder will let 1 ring play at the original telephone number, to remind you that calls are being forwarded. After the initial ring, the phone will fall silent and the call is forwarded. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward to using the voice portal or on the phone using the feature access code. This feature is off by default.

Calling Features

To Activate via Portal:

- ▶ Select On and provide the telephone number to forward to.
- ▶ If desired, checkbox "Play Ring Reminder when a call is forwarded."
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via telephone:

- ▶ Dial *72. The change is effective immediately.

To Deactivate via telephone:

- ▶ Dial *73. The change is effective immediately.

8. Call Forwarding Busy

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this service when you would rather have a secondary number in place to receive calls to instead of the caller being sent to your voice messaging box. Note that the address (phone number) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number to forward to using the feature access code. This feature is off by default.

To Activate via Portal:

- ▶ Select On and provide the telephone number to forward to.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via Telephone:

- ▶ Dial *90. The change is effective immediately.

To Deactivate via Telephone:

- ▶ Dial *91. The change is effective immediately.

9. Call Forwarding No Answer

Call Forwarding No Answer allows you to forward all your calls to a different phone number when you do not answer your phone. Use this service when you would rather have a secondary number in place to receive calls to instead of the caller being sent to your voice messaging box. The number of rings prior to forwarding can be configured here as well. You may choose none, 2, 3, 4, 5 or 6 number of rings prior to forwarding. This feature is off by default.



Calling Features

To Activate via Portal:

- ▶ Select On and provide the telephone number to forward to.
- ▶ If desired, select the number of rings before forwarding.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via telephone:

- ▶ Dial *92. The change is effective immediately.

To Deactivate via telephone:

- ▶ Dial *93. The change is effective immediately.

10. Call Forwarding Not Reachable

Call Forwarding Not Reachable automatically forwards your incoming calls to a phone number of your choosing, when activated, if the device your phone is connected to loses contact with our Digital Voice System, such as the eMTA losing contact with Antietam Broadband. Note that the phone number you forward your calls to must be permitted by your outgoing calling plan. This feature is off by default.

To Activate via Portal:

- ▶ Select On and provide the telephone number to forward to.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via Telephone:

- ▶ Dial *94. The change is effective immediately.

To Deactivate via telephone:

- ▶ Dial *95. The change is effective immediately.

11. Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on. Ring

Calling Features

Reminder is also available with this feature. This feature is off by default. Note: This feature is only available via portal.

To Activate via Portal:

- ▶ Select On and provide the default telephone number to forward to. Scroll down and provide:
 - ▶ Description for criteria, required field,
 - ▶ Select a time schedule
 - ▶ Choose to use default number or forward to an additional number
 - ▶ Choose between calls from any phone number, any private number or any unavailable number. Additionally, up to 12 specific numbers can be provided for that criteria entry.
- ▶ Click Add. Repeat this process as needed for different call selective entries.
- ▶ Once call selective entry has been created, click the check box under the “active” column to activate or deactivate.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

12. Call History

This feature allows you to review all incoming and outgoing calls over the previous six months. This feature can be accessed via the portal.

To Activate via Portal:

- ▶ Navigate to voice.myactv.net/portal.
- ▶ Provide your username/password to login.
- ▶ In the navigation bar, click on “Call History”
- ▶ Under the Select CDRs Criteria tab:
 - ▶ Filter by Calling Type: Select the type of call type you would like to view via the dropdown.
 - ▶ CDR Requested Date: Select the start and end date for the time frame to look for calls.
 - ▶ Destination #: This drop down can be used to specify the destination number to look for in the Call Detail Records.
 - ▶ Origination # can also be selected from this drop down menu.
- ▶ Click Submit.
- ▶ The details tab will then be populated with the call history from the selected criteria. The history can be sorted by field and exported to a .CSV file as desired.

Calling Features

13. Call Return

Use this feature to call the last party who called your number, whether or not the call was answered.

- ▶ Press *69 while off hook. The previous number will be dialed.
 - ▶ If you wish to hear an audio playback of the number of the last caller, press *69 then option 1 when prompted.

14. Call Waiting

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes. This feature is on by Default.

To Activate via Portal:

- ▶ Select On and if you choose, you can checkbox "Disable Calling Line ID Delivery on Call Waiting."
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Deactivate PER CALL via telephone:

- ▶ Dial *70, then the number you wish to call while Call Waiting is canceled.
Note: this process must be repeated **with each additional call** if you have this feature switched to On in the portal.

15. Inbound Calling Line Name Delivery

A caller's name will be displayed (if available).

16. Calling Name Retrieval

Calling Name Retrieval looks up the name of a caller in an external database when the name did not arrive with the original call. This is helpful to identify callers when using the CommPilot Call Manager, a phone that displays CLID information, or other call client. This feature is on by Default.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via Portal:

- ▶ Select On and click Apply. The change is effective immediately.

17. CommPilot Express

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using the web or phone when you leave your desk or when you are at a remote location. If you use CommPilot Express, it takes precedence over some of your other service settings associated with processing incoming calls. The available profiles are “Available - In the Office,” “Available - Out of the Office,” “Busy” and “Unavailable.” This feature is off by default. Each profile includes preferences for managing the relevant call functions, for example, Call Forwarding (Busy, No Answer, Always and Selective), Voice Messaging, Simultaneous Ringing and Call Notify. If a user elects to use CommPilot Express, it takes preference over all other service settings associated with processing incoming calls.

To Activate via Portal:

- ▶ Select Profile (Default none). Click Apply. The feature is available immediately.

To Manage Profiles via Portal:

▶ **Available — In the Office:**

Additional Options include

- ▶ Also ring to this phone number — provide number.
- ▶ If Busy: Select “Have Voice Messaging take the call” or “Forward to this phone number” — provide phone number.
- ▶ If No Answer: Select “Have Voice Messaging take the call” or “Forward to this phone number” — provide phone number.
- ▶ Scroll down and click “Apply.”

▶ **Available — Out of the Office:**

Additional Options include

- ▶ When a call comes in: Select “Have Voice Messaging take the call” or “Forward to this phone number” — provide phone number.
- ▶ If needed, select checkbox “Also notify me by email when a call comes in” — provide email address.
- ▶ Scroll down and click “Apply.”

▶ **Busy:**

- ▶ Select “Send all calls to Voice Messaging” except calls from these phone numbers (provide up to three numbers), then move to option “Which will be forwarded to this phone number” — provide phone number.
- ▶ If needed, select checkbox “Also notify me by email when a call comes in” — provide email address.
- ▶ Scroll down and click “Apply.”

▶ **Unavailable:**

- ▶ Select “Send all calls to Voice Messaging” except calls from these phone numbers (provide up to three numbers), then move to option “Which will be forwarded to this phone number” — provide phone number.
- ▶ Additional options include, “Have Voice Messaging take the call using” — No Answer Greeting or Unavailable Greeting.
- ▶ Click Apply.

Calling Features

18. Connected Line Identification Restriction

Connected Line Identification Restriction allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you. You have the choice of turning it on or off for all calls and then selectively turning it right back on or off using the feature access codes. This feature is off by default.

To Activate via Portal:

- ▶ Select On and click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

19. Do Not Disturb

Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls. This feature is off by default.

To Activate via Portal:

- ▶ Select On and if desired, select the checkbox "Play Ring Reminder when a call is forwarded."
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Select Off and click Apply. The change is effective immediately.

To Activate via telephone:

- ▶ Dial *78. The change is effective immediately.

To Deactivate via telephone:

- ▶ Dial *79. The change is effective immediately.

20. Enhanced 911

This feature automatically displays the address associated with the home phone account on the emergency dispatcher's screen when a call to 911 is made from the phone. This feature is always active and occurs automatically whenever a call is made by dialing 911.

21. Last Number Redial

Use this feature to redial the last number you called. Simply press *66.

Calling Features

22. Mailbox Management (Account Portal)

Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging. This feature is on by default.

To Manage via Portal:

- ▶ Login through the Customer Voice Portal.
- ▶ Select "Voicemail Management" on the left hand side.
- ▶ On should be selected by default.

23. Priority Alert

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day). This feature is off by default.

To Activate via Portal:

- ▶ Provide Description (to remember the configuration).
- ▶ Select the following options "Use priority alert" or "Do not use priority alert."
- ▶ Select Time Schedule.
- ▶ Select how to filter calls:
 - ▶ Any phone number.
 - ▶ Following phone numbers "Any private number" or "Any unavailable number"
 - ▶ Specific phone numbers, up to 12.
- ▶ Click Add.
- ▶ Repeat as necessary.
- ▶ Once desired priority alert exists, select the "active" checkbox for the plan you wish to activate.
- ▶ Click Apply. This change is effective immediately.

To Deactivate via Portal:

- ▶ Remove the active checkbox selection.
- ▶ Click Apply. The change is effective immediately.

Calling Features

24. Selective Call Acceptance

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call. This feature is off by default.

To Activate via Portal:

- ▶ Provide Description (to remember the configuration).
- ▶ Select the following options "Accept Call" or "Do not accept call."
- ▶ Select Time Schedule.
- ▶ Select how to filter calls:
 - ▶ Any phone number
 - ▶ Following phone numbers:
 - ▶ Any private phone number,
 - ▶ Any unavailable phone number.
 - ▶ Specific phone numbers, up to 12.
- ▶ Click Add.
- ▶ Repeat as necessary.
- ▶ Once a profile has been created, select the "active" checkbox, and click Apply. This change is effective immediately.

To Deactivate via Portal:

- ▶ Remove the active checkbox selection.
- ▶ Click Apply. The change is effective immediately.

25. Selective Call Rejection

Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true to reject the call. This feature is off by default.

To Activate via Portal:

- ▶ Provide Description (to remember the configuration).
- ▶ Select the following options "Reject Call" or "Do not reject call."
- ▶ Select Time Schedule.
- ▶ Select how to filter calls:
 - ▶ Any phone number,

Calling Features

- ▶ Following phone numbers;
 - ▶ Any private phone number
 - ▶ Any unavailable phone number
- ▶ Specific phone numbers, up to 12.
- ▶ Click Add.
- ▶ Repeat as necessary.
- ▶ Once a profile has been created, select the “active” checkbox, and click Apply. This change is effective immediately.

To Deactivate via Portal:

- ▶ Remove the active checkbox selection.
- ▶ Click Apply. The change is effective immediately.

26. Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. There can be up to 5 locations and the feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). The caller can also interrupt the search to leave a message. If the criteria do not match, the call continues as if this service was not turned on. This feature is off by default.

To Activate via Portal:

- ▶ Add Description.
- ▶ Select the following options “Use sequential ring” or “Do not use sequential ring.”
- ▶ Select Time Schedule.
- ▶ Select the call filters;
 - ▶ Any phone number,
 - ▶ Following phone numbers:
 - ▶ Any private number
 - ▶ Any unavailable number
 - ▶ Specific phone numbers, up to 12.
- ▶ Click Add, repeat profile creation as necessary.
- ▶ Click the “active” checkbox for the profile you wish to use, click Apply.
- ▶ If you wish to use the base location first, check the box. Otherwise leave empty.
- ▶ Select the number of rings needed for Base Location, up to 5. Otherwise leave at default.
- ▶ If you wish to continue to search if the base location is busy, select that checkbox.

Calling Features

- ▶ If you want to give the caller the option to skip the search process, check this box.
Note: This option assumes voice messaging is available.
- ▶ Provide up to 5 additional numbers to have the caller ring to. Specify the amount of rings per number that is required.
- ▶ Click Apply. This change is effective immediately.

To Deactivate via Portal:

- ▶ Remove the "Active" checkbox and click Apply. The change is effective immediately.

27. Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. **Warning: if your cell phone or other phone has voicemail that picks up before your digital phone voice messaging picks up, your voicemails could be on your cell phone messaging system!** This feature is off by default.

To Activate via Portal:

- ▶ Select On and if desired click the checkbox for "Do not ring my Simultaneous Ring Numbers if I am already on a call."
- ▶ Enter the phone numbers that should ring simultaneously with the digital phone service.
- ▶ Select the checkbox if a answer confirmation is required for the numbers provided.
- ▶ Click Apply.

To create a schedule:

- ▶ Enter a description to remind you of the preferences set.
- ▶ Select "Use simultaneous ring personal" or "Do not use simultaneous ring personal."
- ▶ Pick a "Selected Time Schedule."
- ▶ Specify the calls from type
 - ▶ Any phone number,
 - ▶ Or following phone numbers: Any private number or Any unavailable number,
 - ▶ Specific phone numbers, up to 12 can be listed.
- ▶ Click Add.
- ▶ Repeat as necessary to add additional schedules.



Calling Features

To set a schedule:

- ▶ Click the checkbox for "active" for whichever schedule you want to be active. Click Apply. The change is effective immediately.

28. Speed Dial 8

Speed Dial allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial. This feature is off by default.

To Activate via Portal:

- ▶ Choose the Speed Dial Code you wish to associate to a specific number (Code 2 - 9 are available for assignment).
- ▶ Enter the phone number you wish to assign to the Speed Dial Code.
- ▶ Enter a description Name.
- ▶ Repeat as necessary.
- ▶ Click Apply. The change is effective immediately.

To Deactivate via Portal:

- ▶ Remove the phone number(s) that you wish to remove from Speed Dial 8.
- ▶ Click Apply. The change is effective immediately.

To Activate via telephone:

- ▶ Dial *74, then the number you wish to use as the code, then the phone number. Example Dial *74 3 2400006666 allows you to use code 3 for phone number 240-000-6666.
- ▶ To use the feature, dial the code for the number you wish to dial, then #. Example Dial 3#.

29. Three Way Calling

Use this feature to create a three way call. When this service is assigned, you can place a three-way call using the flash based services.

While engaged on call:

- ▶ Press flash hook on phone. The initial call is placed on hold.
- ▶ Enter complete phone number or extension of third party. You can press # to signal the end of the phone number.
- ▶ When third party is connected, press flash hook again. All parties will then be connected in three-way call.
- ▶ To drop the third party caller, press flash hook again.
- ▶ If either two parties hang up, your call with the remaining party is intact. If you disconnect, all parties are disconnected.

FAQ's

► What is Digital Phone?

A. Digital Phone is a multi-featured, residential phone service available from Antietam Broadband. Digital Phone service is as easy to use as your existing phone service from your traditional phone company. Plus, you get all the benefits of Digital Phone service, which include unlimited local and long distance calling throughout the United States, Canada, Puerto Rico, Guam and the Virgin Islands — all for one low monthly price!

Q. Can I have Digital Phone?

A. Yes! You can subscribe to Antietam Broadband's Digital Phone service if you live within Antietam Broadband's serviceable area.

Q. What does Digital Phone offer?

A. **1.** The power to call anyone, anytime, anywhere in the United States, Canada, Puerto Rico, Guam and the Virgin Islands as often as you like for one low monthly price.
2. Call Waiting, Caller ID, Call Waiting ID, Call Forwarding and much more at no extra cost!
3. The convenience of one bill including local/long distance phone charges, cable television services and high-speed Internet.

Q. Will I save money?

A. Most people will save money by subscribing to Digital Phone service from Antietam Broadband. To find out how much money you will save, call us today at 301-797-5000.

Q. Do I need to subscribe to other Antietam Broadband services to get Digital Phone?

A. No. You're not required to subscribe to any other Antietam Broadband service to get Digital Phone. However, by subscribing to more than one service from Antietam Broadband you will be saving even more money. Please see the Packages and Pricing section of the website for more details.

Q. Is there a fee to switch to Digital Phone?

A. There is a one-time installation charge from Antietam Broadband to have the service professionally installed in your home. Check with your current provider to see if it assesses a charge to transfer your phone number to Antietam Broadband.

Q. Can I keep my existing phone number?

A. Yes. In most cases you can keep your existing phone number. You also have the option to receive a brand new number from Antietam Broadband or in most cases you can keep your existing telephone number from your current telephone service provider. This means that you will continue to receive calls from your family and friends without having to notify them of a new telephone number. We do need to verify availability for each phone number before you can use it with Antietam Digital Phone service.

Q. Can I have more than one phone line/number with Digital Phone and if so what is the cost of the additional number?

A. Yes. You can have a total of two different phone numbers with Antietam Digital Phone service. The second phone number is an additional charge. Please see the pricing and packages section of the website or call us to learn more at 301-797-5000.

Q. Can I use my existing home phones with Antietam Broadband's Digital Phone service? If so, how many phones can I connect?

A. Yes. You can connect up to 5 touch-tone phones to the service.

Q. Does Digital Phone replace my home phone service?

A. Yes. If you choose to keep your existing number, then Antietam Broadband will notify your existing provider that you are switching service.

Q. Can I use Digital Phone for my business?

A. Yes. In fact, many customers have found they can save money every month on their business phone. Call for your free customized quote — 301-797-5000.

Q. Can I talk on the phone, browse the Internet and watch TV at the same time?

A. Yes! Antietam Broadband will provide you with new equipment, which will allow you to utilize the Internet service, cable service, and the phone service simultaneously. Antietam Broadband services operate independently of one another and therefore one service is not affected by the use of another.

Q. How do I refer someone to Digital Phone service?

A. You can refer customers to the Antietam Broadband website at www.antietambroadband.com.

Features:

Q. How do I use my Antietam Broadband Digital Phone features?

A. Please refer to the Calling Features section of this handbook, beginning on page 5 or the Features section of www.antietambroadband.com for complete details.

Enhanced 911 (E911):

Q. Can I call 911 using my Antietam Broadband Digital Phone?

A. Yes! Enhanced 911 (E911) is part of Antietam Broadband Digital Phone service. With E911, when you dial emergency services, the operator automatically receives your name and address information in advance. Please note that there may be circumstances under which the E911 services available with Digital Phone may be limited in comparison to traditional 911 service. Please see Antietam Broadband's Digital Phone Agreement for more information.

Q. If power goes out, does my 911 service still work?

A. Antietam Broadband's Digital Phone service provides up to 8 hours of battery backup. So long as your battery backup is not uncharged, discharged, improperly installed or malfunctioning, your phone service will continue to work even if you lose electrical power. This includes your E911 service. Note that it's important to have a battery backup telephone to use at all times in case of power failure.

Q. If my phone service is temporarily suspended for non-payment, does my 911 service stop working?

A. No. If you are temporarily suspended for non-payment, your 911 service will still function. If you are disconnected instead of suspended, then your 911 will NOT work. Disconnect reasons are:

1. You request to be disconnected.
2. You fail to pay your bill after 45 days.

FAQ's

Q. Under which circumstances would my E911 service stop working besides being disconnected by the cable company?

- A.** Any changes you make to the Antietam Broadband Digital Phone equipment without first notifying Antietam Broadband may cause your 911 service to fail. Please notify Antietam Broadband before making any changes to your equipment.

A few reasons your 911 service would stop working are:

1. If you move the Digital Phone equipment to a different address without first notifying Antietam Broadband of the move.
2. If the Digital Phone equipment fails or is not configured properly.
3. If your home or equipment loses electrical power AND the battery is dead in the Digital Phone equipment (eMTA).

*Please see Antietam Broadband's Digital Phone Agreement for more details.

Long Distance:

Q. Can I change my Long Distance Carrier?

- A.** With Momentum Telecom as our provider, unfortunately we do not have the option of offering customers the ability to choose a separate carrier and have our digital phone service.

Q. How do I make long distance calls?

- A.** Dial as usual. Press 1 before the area code and telephone number.

Q. How do I make international calls?

- A.** Just dial as usual — that is, 011 + country code + city code + telephone number. Calls to international locations are extra but are billed at discounted rates.

Q. Can I use my calling card for long distance calls?

- A.** Antietam Digital Phone provides local and long distance calling included in the price, so there is no need to use a calling card.

Installation:

Q. How soon can my Digital Phone service be installed?

- A.** We are usually able to complete installation in 3–10 business days. We require approximately 3 business days for brand new telephone numbers and approximately 10 business days to port an existing phone number.

Q. Do I need to be home?

- A.** Yes. In order for Antietam Broadband to install and test your service, you need to be present.

Q. What if I can't be home?

- A.** If the primary account holder cannot be home at the time of the installation, he/she must come into our front office before the installation to pre-sign the paperwork

Q. What if I have to reschedule my phone installation date?

- A.** It is important you notify Antietam Broadband 3 business days prior to your scheduled installation date to avoid losing your phone number.

Q. I wasn't home, and now my phone is out of service. What should I do?

- A.** Contact Antietam Broadband at 301-797-5000 to reschedule the installation.

Q. How long does installation take?

A. Approximately 2 hours.

Q. How soon will my Digital Phone service be active?

A. When installation is completed, Digital Phone is active. The installer will provide you with a welcome kit that details all aspects of your service.

Equipment:

Q. Can I move my Digital Phone equipment modem from one location to another?

A. Moving your Digital Phone equipment may cause your service, including E911, to stop functioning. Please call Antietam Broadband before moving your Digital Phone equipment.

Q. Does Antietam Broadband provide technical support for my Digital Phone service?

A. Yes. To contact us 24/7, call 301-797-5000.

Q. Who maintains my Digital Phone equipment?

A. Antietam Broadband.

Q. Do I have to buy any extra equipment?

A. No. Antietam Broadband will provide you with the equipment (eMTA) that you need for the Digital Phone service, for a nominal fee.

Q. Do I need a special phone?

A. No. All standard touch-tone, wall-mounted, portable, and cordless phones work with Digital Phone.

Q. Is Digital Phone compatible with answering machines and Caller ID display?

A. Yes, Digital Phone is compatible with most answering machines and Caller ID displays. You must have a Caller ID display to use Caller ID. Remember that Caller ID, Call Waiting, Call Forwarding and more are available at no additional cost with Digital Phone.

Q. Will a fax machine work with Antietam Broadband Digital Phone service?

A. Yes, in most cases. Some older fax machines may not be compatible.

Q. Will Digital Phone work with my home network?

A. Yes. Antietam Broadband Digital Phone and High-Speed Data services are separate. Your home network will not be affected by Digital Phone.

Q. Will Antietam Broadband Digital Phone work with my alarm system?

A. Antietam Digital Phone will work with the majority of alarm systems available on the market today. However, older alarm systems may not be compatible. Check with your alarm company to be sure.

Subscriber Agreement

This is your customer agreement ("Agreement") with Antietam Broadband, Inc. ("Antietam," "we," "us," "our") for Antietam's Voice over Internet Protocol Services (together with related 911/E911 and other services, "Digital Phone"). This Agreement incorporates any then-current pricing guide on www.antietambroadband.com. Together, these documents set forth the terms and conditions under which residential customers ("Customer," "you," "your") will be provided Antietam's Digital Phone and, if necessary, devices used in connection with the Digital Phone services, including the "Antietam Equipment" defined below.

When you enroll in, use, or pay for the Digital Phone services, you agree to the terms and conditions set forth in this agreement. If you do not agree to the terms or conditions in this agreement, cancel the Digital Phone service immediately by calling our customer service department at 301-797-5000 during normal business hours.

1. The Digital Phone services.

- a. **Digital Phone versus traditional telephone services.** The Digital Phone services are not traditional telephone services, and we provide them on an as-is basis. Important distinctions exist between traditional telephone services and the Digital Phone services. Some but not all of these distinctions are outlined in this Agreement. Because the Digital Phone services are not designed for use in situations where error-free or uninterrupted service is essential, you expressly assume the risk of any damages from high-risk activities involving vital communications in which an error or interruption in the Digital Phone services could lead to material injury to business, persons, property, or the environment.
- b. **Directory listings.** Any phone numbers that you obtain from us will be listed in telephone directories unless you request an unlisted phone number, for which there may be an additional charge.
- c. **Changing your Digital Phone services.** You must contact us anytime you wish to upgrade or change your Digital Phone services. In certain instances, a service call may be required. A time will be scheduled for one of our trained technicians to stop by your home. There may be a fee to upgrade or change your Digital Phone services. A Customer Service Representative can assist you in determining what, if any, costs are associated with the change you are requesting.

2. Customer equipment, Antietam equipment, and Antietam's access to customer premises.

a. "Customer Equipment" that you must provide.

In order to use the Digital Phone services, you are required to provide certain equipment such as a phone handset or equivalent, phone inside wire and outlets, and a powered electrical outlet. Because we may have limited ability to install wire or outlets in a rental property, you may wish to provide a cordless phone if you live in a rental property so that you can use our Digital Phone services throughout your unit.

b. Customer Equipment.

- i. **Maintenance.** Antietam shall have no obligation to provide, maintain, or service any Customer Equipment.
- ii. **Specifications for Customer Equipment and Internet connection.** Any Customer Equipment that you use in connection with the Digital Phone services must meet Antietam's current minimum technical and other requirements. You may not use the Digital Phone without an Antietam broadband connection.
- iii. **Non-Recommended Configurations.** If you install or use in connection with the Digital Phone services Customer Equipment or an Internet connection that does not meet the minimum technical or other requirements described in Section 2.b.ii above (a "Non-Recommended Configuration"), you agree (i) that you will not be entitled to customer support relating to any issues other than the quality of the signal delivered to the MTA, and (ii) that the following limitation of liability shall apply: neither Antietam nor any of its owners, officers, directors, employees, parent

Subscriber Agreement

company, affiliates, or agents (collectively, "Antietam parties"), warrant that a non-recommended configuration will enable you to successfully install, access, operate, or use the Digital Phone services. You acknowledge that any such installation, access, operation, or use could cause damage to Customer Equipment. None of the Antietam parties shall have any liability whatsoever for any such failure or damage, including lack of 911/E911, incompatibility with alarm or home security systems, medical monitoring devices, fax equipment or dial-up modems. For purposes of this Agreement, "affiliate" means any entity that controls, is controlled by, or is under common control with Antietam. The foregoing limitation of liability is in addition to and shall not limit any other limitation of liability set forth in this Agreement.

c. "Antietam Equipment"

- i. **Ownership.** "Antietam Equipment" shall mean all equipment, such as MTAs, external cabling and related electronic devices, owned by Antietam. Antietam Equipment will at all times remain the property of Antietam.
- ii. **Our responsibility for Antietam Equipment.** You acknowledge that Antietam Equipment is merely a means for us to provide you the Digital Phone services, and that we may remove or change it at our discretion. You agree not to use Antietam Equipment for any purpose other than to use the Digital Phone services in accordance with this Agreement. Antietam will repair and maintain all Antietam Equipment during the term of this Agreement. You agree that you will not allow Antietam Equipment to be serviced by anyone other than Antietam's employees or agents. You are responsible for all Antietam Equipment while in your possession. Damages beyond normal use, or failure to return the Antietam Equipment, will result in additional fees.
- iii. **Relocation:** You agree that the Digital Phone services will only be used at your service address appearing in our records. You understand and acknowledge that if you attempt to install or use the MTA or Digital Phone at another location, the Digital Phone services, including but not limited to 911/E911, may fail to function or may function improperly. If you move the MTA

or Digital Phone services to another location without complying with this Section 2.c.iii, you do so in violation of this Agreement and at your own risk, and Antietam reserves the right to terminate the Digital Phone services immediately and without Notice, leaving you responsible for all outstanding charges, which immediately become due and payable. If you change residences, you must contact Antietam for information on whether the Digital Phone services can be transferred to your new residence, to schedule a date to connect your new Digital Phone services (if available), and to supply us with the date to disconnect the Digital Phone services at your old address. There will be a nominal transfer fee charged to your account. If you plan to move outside Antietam's service area, you must call us with the date to disconnect your Digital Phone services.

d. Antietam's access to customer premises and MTA:

- i. **Access.** From time to time, Antietam may need to enter your service address ("Premises") in order to install, maintain, repair, or remove the Digital Phone services and Antietam Equipment. Accordingly, you authorize Antietam and its employees, agents, contractors, and representatives to enter the Premises as necessary, at a time agreeable to you and us.
- ii. **Authorization for access.** You warrant either that you are the owner of the Premises, or if you are a tenant, that you have the authority to afford us access to the Premises. If you are not the owner of the Premises, you agree to supply us, if we ask, the owner's name and address, and evidence or written consent from the owner that the owner has authorized you to grant access to the Premises and to install the Digital Phone services.
- iii. **Affiliates and subcontractors.** Antietam's affiliates or subcontractors may perform some or all of Antietam's duties or obligations under this Agreement.

3. Limitations on 911/E911 services.

The Digital Phone services include 911/enhanced 911 functions ("911/E911") that may differ from the 911 or enhanced 911 functions furnished by traditional telephone companies, and that has certain limitations.

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Carefully read the information below. You acknowledge and accept any limitations on 911/E911. You agree to convey these limitations to anyone who may have occasion to place calls over the Digital Phone services. If you have any questions about 911/E911, call customer service at 301-797-5000.

a. Your correct address is necessary. In order for your 911/E911 calls to be properly directed to emergency services, Antietam must have your correct service address. If you move the Digital Phone services to a different address without Antietam's approval, 911/E911 calls may be directed to the wrong emergency authority, may transmit the wrong address, or the Digital Phone services and 911/E911 services may fail altogether. Accordingly, you must call 301-797-5000 before you move the Digital Phone services to a new address.

b. Delays in updating location information in emergency database. Antietam will need several business days to update your service address in the emergency database so that your 911/E911 calls can be properly directed. In the meantime, 911/E911 calls may be directed to your former address. As noted in Section 2.c.iii above, all changes in service address require Antietam's prior approval.

c. Electric outages. Antietam's Digital Phone services use the electrical power in your home. If there is an electrical power outage, the MTA has battery backup providing up to 8 hours of backup power. If the battery is uncharged, discharges, is improperly installed or malfunctions during a power outage, 911/E911 calling will be interrupted.

d. Broadband outages and maintenance. All calls, including calls to 911/E911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem, or if the network is undergoing maintenance.

e. Network congestion; reduced speed for routing or answering 911 calls. There may be a greater possibility of network congestion and reduced speed in the routing of a 911 call made with the Digital Phone services as compared to traditional telephone services.

*Affixed to your Antietam-provided MTAs are warning stickers that summarize the limitations. If your Antietam-provided MTAs do not have such warning stickers, or if you require additional warning stickers, please contact our customer service department.

Limitation on liability: you acknowledge and agree that the Antietam parties and their underlying providers will not be liable for any service outage, inability to dial 911/E911 using the Digital Phone services, and/or inability to access emergency service personnel. You agree to defend, indemnify, and hold harmless the Antietam parties and their underlying providers, 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 Digital Phone services relating to the failure or outage of the Digital Phone services, including those related to 911/E911 services provided to you in connection with the Digital Phone services.

4. Incompatibility of the Digital Phone with certain equipment, services, and activities.

You acknowledge and understand that the Digital Phone may not support or be compatible with:

- a.** Non-Recommended Configurations as defined in Section 2.b.iii;
- b.** Certain non-voice communications equipment, including but not limited to alarm or home security systems that make automatic phone calls; medical monitoring devices; certain fax machines; and certain "dial-up" modems;
- c.** Rotary-dial phone handsets, pulse-dial phone handsets, and models of other voice-related communications equipment such as answering machines and traditional Caller ID units;
- d.** Casual/dial around (10-10) calling. If you want the ability to use the Digital Phone services with 900 or 976 numbers, you must expressly request such service from Antietam.
- e.** 311, 511 or other x11 calling (other than 411, 611, 711, and 911); and
- f.** Other call types not expressly set forth in our product literature (e.g., outbound shore-to-ship calling and outbound satellite calling).

*By accepting this agreement, you waive all claims against the Antietam parties and their underlying providers for interference, disruption, or incompatibility between Antietam Equipment or the Digital Phone services and any other service,

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systems, or equipment. In the event of such interference, disruption, or incompatibility, your sole remedy shall be to terminate the services in accordance with section 9.A.

5. Billing and payment.

a. Charges, fees, and taxes that you must pay.

i. **Charges.** You agree to pay all charges associated with the Digital Phone services. These charges may include but not be limited to installation charges, monthly service charges, usage charges, surcharges for international calls to wireless telephones, charges for the use of Antietam Equipment, charges for service calls, and other charges. Updated pricing guides can be found at www.antietambroadband.com.

ii. **Taxes and other fees.** You agree to pay any and all applicable federal, state, and local taxes (however designated) levied upon us and our affiliates in connection with the sale, installation, use, or provision of the Digital Phone services, and amounts that we may be required to collect or pay in support of statutory or regulatory programs, including but not limited to universal service fees, 911/E911 surcharges, telecommunications relay service surcharges, franchise fees, right-of-way fees, etc. Consult Antietam's pricing guide for additional details.

iii. **Notification of changes.** We may change the fees and charges for the Digital Phone from time to time at our discretion; specifically, we may decrease fees and charges with or without advance Notice (as defined in Section 13.b), and we may increase fees and charges for the Digital Phone by posting new pricing at www.antietambroadband.com. Taxes and fees may be changed with or without Notice. You will also be responsible to pay any fees, payment obligations, and taxes that become applicable retroactively.

b. **Commencement of billing.** Billing for the Digital Phone services will commence on the date that your service is installed by Antietam. If you self-install an MTA that we have shipped you, billing will commence the earlier of (i) the day you install the MTA or (ii) 5 days after the shipment date. If you self-install an MTA that you obtained from a source other than Antietam, billing will commence the day your order for the

Digital Phone service is entered into our systems. The option to self-install an MTA or to use a non-Antietam-supplied MTA is subject to availability and the terms of this Agreement.

c. **Per-call and measured-call charges.** Our calling plans may not include certain call types. These call types will instead be charged on a per-call (e.g., operator services) or a measured basis (e.g., international calls). For billing purposes, a measured call begins when the call is answered by the called party or an automated answering device (such as an answering machine or fax machine); it ends when one of the parties disconnects the call. Measured calls are recorded in whole minutes, with partial minutes rounded up to the next whole minute. However, some providers (e.g., those involved in calls to foreign countries) charge Antietam, its affiliates or suppliers for a completed call when the called party's line rings or after a certain number of rings. In these situations, Antietam will charge for the call as if it were answered by the called party. If a computed charge includes a fraction of a cent, the fraction is rounded up to the nearest whole cent. Consult Antietam's pricing guide for information on per-call charges and the timing of measured-call charges.

d. **Third-party charges that are your responsibility.** The Digital Phone services may allow you to access "dial-up" Internet service providers, other enhanced service providers (e.g., information services accessible through 800, 888, and 877 numbers), and other third-party providers. You acknowledge that you may incur charges with such providers that are separate and apart from the amounts charged by us. You agree that all charges payable to third parties, including all applicable taxes, are your sole responsibility. In addition, you are solely responsible for protecting the security of credit card information provided to others in connection with such transactions.

e. **Billing statements.** Antietam will send you a billing statement once every month. All services are billed one month in advance, with the exception of per-call and measured-call charges and surcharges, which are billed after they have been incurred. Any changes you have made to your service will be reflected from the date of the change to the end of the billing period.

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f. Payment due date; late payments; disconnection.

Payment is due 30 days after date of invoice. If your account has a balance due that is over 31 days old, you are subject to disconnection of your Digital Phone services. Once your Digital Phone services have been disconnected, the entire balance due, a reconnection fee, and one month's service in advance must be paid prior to reconnection. Once payment has been made, your service will be reconnected at the first available opportunity. If your payment is returned to Antietam unpaid, you are immediately in default and subject to a returned check charge. A late fee will be assessed on your account if payment is not received before the next bill is rendered. You agree to pay Antietam its reasonable expenses, including attorney and collection agency fees, incurred in enforcing its rights under this Agreement.

g. Billing questions.

If you have any questions about any of the charges on your bill, you must contact Customer Service within 30 days after the billing date of the disputed charge. Otherwise, all charges are considered accurate and are due.

h. Payment options.

We offer a variety of payment options:

- ▶ Pay in person at our office during regular business hours.
- ▶ Pay in person after business hours by placing your payment in our drop box located outside the front of our building.
- ▶ Mail your payment to the address on your billing statement.
- ▶ Pay by phone with a debit/credit card or by check.
- ▶ Pay automatically every month via your debit/credit card. Contact our office for details.
- ▶ Pay online at www.antietambroadband.com.

i. Our right to make credit inquiries.

You authorize Antietam to make inquiries and to receive information about your credit experience from others, to enter this information in your file, and to disclose this information concerning you to appropriate third parties for reasonable business purposes.

6. Privacy policy.

Antietam will respect your privacy interests, including your ability to limit disclosure of certain information to third parties in the manner described in Antietam's privacy policy posted at www.antietambroadband.com. You acknowledge that you have reviewed this privacy policy, and that you expressly consent to the terms of those policies. We may amend our policies from time to time.

7. Limits on your use of the services.

a. Acceptable use. You agree to ensure that all uses of Antietam Equipment and the Digital Phone services installed at your premises ("use" or "uses") are legal and that all uses by you or by any other person, whether authorized by you or not ("user"), comply with all applicable laws, regulations, and written and electronic instructions for use. Antietam reserves the right to act immediately and without Notice to terminate or suspend the Digital Phone services and to remove from the Digital Phone services any information transmitted by or to you or users if Antietam determines that such use or information does not conform with the requirements set forth in this Agreement, interferes with Antietam's ability to provide the Digital Phone services to you or others, or reasonably believes that such use or information may violate any laws or regulations. Antietam's action or inaction under this Section 7.a. shall not constitute review or approval of your or any other users' use or information.

b. Residential use only. Unless you subscribe to a service plan that expressly permits otherwise, you agree to use the Digital Phone services solely for residential purposes, however, you are permitted to use the Digital Phone services to make business calls that are incidental to your personal and non-commercial use of the Digital Phone services. You may not resell the Digital Phone services. You expressly agree not to use the Digital Phone for auto-dialing, continuous or extensive call forwarding, telemarketing, fax broadcasting or fax blasting, or for any other use that results in excessive usage inconsistent with normal residential calling patterns. If we determine, in our sole discretion, that the Digital Phone services are being used in violation of this Agreement, we reserve the right to immediately and without Notice to terminate or modify the Digital Phone services and to assess additional charges for each month in which excessive usage occurred.

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c. No tampering with Digital Phone services or Antietam Equipment.

You will not service, alter, modify, or tamper with Antietam Equipment or with the Digital Phone services, or permit any other person (not expressly authorized by Antietam) to do so.

d. Your obligation to report theft of service immediately.

Theft of the Digital Phone services is against federal and state law. Such theft results in both increased cost and degradation of the quality of reception to honest customers. Antietam will continue to prosecute those guilty of stealing the Digital Phone services to the fullest extent allowed by federal and state laws. All reports of theft will be fully investigated and appropriate action will be taken. You will be liable for all use of the Digital Phone services using your MTA and for any and all stolen Digital Phone services or unauthorized use of the Digital Phone services. You agree to notify us immediately in writing or by calling our Customer Service department during normal business hours if you become aware at any time that the MTA is stolen or that your Digital Phone services are being stolen or used without your authorization. Until such time as you notify us of theft or fraudulent or unauthorized use, you will be liable for any stolen, fraudulent, or unauthorized use of the Digital Phone services. If you fail to notify us in a timely manner, your Digital Phone services may be terminated without Notice, with additional charges to you.

e. Limits on your license to use firmware or software.

The Digital Phone services and Antietam Equipment, including any firmware or software embedded in Antietam Equipment or used to provide the Digital Phone services, are protected by trademark, copyright, and other intellectual property laws and international treaty provisions. You are granted a revocable license to use such firmware and software in object code form (without making any modification thereto) strictly in accordance with this Agreement. You acknowledge and understand that you are not granted any other license to use the firmware or software embedded in Antietam Equipment or used to provide the Digital Phone services. You expressly agree that you will use Antietam Equipment exclusively in connection with the Digital Phone services. You shall not reverse compile,

disassemble, or reverse engineer or otherwise attempt to derive the source code from the binary code of the firmware or software.

*Antietam reserves the right to maintain and upgrade its network to provide for the maximum possible reliability. Accordingly, you acknowledge and agree that Antietam may access through Antietam's network Antietam Equipment, including the MTA that you are using with the Digital Phone services in order to perform diagnostics, testing of, and updates to the firmware or software embedded in Antietam Equipment, including the MTA. ("Remote Maintenance"). The Remote Maintenance may require capture of packets received or transmitted by the Digital Phone services. Packets captured in the process of performing Remote Maintenance shall be used only for the purpose of Remote Maintenance. You authorize Antietam to perform such Remote Maintenance.

*Use of the Digital Phone services through an interface device not provided by Antietam is prohibited, and Antietam reserves the right to terminate this Agreement immediately and without Notice if you use such an interface device. You will indemnify and hold harmless the Antietam parties and their underlying providers from and against any and all liability arising out of your use of such interface device with the Digital Phone services.

f. Protection of Antietam's information and marks.

All Digital Phone information, documents, and materials on our web sites are protected by trademark, copyright or other intellectual property laws. All websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "marks") of Antietam are and shall remain the exclusive property of Antietam or its licensors. Nothing in this Agreement shall grant you the right or license to use any of the marks.

8. Representations and warranties of customer.

You represent and warrant that you are at least 18 years of age. You also represent and warrant that you have provided and will continue to provide to Antietam accurate, complete, and current customer information, including but not limited to your legal name, address, phone numbers, and payment data (including but not limited to credit card numbers and expiration dates). You agree that during the term of this Agreement you will promptly notify us if there is any change in the information that you have provided to us in accordance with the terms of this Agreement.

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9. Termination of this agreement.

a. Termination by you. You may terminate this Agreement for any reason at any time by providing notice of termination to Antietam by (i) sending a written notice to the postal address specified in Section 13.a; or (ii) calling Customer Service during normal business hours. All applicable fees and charges will accrue until the date of termination, but we will refund all prepaid monthly service fees charged for the Digital Phone after the date of termination (less any outstanding amounts due Antietam).

b. Suspension and termination by Antietam.

We may suspend your Digital Phone services or terminate this Agreement at any time for any reason. If we suspend your Digital Phone services or terminate this Agreement because you failed to comply in full with any term of this Agreement, we may do so at any time upon 7 days' Notice, or upon less than 7 days' Notice or without Notice where permitted by this Agreement. If we suspend the Digital Phone services or terminate this Agreement for any other reason, we must first give you 7 days' Notice. If we suspend the Digital Phone services or terminate this Agreement for a reason other than your violation of this Agreement, all applicable fees and charges will accrue until the date of suspension or termination, but we will refund all prepaid monthly service fees charged for the Digital Phone services after the date of termination (less any outstanding amounts due Antietam). You understand and acknowledge that all Digital Phone services, including 911/E911, will be disabled because of termination of your account.

c. Your obligations upon termination. You agree that upon termination of this Agreement you will do the following: (i) You will immediately cease use of the Digital Phone services and all Antietam Equipment; and (ii) you will pay in full for your use of the Digital Phone services and Antietam Equipment up to the later of the effective date of termination of this Agreement or the date on which the Digital Phone services are disconnected and all Antietam Equipment has been returned.

d. Retention of Rights. Nothing contained in this Agreement shall be construed to limit Antietam's rights and remedies available at law or in equity. Antietam and its suppliers reserve

the right both during the term of this Agreement and upon its termination to delete your voicemail, data, files, or other customer information that is stored on Antietam's or its suppliers' servers or systems, in accordance with our storage policies. You understand and acknowledge that we shall have no liability whatsoever as a result of the loss or removal of any such voicemail, data, files, or other customer information.

10. Transfer of your phone number.

If you are switching to the Digital Phone services from another service provider, you may not be able to transfer your existing phone number to the Digital Phone services. If you switch from Antietam to another provider, you may not be able to transfer your phone number from Antietam to the new provider.

11. Limitation of liability; indemnification; no warranties; warnings.

a. Limited Warranty. Antietam Equipment, including the MTA, and the Digital Phone services are provided "as is," without warranty of any kind, either express or implied. The Antietam parties do not warrant that Antietam Equipment, including any MTAs provided by Antietam, or the Digital Phone services will meet your requirements, provide uninterrupted use, or operate as required, without delay, or without error. The Antietam parties do not warrant that any communications will be transmitted in uncorrupted form. All representations and warranties of any kind, express or implied, including but not limited to any warranties of performance, non-infringement, fitness for a particular purpose or merchantability, are excluded.

Antietam will compensate you for a service interruption only in the event of complete failure of the Digital Phone services because of a technical malfunction for 24 or more consecutive hours. In such case, your sole remedy, available upon your request, will be limited to a prorated credit against the net monthly recurring charge (exclusive of nonrecurring charges, other one-time charges, per call charges, measured charges, regulatory fees and surcharges, taxes, and other governmental and quasi-governmental fees). To qualify for the credit, you must request the credit from Antietam within 30 days of the failure. We shall not compensate you for any service interruption caused by a power

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outage or by Customer Equipment. Credits will be applied only against current and future fees payable by you for the Digital Phone services. Any credits provided by Antietam are at our sole discretion and in no event shall constitute or be construed as a course of conduct by Antietam.

- b. Limitation of liability.** Except as specifically provided in this agreement, in no circumstance and under no legal theory (including but not limited to tort, contract, or otherwise), shall the Antietam parties or their underlying providers have any liability to you or to any person or entity for (i) any direct, indirect, incidental, special, treble, punitive, exemplary, or consequential losses or damages, including but not limited to loss of profits, loss of earnings, loss of business opportunities, or personal injuries (including death), resulting directly or indirectly out of, or otherwise arising in connection with, the installation, self-installation, maintenance, failure, removal, or use of the Digital Phone services, including lack of 911/E911 services or dialing associated with an alarm or security system, medical monitoring device, fax equipment, dial-up modems, or Antietam Equipment, MTAs provided by Antietam, or customer's reliance on or use of Antietam Equipment, MTAs provided by Antietam, or the Digital Phone services, including but not limited to any mistakes, omissions, interruptions, failures or malfunction, errors, defects, delays in operation, delays in transmission, loss of information or data, or failure of performance of Antietam Equipment, MTAs provided by Antietam, or the Digital Phone services; or (ii) any losses, claims, damages, expenses, liabilities, or costs (including legal fees) resulting directly or indirectly out of, or otherwise arising in connection with, any allegation, claim, suit, or other proceeding based upon a contention that the use of Antietam Equipment, MTAs provided by Antietam, or the Digital Phone services by customer or any other person or entity infringes the copyright, patent, trademark, trade secret, confidentiality, privacy, or other intellectual property rights, or contractual rights of any third party.

- c. Limitations on Antietam's Liability for Directories and Directory Assistance.** The limitations in this section 11.C shall apply where we make available a directory listing or publication option. If (i) any phone number for which you have requested unlisted status is published in any directory; (ii) any

phone number for which you have requested nonpublished status is included in any directory, any directory assistance database, or is otherwise disclosed to any unauthorized person; (iii) any phone number which you requested be published or listed in any directory or directory assistance database is not so published or listed, or (iv) any published or listed phone number contains material errors or omissions, then the total liability of the Antietam parties in connection with the described error or omission shall not in the aggregate exceed the monthly charges, if any, which you have actually paid to Antietam to list or not to list or to publish or not publish the number for the affected period. You shall hold the Antietam parties and its underlying providers harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the errors and omissions described above.

d. Customer's indemnification obligations.

Except as otherwise expressly set forth in this agreement, you agree to defend, indemnify, and hold the Antietam parties and its underlying providers, harmless from claims or damages relating to or arising out of your breach of this agreement or your and your users' use of the Digital Phone services or any Antietam Equipment or MTA provided by Antietam, including but not limited to any claims or damages arising out of the lack of 911/E911 services or dialing associated with an alarm or security system, medical monitoring device, fax equipment or dial-up modem. You agree that the Antietam parties and their underlying providers shall not be responsible for any third-party claims that arise from your use of the Digital Phone services, Antietam Equipment, or any MTA provided by Antietam. Further, you agree to reimburse us for all costs and expenses related to the defense of any such claims.

e. Limitations on Antietam's liability for Customer Equipment and software.

Customer Equipment may be damaged or suffer service outages as a result of the installation, use, inspection, maintenance, repair, and removal of Antietam Equipment and the Digital Phone services, or upgrades to firmware or software embedded in Antietam Equipment or the MTA used with the Digital Phone services. Except for gross negligence or willful misconduct

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by us, the Antietam parties shall have no liability whatsoever for any damage, loss, or destruction to the Customer Equipment. Use of certain features of the Digital Phone services may require special software, applications, or access to web portals. Antietam makes no representation or warranty that any software or application installed on your computer or web portal does not contain a virus or other harmful feature. It is your sole responsibility to take appropriate precautions to protect any computer and other hardware of yours from damage to its software, files, and data as a result of any such virus or other harmful feature. We are not required to provide you with any assistance in removal of viruses. If we decide, in our sole discretion, to install or run virus check software on your computer, we make no representation or warranty that the virus check software will detect or correct any or all viruses. You acknowledge that you may incur additional charges for any service call made or required on account of any problem related to a virus or other harmful feature detected on your system. The Antietam parties and their underlying providers shall have no liability whatsoever for any damage to or loss of any hardware, software, files, or data resulting from a virus, any other harmful feature, or from any attempt to remove it.

Antietam does not represent, warrant, or covenant that the installation of the special software or applications described in the preceding paragraph or access to our web portals will not cause the loss of files or disrupt the normal operations of any Customer Equipment, including but not limited to your computer. For these and other reasons, you acknowledge and understand the importance of backing up all files to another storage mechanism prior to such activities. You understand and accept the risks if you decide not to back up files. Neither the Antietam parties or their underlying providers shall have any liability whatsoever for any damage to or loss of any software, files, or data.

- f. Limitations on Antietam's liability for third parties.** Notwithstanding anything to the contrary in this Agreement, you acknowledge and understand that we may use third parties to provide components of the Digital Phone services, including without limitation their

services, equipment, and infrastructure. Antietam is not responsible for the performance or non-performance of third-party services, equipment, or infrastructure, whether or not they constitute components of the Digital Phone services. Antietam shall not be bound by any undertaking, representation, or warranty made by an agent or employee of Antietam or of our underlying providers in connection with the installation, maintenance, or provision of the Digital Phone services, if that undertaking, representation, or warranty is inconsistent with the terms of this Agreement. The limitations of liability set forth in Sections 11.b and 11.c apply to any acts, omissions, and negligence of the Antietam parties and their underlying providers which, but for that provision, would give rise to a cause of action in contract, tort, or any other legal doctrine.

- g. Customer's sole remedies.** Your sole and exclusive remedies under this Agreement are as expressly set forth in this Agreement. The liability of the Antietam parties and their underlying providers is limited as set forth by this Agreement, or, where applicable law limits such limitations of liability, to the maximum extent permitted by law.

- h. Survival of Limitations.** All representations, warranties, indemnifications, and limitations of liability contained in this Agreement shall survive the termination of this Agreement; any other obligations of the parties hereunder shall also survive, if they relate to the period before termination or if, by their terms, they would be expected to survive such termination.

12. Arbitration.

Except for claims by Antietam for nonpayment for, theft of, or misuse of the Digital Phone services, or for injunctive relief, as described below, any past, present, or future controversy or claim arising out of or related to this agreement shall be resolved by binding arbitration administered by the American Arbitration Association under its commercial arbitration rules, including, if applicable, the supplementary procedures for the resolution of consumer related disputes. Consolidated or class action arbitrations shall not be permitted. The arbitrator of any dispute or claim brought under or in connection with this agreement shall not have the power to award injunctive relief; injunctive relief may be sought solely in an appropriate court of law. No claim subject to arbitration under this agreement may be combined with a claim subject to resolution before a court of law. The arbitrability of disputes shall be determined

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by the arbitrator. Judgment upon an award may be entered in any court having competent jurisdiction. If any portion of this section is held to be unenforceable, the remainder shall continue to be enforceable.

This Section 12 shall survive the termination of your Digital Phone services with Antietam.

13. Miscellaneous.

- a. How to contact Antietam.** For any inquiries or notices required in connection with this Agreement, you may contact us (i) in writing to our Customer Service Department at 1000 Willow Circle, Hagerstown, MD 21740, or (ii) on our customer service line at 301-797-5000 during normal business hours.
- b. How you will receive Notices.** Antietam may deliver this agreement, updates to this agreement, pricing guides, or any other communications, disclosures, or notices to you by posting them to our website located at www.antietambroadband.com, by sending them via email, U.S. Mail, or overnight mail to your physical address of record, or the email address on Antietam's account records, or by delivering them by hand at the time of installation, repair, maintenance or removal of the Digital Phone services ("notice"). You agree that any one of the foregoing will constitute sufficient notice.
- c. Your system requirements.** To view this Agreement online, receive electronic Notices, and to access and retain electronic Notices and other records in connection with the Services, your system must be able to access the public Internet and Antietam's website at www.antietambroadband.com, and must be able to run Adobe Acrobat software. By using the Digital Phone services, you represent to us that you satisfy the system requirements of this Section 13.c.
- d. Assignment of this agreement to other parties.** Antietam may assign its rights and obligations under this Agreement, without Notice, to (i) any affiliate of Antietam; (ii) to any party acquiring all or substantially all of the assets or stock, by merger, or otherwise, of Antietam; or (iii) to any person or entity purchasing or otherwise acquiring the Antietam video system serving you. You may not assign or transfer this Agreement without Antietam's prior consent.

- e. General.** This Agreement and any pricing guide provided to you by Antietam are incorporated by reference and constitute the entire agreement and understanding between the parties with respect to the subject matter of this Agreement, and they supersede and replace any and all prior written or verbal agreements. If there is a conflict between this Agreement and our pricing guide, the terms and conditions of the pricing guide shall take precedence in the resolution of the conflict. If any portion of this Agreement or the pricing guide is held to be unenforceable, the unenforceable portion shall be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties, and the remainder of the provisions shall remain in full force and effect. No failure on the part of either party to exercise, and no delay in exercising, any right or remedy hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any right or remedy hereunder preclude any other or further exercise thereof or the exercise of any other right or remedy granted hereby or by law. Neither the course of conduct between the parties nor trade practice shall act to modify any provision of this Agreement or the pricing guide.

- f. Changes to the Digital Phone services and the Agreement.** If you continue to use the Digital Phone after any modification of this Agreement or the Digital Phone services, you shall be deemed to have accepted the modification. If you do not agree to any modifications, you must immediately stop using the Services and notify Antietam that you are terminating this Agreement. You will then be entitled to a refund of any unused portion of any recurring monthly service fee for the Digital Phone that has been paid by you in advance, less any outstanding amounts due Antietam for equipment or other applicable fees and charges).

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Notification Regarding CPNI Policy

This CPNI Policy applies to the customer proprietary network information ("CPNI") of subscribers to Antietam Broadband Television, Inc.'s ("Antietam Broadband," "we," "us") voice over Internet protocol ("Digital Phone") services.

1. Introduction

CPNI. Customer proprietary network information, or CPNI, is information about the quantity, technical configuration, type, destination, location, and amount of your use of Antietam Broadband's Digital Phone services; and information contained on your bills related to the Antietam Broadband's Digital Phone services that you receive.

CPNI does not include your name, address, and telephone number, because federal law classifies that information as "subscriber list information" which is not subject to the protections applicable to CPNI. However, that information may be subject to protection as personally identifiable information under Antietam Broadband's privacy policy. Please see Antietam Broadband's privacy policy for more information.

Federal Law. 47 U.S.C. § 222 provides privacy protections for certain information related to Antietam Broadband's Digital Phone services. This CPNI Policy describes what CPNI we obtain, how we protect it, and how it may be used.

Your Rights. Customers of Antietam Broadband's Digital Phone services have the right under federal law, and Antietam Broadband has a duty under federal law, to protect the confidentiality of their CPNI. Antietam Broadband will also honor any restrictions applied by state law, to the extent applicable.

2. Use, Disclosure and Access to CPNI 47 U.S.C. § 222 and FCC regulations authorize us to use, disclose, or permit access to CPNI without your approval for the purposes of:

- ▶ Initiating, rendering, billing, and collecting for your Antietam Broadband Digital Phone services;
- ▶ Marketing Antietam Broadband's Digital Phone service offerings to you;
- ▶ The provision of inside wiring installation, maintenance, and repair services.
- ▶ To market adjunct-to-basic services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call

blocking, call return, repeat dialing, call tracking, call waiting, caller ID, and call forwarding.

- ▶ To provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if such call was initiated by you and you approve of the use of such information to provide such service.
- ▶ To protect our rights or property, or to protect users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.
- ▶ Federal law and FCC regulations prohibit us from using CPNI for any purposes other than those listed above except as explained in Sections 4 and 5 below, at your affirmative written request, or as permitted or required by law.

3. Marketing of Communications-Related Services

Antietam Broadband may use your CPNI and disclose to and allow access to your CPNI by its agents and any affiliates that provide communications-related services to market communications-related services (such as Internet services and services related to the provision or maintenance of customer premises equipment) to you unless you contact us to deny or restrict your approval. **If Antietam Broadband does not hear from you within 30 days after providing you this notification, Antietam Broadband will assume that you approve our use or disclosure of your CPNI to market communications-related services. If you approve, you do not have to take any action.** Please note that you may deny or restrict your approval at any time as provided in Section 6 below.

4. Other Services

Antietam Broadband also offers other services that are not related to the Digital Phone services to which you subscribe. Under the FCC's CPNI regulations, some of those services, such as Antietam Broadband's cable television services, are considered to be non-communications related products and services. Occasionally, you may be asked by Antietam Broadband or one of its agents during a call regarding your Digital Phone services for your oral consent to Antietam Broadband's use of your CPNI for the purpose of providing you with an offer for non-communications related products and services. If you provide your oral consent for Antietam Broadband to do so, Antietam Broadband may use your CPNI only for the duration of that call in order to offer you additional services.

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5. To Grant, or to Deny or Restrict approval, of Use, Disclosure and Access to CPNI

You may grant us approval to use, disclose and access your CPNI, or may deny or restrict your approval at any time. To do so, please see our contact information in Section 9 below. Any approval or denial of approval for the use of your CPNI outside of the service to which you already subscribe is valid until you affirmatively revoke or limit such approval or denial. A denial of approval will not affect the provision of any services to which you subscribe, but with your approval, Antietam Broadband and its agents and affiliates can use your CPNI to offer you additional products and services that will better serve your needs, or package deals or special promotions that may save you money. You do not have to take any action if you have previously contacted us in response to a CPNI notification and denied use of your CPNI for the purposes described above. 15

6. Requests for CPNI.

If you request a copy of your CPNI in writing and we reasonably believe the request is valid, we will disclose the relevant information we have to you, or to any person designated by you, in accordance with federal law. However, subscribers to our Digital Phone services should be aware that we generally do not provide them with records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order.

In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us.

Antietam Broadband reserves the right to charge you for the cost of retrieving and photocopying any documents that you request.

7. Emails from Antietam Broadband

If you approve orally or in writing, Antietam Broadband will, from time to time, send you email notices regarding Antietam Broadband's Digital Phone services and CPNI. You can opt out of receiving the emails that Antietam Broadband sends by following the instructions contained in the emails or by going to www.antietambroadband.com and following the directions there. By going to this website and accessing your account, you may also request that Antietam Broadband provide such emails to you.

8. Changes to this CPNI Policy

Antietam Broadband reserves the right to modify this CPNI Policy at any time, subject to applicable law. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law.

9. Contact Information

If you have any questions or suggestions regarding this CPNI Policy, or wish to contact us about your CPNI, please reach us as follows:

► **Telephone:** 301-797-5000

► **Email:** cpni@myactv.net

► **You may write to us at:**

Antietam Broadband, Inc.
Attn: CPNI Compliance Supervisor
1000 Willow Circle
Hagerstown, MD 21740

► If you have online access to your Digital Phone services account with Antietam Broadband and wish to grant approval to use, disclosure and access to your CPNI, or to deny or restrict your approval, you may also go to www.antietambroadband.com/cpni, and follow the instructions there. For general knowledge about Antietam Broadband's services, please visit our website at www.antietambroadband.com.

10. Disability Access

Antietam Broadband Digital Phone customers can contact a Telecommunications Relay Service (TRS) communications assistant by dialing 711 at no additional charge.

If you have any questions or concerns regarding TRS or other disability access to Antietam Broadband Digital Phone, please feel free to contact us.

► **Telephone:** 301-797-5000

► **Email:** support@myactv.net

► **You may write to us at:**

Antietam Broadband
1000 Willow Circle
Hagerstown, MD 21740

11. Jurisdiction

The Maryland Public Service Commission does not have jurisdiction over the regulation of Digital Phone service. Complaints about Digital Phone service may be filed with the Division of Consumer Protection in the Office of the Attorney General.



Notes

Area with horizontal dashed lines for taking notes.





Notes



Complete Home Packages



1000 Willow Circle | Hagerstown, MD 21740

301-797-5000

www.antietambroadband.com

