

Cameron Communications

Annual Customer Notice

Products and Services Offered – Cameron Communications offers a variety of video programming tiers and services, including a Basic Service Tier that includes many of the local television broadcast stations in your area. Also an Expanded Service Tier that includes many additional cable programming services. There are many additional digital cable programming services that are available to you and may be purchased through Cameron Communications, which includes access to the programming guide, digital music channels, video on demand and pay-per-view channels as well as Premium movie channels. Tiers of service offered by Cameron Communications are sold separately with other channels; however, as a prerequisite for subscribing to any of the various tiers offered including premium or pay-per-view events, customers are required by law to subscribe to the limited/basic service. Cameron Communications offers customers SD, HD or DVR set top boxes and remotes that may be needed to access certain programming services for a monthly fee which are listed on your monthly statement. Visit us at www.camtel.com or call us at 1-800-737-3900 for more information about products and services in your area.

Pricing, Channels and Programming Options – A complete listing of our channel lineup for our service areas can be found at www.camtel.com or you may call us at 1-800-737-3900 to obtain a printed copy. Premium Channel options are also available such as HBO, Showtime, Starz, Encore, Cinemax and The Movie Channel. Pricing for any and all services are available by calling Customer Service at 1-800-737-3900.

Changes in Service or Prices – Subject to applicable law, we have the right to change our services and prices at any time. As a Cameron Communication customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice, in a separate mailing or some other written form. Additional information regarding such notices may also be found on the Cameron Communication website: www.camtel.com.

Installation and Service Maintenance Policies – Someone over 18 years of age must be home during any installation or repair of your cable television service. Cameron Communications will make every reasonable effort to reschedule any missed service appointment at a convenient time for you. Packets of information for the use of your service will be offered by the installation technician which will also include a channel line-up guide.

Access to Customer Premises – By ordering service, you agree to allow employees of Cameron Communications access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Failure by Cameron Communication to remove equipment does not deem it abandoned.

How to Use Your Cable Services – Customers may visit us at www.camtel.com and click on the “Online Resource Center” for technical assistance, questions or call us at 1-800-737-3900 to receive more information regarding how to use your cable service.

Billing; Miscellaneous Fees – Your monthly Cameron Communications bill provides the charges, due date, payments and credits for your account, and may also contain special customer messages. Additional information for your area regarding Cameron Communications billing may be found at www.camtel.com or you may call us at 1-800-737-3900. A late fee is added to any bill amount unpaid after the due date. If your payment is returned non-sufficient funds, you may be charged a fee for handling.

Complaint Procedures – Customers can direct billing or service complaints to Cameron Communications at 1-800-737-3900. If you believe Cameron Communications has not properly resolved your issue, you may contact your local franchise authority. (Listed below)

Delinquent Accounts – If your service is disconnected for nonpayment, we require full payment of the balance, a deposit and a reconnect fee.

Disconnect Policy - A request to disconnect cable service can be made at any time. Billing for service will stop on the day you request the service to be discontinued, subject to billing for applicable fees and outstanding balances on Cameron Communications video and/or other services. Nonpayment of any portion of your Cameron Communications bill may result in interruption or disconnection of any and all Cameron Communications services. Equipment provided to you must be returned upon disconnecting or appropriate charges will be assessed.

Theft of Cable Service – Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

Television Picture Quality – If you experience problems with the quality of television signals you receive, you should call us at 1-800-737-3900. A fully trained Customer Support Representative can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come to your home. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. You may call 1-800-737-3900 for the address of your franchise authority contact designated to receive consumer complaints. (Listed below)

Television Equipment Compatibility - Most modern television sets are cable compatible (or "cable ready") and can receive the digital or analog television signals carried on the cable system if those signals have not been encrypted to secure the signals.

Remote Controls – Cameron Communications includes a remote control unit with its set-top box. Some television, VCR or DVR remote controls are also capable of controlling the basic features of your set top box. "Universal" remote control units that are compatible with the basic features of a set top box may also be obtained from many other sources, such as consumer appliance, electronics outlets or over the Internet. These universal remote controls may not be compatible with certain set top features or services available from Cameron Communications in certain markets. If you have specific questions, we encourage you to contact Customer Care at 1-800-737-3900.

Parental Control – Cameron Communications understands that there may be certain television programs available that some customers find unsuitable for members of their household. A parental control option is available to customers who have a set-top box hooked up to their TV. For more information, please contact Customer Service at 1-800-737-3900.

Franchise Authorities

Calcasieu Parish Police Jury
1015 Python St
Lake Charles, LA 70602
337-721-3500

Jeff Davis Police Jury
104 Rue de l'Acadie
Jennings, LA 70546
337-821-5534

Cameron Parish Police Jury
West Annex
148 Smith Circle
Cameron, LA 70631
337-775-5718

City of Sulphur
802 S Huntington St
Sulphur, LA 70663
337-527-5110

Allen Parish Police Jury
602 Court St
Oberlin, LA 70655
337-639-4396

Beauregard Parish Police Jury (ETC & MB)
201 W 2nd
DeRidder, LA 70634
337-463-7019

Rapides Parish Police Jury
701 Murray St
Alexandria, LA 71309
318-473-6660

Vernon Parish Police Jury
300 S 3rd St
Leesville, LA 71496
337-238-0324

Town of Elizabeth
230 Poplar St
Elizabeth, LA 70638
318-634-5100

City of Nome
1586 2nd St
Nome, TX 77629
409-253-2391

