

Welcome to FIOPTICS



*Guide to your
Set-Top Box*



Cincinnati Bell®
connecting what matters

FIOPTICS TV	3	Power Down Timer	17
Remote	4	Themes	18
Set-Top Box	5	FIOPTICS INTERNET	19
Interactive Program Guide (IPG)	6	Wireless Networking Equipment	19
Guide	7	Email Setup	20
Icon Glossary	8	Maximize Your Internet Speed	21
Reminders	9	CONNECTED HOME	23
Autotune Event	10	FIOPTICS VOICE	27
My Recordings (DVR)	10	Voicemail	27
Whole Home DVR	12	Calling Services	28
Restart TV	12	ACCOUNT SUPPORT	29
CatchUp TV	13	Troubleshooting, Tips and Advice	30
Favorites	13	Frequently Asked Questions	31
Widgets	14	Collection and Use	32
Video On Demand	15	Your Fioptics Installation	40
Mosaic	15	Contact Us	43
Fioptics Mail	15		
Settings	16		
Parental Controls	16		
Closed Captioning	17		

Welcome to Cincinnati Bell. We deliver the very best in advanced network technology, to bring you all the entertainment, information and communication you need at the speed of light. Browse, upload, share and save. Manage your home from anywhere. Tap into events and savings in your hometown. Here at Cincinnati Bell, we are connecting what matters.

Fioptics TV

Our Fioptics TV service delivers more than 340 channels, HD, digital music channels, DVR service and On Demand. There's incredible entertainment everywhere you turn.

Fioptics Internet

With Fioptics, you can enjoy download speeds up to 1 Gbps. Even during peak times, your Internet connection is hands-down the fastest in town.

Fioptics Voice

We have more than 14 unique calling services to meet your needs and plans that allow you to call anywhere, anytime in the United States.

Thank you for choosing Cincinnati Bell. We're happy to have you as a customer and look forward to providing you with exceptional service.

FIOPTICS TV

Get an almost endless array of entertainment right at your fingertips. Movies, music, sports, news, documentaries, children's programming, many in the unrivaled beauty of HD with On Demand.

Programming

Enjoy over 340 digital channels including MLB Network, NFL Network, HGTV, Nickelodeon, Disney, AMC, FX and Paramount Network in a traditional TV format.

On Demand

Experience thousands of new movies and shows at your fingertips with Fioptics On Demand! Binge watch an old series, or catch last week's episode without setting the DVR.

- » Free On Demand
- » Kids On Demand
- » Movies On Demand
- » Premiums On Demand

Whole Home DVR

Record your favorite program and watch it on any TV in your house! Bookmark your program so you can start watching in one room, and continue in another one.

- » Record 3 shows while watching something you previously recorded
- » Record the shows you like by genre, actor or director
- » Record an entire season of your favorite series

Premium Channels

From blockbuster movies to original series programming, premium channels provide the best in entertainment.

- » HBO
- » Starz
- » Showtime
- » Cinemax
- » Encore
- » The Movie Channel

Sports

There is no need to miss a minute of the action, no matter what sport you enjoy. For even more sports content, add ProSports or SportZone to your TV package.

- » NFL Redzone
- » MLB Strike Zone
- » NHL Network and more!

International

With the Spanish Tier, enjoy the most popular Spanish-language channels, including a variety of movies, music, sports and children's programming.

- » Mun2
- » Telemundo
- » Discovery en Español
- » Cine Mexicano
- » ESPN Deportes
- » Discovery Familia, and more!

Cincinnati Bell provides a variety of options for Indian programming.

- » Zee TV
- » Star India Plus
- » Star One
- » Star India Gold

Watch Fioptics App

Stream any of the channels included in your Cincinnati Bell channel package on your phone or tablet – anywhere in your home, any time of the day. You can use up to 5 devices at one time – all streaming live TV!

Fioptics TV Everywhere

Access some of the best shows, movies and live streams included in your TV subscription from your computer, tablet or smartphone.

FEATURES OF YOUR REMOTE

LIST Access and manage DVR recordings.

MENU Display links to your Guide, Favorites, Recordings, Channel List, Video on Demand, Search and Self Care.

GUIDE See TV Listings for the current time.

DAY +/- Jump ahead or back 24 hours in TV Listings.

ARROWS Navigate through the program guide and menu screens. Press the up arrow while watching TV to access menu options.

ABCD Use as shortcuts to access additional features available for set-top box menu screens, program guide and interactive applications.

NUMBERS Press channel numbers to directly tune to a channel.

***** Switch input mode to alphabet input.

LIVE Jump to live TV when using DVR.

DVR CONTROLS Control On Demand and DVR, where available.

EXIT Return to watching television.

INFO View current program information and preview the program coming next.

OK Confirm highlighted selections or press while watching Live TV to access the side bar menu.

CH +/- Change channel to the next higher or lower channel.

ON DEMAND Directly access On Demand movies and TV programs.

LAST Return to previous channel or menu when viewing the guide or menu.

FAV Create your personalized favorites list.

Change the aspect ratio (4:3 or 16:9) on set-top box.



Programming Instructions

During installation, your Cincinnati Bell technician programmed your remote. If your remote control stops working with your set-top box, remove any obstructions between the remote and set-top box, press **CABLE/STB** and try again.

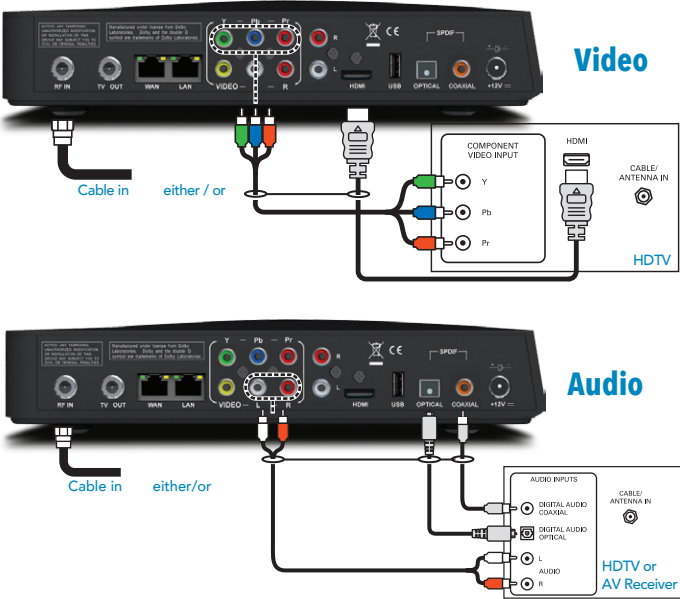
If that doesn't work, you can re-synchronize the remote by pressing **RED CIRCLE** + **SETUP** for 3 seconds.

If you have a different remote or you would like to find programming codes to program your remote control to other devices (TV, DVD Player, Etc.) please visit, http://www.urcsupport.com/urc_product/titan-urc2056b0/

YOUR SET-TOP BOX CONNECTIONS

In the event you need to reinstall your set-top box, follow the diagrams below for connecting cables. You will need a separate set-top box for each TV on which to receive Fioptics TV services. In order to receive HD programming, you must use an HD set-top box.

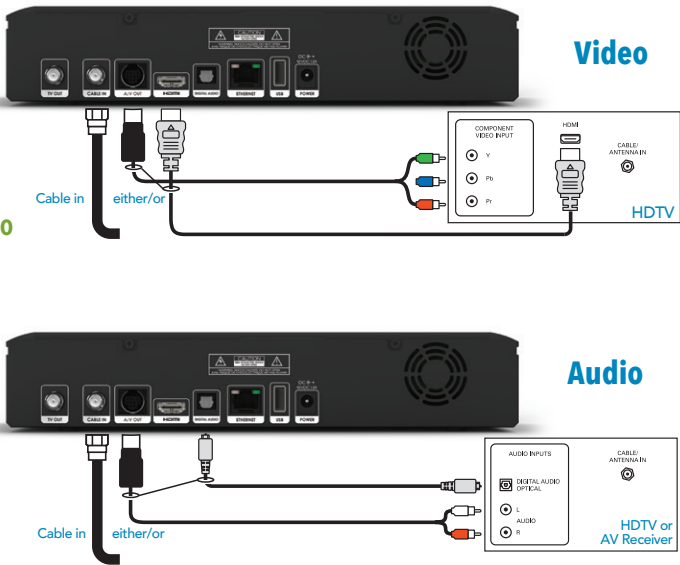
ZTE



Audio/Video Connectors

- L/R audio connection
- Digital audio optical connection
- Digital audio coaxial connection
- Component video connection
- HDMI connection

AMINO



ACCESS YOUR INTERACTIVE PROGRAM GUIDE (IPG)

Menus

Menu Icons



Guide: Detailed listings of program information



DVR: Access recorded programs, upcoming recordings, and series priorities



CatchUp TV: Watch programs for up to 3 days after airing



Favorites: Set favorites for personalized guide filters



Widgets: Access Finance, News, Stocks, Sports, and Twitter



YouTube App*: Access YouTube directly from here

*Only available on Amino set-top boxes



Video On Demand: Access video on demand movies and TV programs



Settings: Set parental controls, block channels, change themes, and access hardware settings



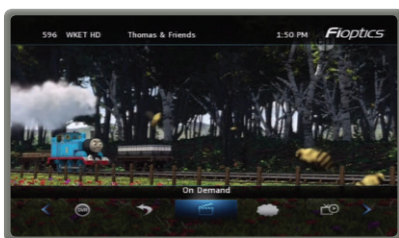
My Account: Access rented/suspended on demand programs, purchased PPV events, scheduled reminders, and Fioptics Mail messages



Search: Search Live TV, Catchup TV, DVR, and Video on Demand programs. Searches are based on title, director, and actor names

Main Menu

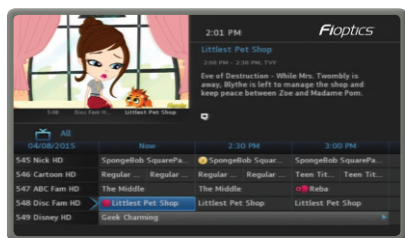
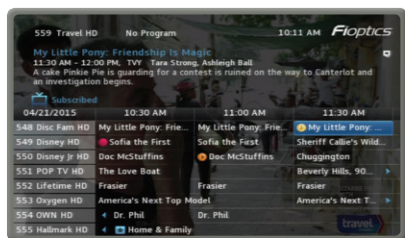
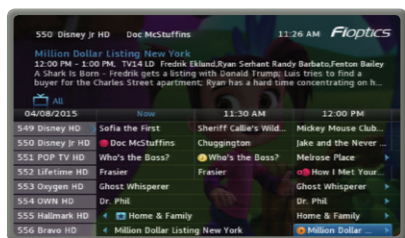
The Main Menu gives you access to all of your features, settings and applications.



- » Press **MENU** to access the Main Menu
- » To navigate the options, use the **◀▶** arrows
- » To select a highlighted item, press **OK**
- » To return to watching TV, press **EXIT**

Guide

Access a list of available channels and programming.



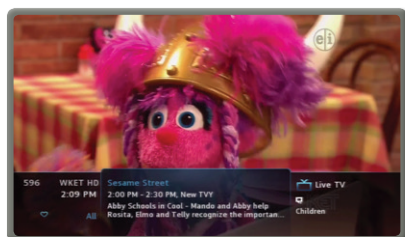
- » Press **GUIDE**
- » Use the ◀▶▶▲ arrows to view additional channels or times
- » Press **OK** on highlighted selection to access the program or channel
- » To exit the guide and view current program, press **EXIT**

Use ◀▶▶▲ arrows, page + / -, or day + / - buttons to scroll through the guide's channels and times

- » Press **OK** once to tune to a currently playing channel and keep the guide up
- » Press **OK** twice to tune to a currently playing channel and close the guide

Info Bar

View a brief description of the program you are currently watching and see what is coming up next. Also, surf through the other channels to see what is currently playing and what will be coming up next.



- » Press **INFO**
- » Use the ▼▲ arrows to preview other channels
- » Press **OK** to switch to the channel that is currently displayed
- » To return to watching TV, press **EXIT**

QUICK TIP

Guide will reopen via the last filter it was closed on. If you have difficulty finding a channel, please verify the guide is set to ALL channels.

ICON GLOSSARY

This glossary of icons can be found when accessing the Guide or Menu.



Guide: Detailed listings of program information



DVR: Access recorded programs, upcoming recordings, and series priorities



On Demand: Access video on demand movies and TV programs



My Account: Access rented/suspended on demand programs, purchased PPV events, scheduled reminders, and Fioptics Mail messages (Messages sent from Cincinnati Bell to the customer's STB).



Settings: Set parental controls settings (ratings, passwords, pins, etc), establish users, & access hardware settings



Favorites: Set favorites for personalized guide filters



Search: Search Live TV, DVR, and Video On Demand programs. Searches based on title, director, and actor names



Sign Out



New Episode



Single Episode Recording set for program



Cancel Single Episode Recording



Series Recording set for program



Autotune event set for program



Reminder set for program



Episode part of series recording but was skipped



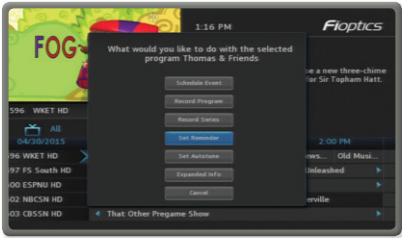
Home: This icon indicates that the item is a whole-home DVR program that can be watched on every device in your home



Series Folder: This icon indicates the item is part of a series recording

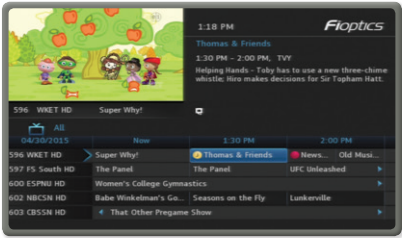
Reminders

A reminder will appear on screen to tell you when your program is about to begin. Reminder can be set to notify you 1, 2 or 5 minutes in advance. (Note: The reminder will only appear if you are tuned to another channel.)



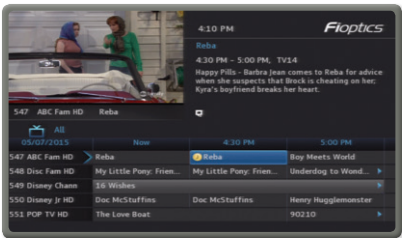
- » When the reminder appears, press **OK** to tune to your program.
- » When the reminder appears, you must first press the **INFO** then press **OK** to tune to your program

Setting a Reminder



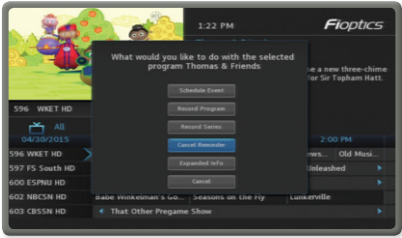
- » Press **GUIDE**
- » Press **OK** on highlighted program
- » Select Set Reminder
- » Press **OK**
- » The reminder indicator will appear in the guide

You can also set a reminder from the Info Bar, by using the ◀▶ arrows to locate the program you wish to select.



- » Press **OK** on highlighted program
- » Select Set Reminder
- » Press **OK**
- » The reminder indicator will appear in the guide

Cancel a Reminder



- » Press **GUIDE**
- » Press **OK** on highlighted program
- » Select Cancel Reminder
- » Press **OK**

QUICK TIP

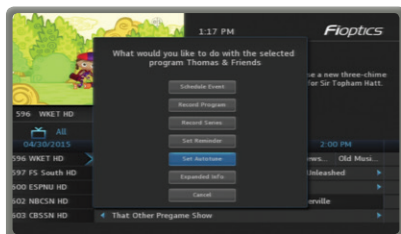
You can cancel a reminder from the Info Bar by locating the program and following the above instructions.

Autotune Event

Along with the option to set a reminder, you are also able to set your box to autotune to your programs. When you schedule an autotune event, the set-top box will automatically tune to the channel at the scheduled time.

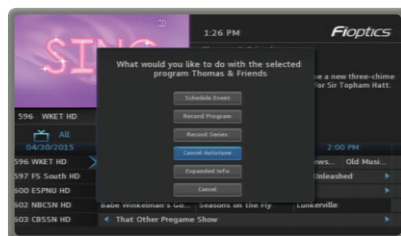
When the autotune is about to tune to your program, an alert will pop up on the screen asking if you would like to confirm, press **OK**

Setting an Autotune



- » Press **GUIDE**
- » Press **OK** on highlighted program
- » Select **Set Autotune**
- » Press **OK**
- » The autotune indicator will now appear in the guide.

Cancel an Autotune



- » Press **GUIDE**
- » Press **OK** on highlighted program
- » Select **Cancel Autotune**
- » Press **OK**

My Recordings (DVR)

Record Program

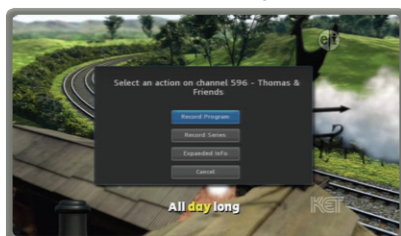
There are multiple ways to record a program. Any of the following options allow you to record a single program to view at a later time:

From the Guide or while watching a live program:






- » Press **GUIDE** once to establish a one-time recording
- » Press **GUIDE** twice to establish a series recording
- » You can also, press **OK** on a program and choose to record one-time or series

Establish a Series Recording:



- » While watching a program, press **OK**
- » Select **Record Series**

Access Recorded Programs

- » Press 
- » Find the recording you want to watch, using the ▼▲ arrows
- » Press 
- » Select **Play Recording**
- » Press 

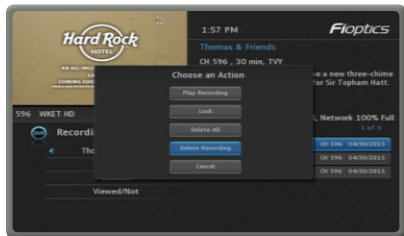
Manage Recorded Programs

To stop a recording:



- » While watching a recording, press 
- » Select **Stop Recording**



To delete/cancel a recording:






- » Press 
- » Select **Recordings**
- » Press 
- » Highlight the program you wish to delete, press 

Pause, Rewind, and Fast Forward



To pause and play your current program:

- » Press  during a show that you are watching to stop the program
- » Press  when you are ready to tune back in

Rewind to watch something you may have missed:

- » Press  to go back and see what you have missed—you will be able to rewind back to when you started watching
- » Press  up to 4 times to rewind faster or slower
- » Press  when you have reached your desired destination

Fast forward to catch back up to live TV:

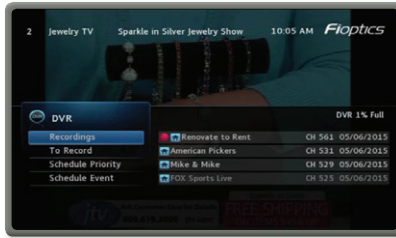
- » Zip through the commercials or the parts you have seen by pressing  up to 4 times to go forward faster or slower
- » Press  when you have reached your desired destination

Note: These features can only be used from the DVR set-top box. These features are only enabled on DVR recordings on non-DVR boxes.

QUICK TIP

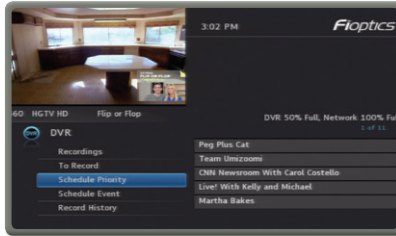
If you experience pixelation or freezing, please wait a minute. If the problem persists, reboot your set-top box and turn off all unused boxes in your house.

Whole Home DVR



» Whole Home DVR allows users to access and setup recordings from HD set-top boxes. In order to utilize Whole Home DVR, you must have a DVR and at least one other set-top box and subscribe to **Whole Home DVR** service.

Record Program – Record from Interactive Program Guide

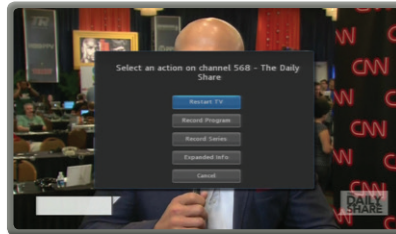


» Press **GUIDE**
» Highlight the program that you would like to record, press **OK** once

Accessing Recorded Programs from a non-DVR box

- » Press **MENU**
- » Select DVR, press **OK**
- » When accessing recordings from the client box, you will notice programs will have a **“home”** icon next to it. This indicates the program is Whole Home DVR and can be watched on any of your devices.

Restart TV



Go back to the beginning of a show that's already in progress with Restart TV. To access Restart TV tune to a channel that has this feature available.

While watching a program

- » Press **OK**
- » Navigate to **Restart Program**, press **OK**

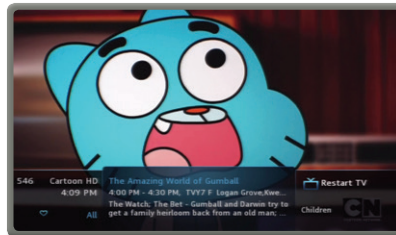
From the Guide

Navigate to Restart Program

- » Press **OK**

To stop a Restart TV program

- » While watching a program, press **STOP**

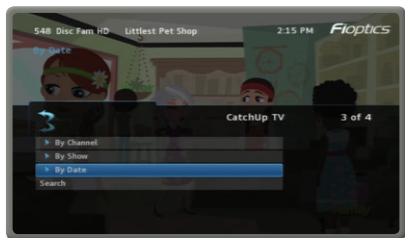


QUICK TIP

Use the **FAV** button to cycle through your channel filters (All, Subscribed, SD, HD, Favorites).

CatchUp TV

CatchUp TV allows you to access a program that aired within the past three days even if you forgot to record it! Never miss your favorite show again with CatchUp TV.



- » From the **Main Menu**
- » Press **MENU**
- » Navigate to **CatchUp TV** using the **◀▶** arrows
- » Press **OK**

You can now choose to find CatchUp programs with one of the following options listed below:

- » channel
- » show
- » date
- » search

To stop a CatchUp TV program

- » While watching a program, press **⏏**

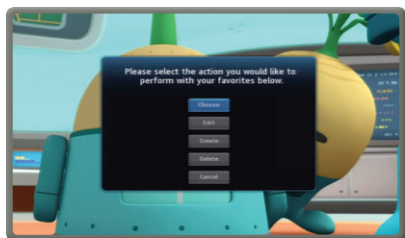
Favorites

Set up all your favorite channels into an easy-to-access list. Don't hassle with scrolling through pages and pages of programs just to see what's on your frequently accessed channels.

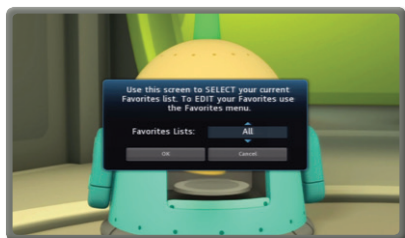
Access Favorites List

- » Press **FAV** or **GUIDE** until Favorites list appears

Create Favorites List



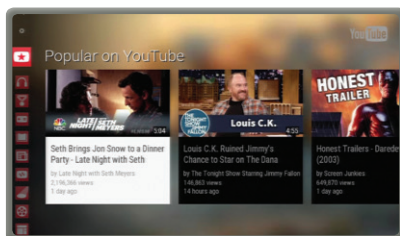
- » Press **MENU** and navigate to **Favorites**
- » Press **OK**
- » Highlight **Create** and press **OK**
- » Press **OK** in the **Name** field, press **Clear**, then **Rename**, and press **Done**
- » Use the **◀▶▼▲** arrows to select the channels you want to add to this Favorites list, press **OK** to add to list.
- » Select **Update**
- » Press **OK**



Applications and Widgets

Stay connected to apps with Fioptics TV. Watch your favorite YouTube video* or send a Tweet right from your TV. Widgets allow you to get News and Stock updates without leaving your show!

YouTube*



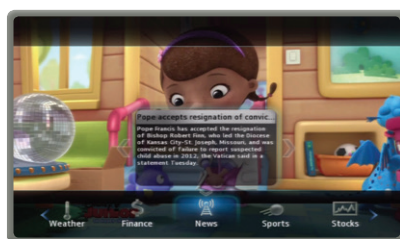
- » Press **MENU**
- » Using the ◀▶ arrows, select the YouTube app
- » Press **OK**

Twitter



- » Press **MENU**
- » Using the ◀▶ arrows, scroll to Widgets
- » Press **OK**
- » Using the ◀▶ arrows, select **Twitter**
- » Press **OK**

Widgets



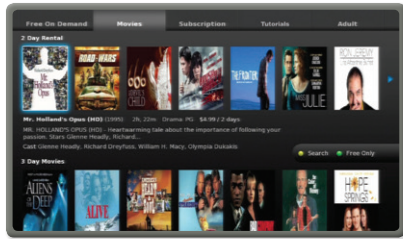
- » Press **MENU**
- » Using the ◀▶ arrows, select **Widgets**
- » Press **OK**
- » Select the Widget you would like to view
- » Press **OK**

Widgets

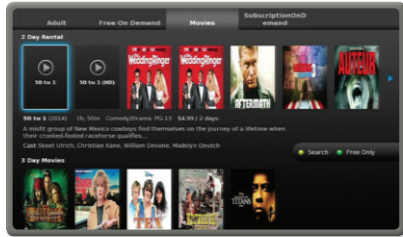
Widgets are mini-applications made available on your set-top box.

- » **Finance:** View brief news stories related to finance.
- » **News:** View brief news stories related to finance.
- » **Sports:** View brief news stories related to sports.
- » **Stocks:** View and track stocks.
- » **Twitter:** If you have a Twitter account, you can use the Twitter widget to compose a tweet, view what's trending, or search a tweet from the Home Timeline page.

Video On Demand



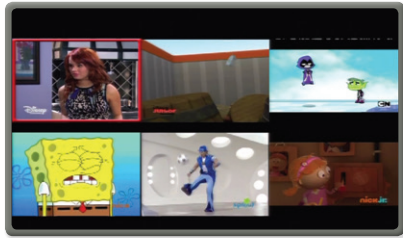
- » Press **MENU** and navigate to **On Demand**, press **OK**
- » Scroll through categories on the top of the On Demand Guide for thousands of movies and shows, select a category



- » Press **Buy** to rent or to watch for free

Mosaic*

View six preselected kids, sports or news channels at the same time in thumbnail format. Even if you don't know the name of the program you want to watch, you'll be able to recognize it and tune there quickly and easily.



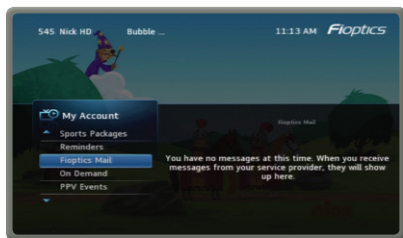
- » Tune to channel 101 (sports), 102 (kids) or 103 (news)
- » Use the **◀▶▶▶** arrows to highlight the channel you are interested in
- » Press **OK** to tune to that channel or press **(LAST)** to return to the previous channel you were watching

*Not available for MyTV customers.

Fioptics Mail

Get the latest updates from Cincinnati Bell including the latest Movies On Demand, notifications on new exciting features and important information about your account.

To access your Fioptics Mail



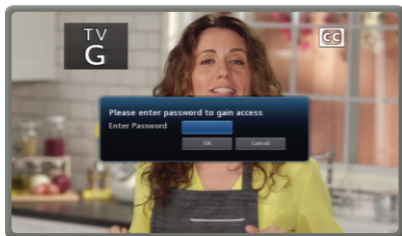
- » Press **MENU**, navigate to **My Account**, using the **◀▶** arrows, scroll to Fioptics Mail
- » Press **OK**

QUICK TIP

Press **ON DEMAND** on your Remote Control to quickly access the **ON DEMAND** Menu for thousands of movies and shows.

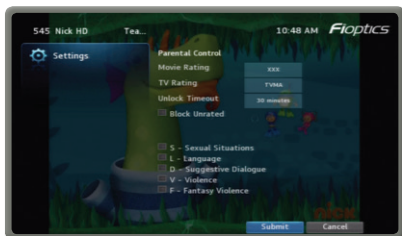
Settings

With Fioptics TV, you can personalize the Guide theme, create a PIN and modify certain settings of your Fioptics TV such as Parental Controls and Channel Block.



» Accessing settings requires you to enter your account password. The default password is 1111.

Parental Controls



Parental Controls let you decide how your family watches the TV. Parental controls and channel blocking features allow you to restrict programming by rating, channel, and content.

To setup parental controls

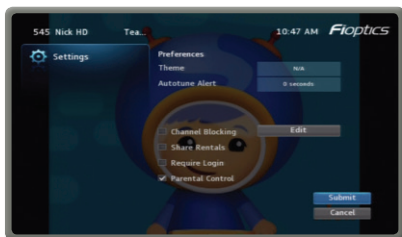
To access Settings/Parental controls you will have to enter your account password. The default password is 1111.

Step 1: Activate Parental Controls



- » Press **MENU**
- » Use the ◀▶ arrows and select **Settings**
- » Press **OK**
- » Select Preferences
- » Press **OK**
- » Navigate to the parental controls box, and press **OK** to check the box

Step 2: Customize Parental Controls Settings



- » Press **MENU**
- » Use the ◀▶ arrows and select **Settings**
- » Press **OK**
- » Select **Users**
- » Press **OK**
- » Select **Parental Control**, press **OK**

From here you can edit based on movie rating, TV rating, blocked unrated content and additional block specifications. Select **Submit**, press **OK**

Unlock Timeout

Once you have unlocked your parental controls to watch a blocked movie or program, your set-top box will remain unlocked for the time frame chosen.

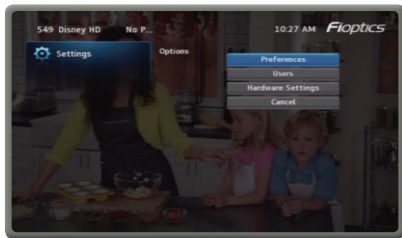
Channel Blocking



- » Press **MENU**
- » Use **◀▶** arrows and select **Settings**
- » Enter **Password**
- » Press **OK**
- » Select **Preferences**
- » Navigate to **Channel Blocking**, check the box

- » Use **◀▶** arrows and select **Edit**
- » Use the **▼▲** to select channels to block and Press **OK** to block channels
- » Navigate **◀▶** to **Update**, Press **OK**
- » Navigate to **Apply** and Press **OK**

Closed Captioning

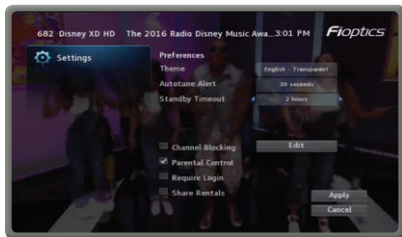


- » Press **MENU**
- » Use **◀▶** arrows and select **Settings**
- » Enter **Password**, Press **OK**
- » Navigate to **Hardware Settings**, Press **OK**
- » Navigate **▼▲** to **Closed Caption Setting**, Press **OK**

- » Use **◀▶** arrows and select **Edit**
- » Navigate **▼▲** to **Submit**, Press **OK** twice
- » Navigate **▼▲** to **Previous**, Press **OK**
- » Navigate **▼▲** to **Submit**, Press **OK** twice
- » **Exit** out of menu

Power Down Timer (Standby Timeout)

Allows you to change the set-top box power down setting. Choose from never, every 2, 4 or 8 hours.

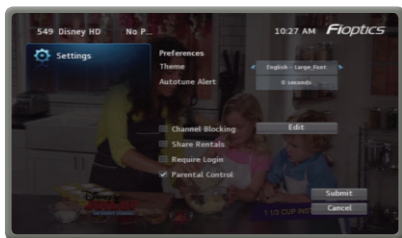


- » Press **MENU**
- » Use the **◀▶** arrows and select **Settings**
- » Press **OK**
- » Enter your account password. The default password is 1111.
- » Navigate to **Preferences** and press **OK**

- » Use the **▲** arrow to the **"Standby Timeout"** field, press **OK**
- » Use the **◀▶** arrows to find the timeframe for which you want your set-top box to automatically power down when not in use. Press **OK**
- » Use the **▼** arrow to select **Apply**. Press **OK**

Themes

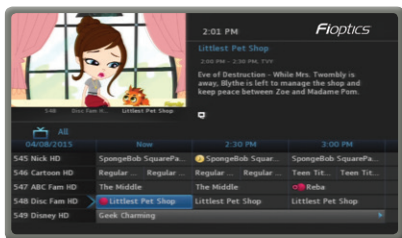
In settings, you can change the look of your Guide. There are three options to choose from: Traditional, Transparent and Large Font.



- » Select **Submit**, press **OK**
- » Press **OK** when box appears. The set-top box will reboot.

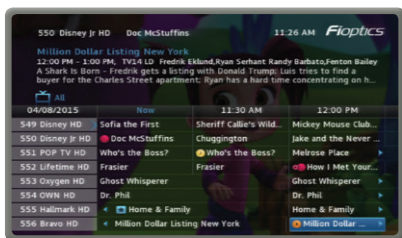
- » Press **MENU** select **Settings**
- » Enter password
- » Press **OK**
- » Select **Preferences**, using the **◀▶▶▶** arrows, navigate to **Theme**
- » Press **OK**
- » Blue arrows will appear, using the **◀▶** arrows, select your theme

Traditional Theme



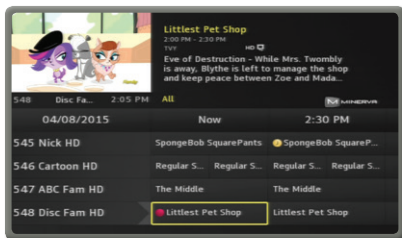
This allows you to see the program you are watching in the top left corner while navigating channels.

Transparent Theme



This allows you to see the program you are watching in the background while navigating the channels.

Large Font Theme



This allows you to see a noticeable difference in letter size for ease of legibility.

FIOPTICS INTERNET

Superior Internet performance. With Fioptics Internet, you get lightning-fast speeds of up to 1 Gbps. Plus, enhance your home's Internet experience with the following valuable services:

Internet SafeGuard



SafeGuard your digital life. Internet SafeGuard from Cincinnati Bell offers up-to-date protection without slowing down your device. Internet SafeGuard offers significantly improved performance while providing enhanced protection against malware, trojans, ransomware, viruses, spyware, spam, phishing, identity theft, and more! To learn more, visit www.cincinnatiBell.com/safeguard.

Powered by



Radius Wi-Fi

A whole-home Wi-Fi connectivity solution which improves Wi-Fi coverage throughout your home. Along with professional installation, your home will receive a Wi-Fi connectivity assessment, plus 24/7 dedicated support for your home network and connected devices. Radius Wi-Fi includes Wi-Fi Care. Upgrade to Radius Wi-Fi Plus and Premium Technical Support is also included with your monthly subscription.



Wi-Fi Care includes:

- ✓ Enable Windows/MAC/App Updates
- ✓ Configuration troubleshooting
- ✓ Mobile device setup and troubleshooting
- ✓ Wi-Fi and Bluetooth connection support for smart devices: Amazon Echo, Google Home and more
- ✓ Wireless support and troubleshooting for TVs, Blu-Ray players, tablets and mobile devices

Premium Technical Support includes:

- ✓ Windows disk cleanup
- ✓ Windows firewall activation
- ✓ Software evaluation and correction troubleshooting
- ✓ Virus / spyware detection & removal
- ✓ OS (operating system) and networking assistance
- ✓ Content backup / sharing
- ✓ OS / software upgrades
- ✓ Software and peripheral support for network, video and sound cards, memory, hard drives, CD and DVD readers / writers, printers and scanners
- ✓ PC tune-up and maintenance

Wireless Home Networking

Connect any Wi-Fi enabled device (iPad, smartphone, laptop, etc) automatically, without any additional equipment needed. For device support assistance, visit <https://cincinnatiBell.com/help-center/device-setup>

- » Basic technical support
- » No equipment to buy
- » Lifetime warranty
- » Future proof. We will replace equipment before it becomes obsolete

Need assistance? Call technical support at 513-565-9890.

Internet Gateway / Modem Self Installation

If you are setting up a gateway / modem provided by Cincinnati Bell, please follow the instructions provided with your equipment.

Set Up Email

If you have chosen a free Cincinnati Bell email account, please follow these instructions to activate:

1. Go to <https://email.cincinnatibell.com>
2. Select **Activate New Email Address**
3. Enter your new Email Address and Account Number, select **Next**
4. Follow the steps for adding the new email address

To add up to 4 additional email addresses or change your password:

1. Login to your Cincinnati Bell email account by visiting <https://email.cincinnatibell.com/>
2. Under your primary email address, select the (+) sign to add an additional email address
3. Follow the instructions to add an additional email address
4. To change your password, simply follow the instructions

System Requirements

Currently, we support the following:

- » Web browsers: Internet Explorer 6.0+, Firefox 1.5+ and Safari
- » Operating systems: Windows 2000, XP, 7, 10 or Vista, and Mac OS X
- » Processor: minimum Intel Pentium 600MHz
- » Available hard-drive space: 320MB

While other browsers and operating systems should work with our network, Cincinnati Bell does not provide technical support for them at this time.

Internet Terms & Conditions

The Terms and Conditions controlling your Internet service are subject to change. You may cancel your service at any time if you do not agree to any change. By continuing to use the service after a change is in effect, you accept the change and agree to abide by it. If we make a material change to the Terms and Conditions we will take reasonable steps to notify you. The most recent version of the Internet Terms and Conditions will always be posted at: http://www.cincinnatibell.com/customer_support/policies/

QUICK TIP

Need Help? Scan this QR Code to live chat with a representative.





Maximize Your Internet Speed

Wired versus Wireless Internet Speeds

A wired connection is always going to provide faster speeds. Because your Internet is physically attached to your device, there is a direct connection to your Internet signal. Try to match each device with its ideal connection. Use wired connections for devices such as PCs, laptops, media players and gaming consoles. Mobile devices and tablets are well-suited for Wi-Fi. Cincinnati Bell can only guarantee speeds to your modem/gateway.

Check All Devices

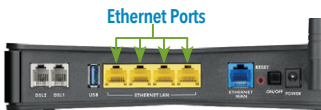
Multiple devices divvy up your bandwidth like a pie. The more devices being used at one time, the more your Wi-Fi speed is divided. Additionally, some devices can't support higher speeds, which slows down the others. To see what speeds a device can support, check the owner's manual or perform a web search using its model number.

How To Test Your Internet Speed

For best results, test your speed using a wired connection.



You received an Ethernet cable along with your Cincinnati Bell gateway/router



To test your speed, insert one end of the cable into one of the four yellow Ethernet ports on your gateway



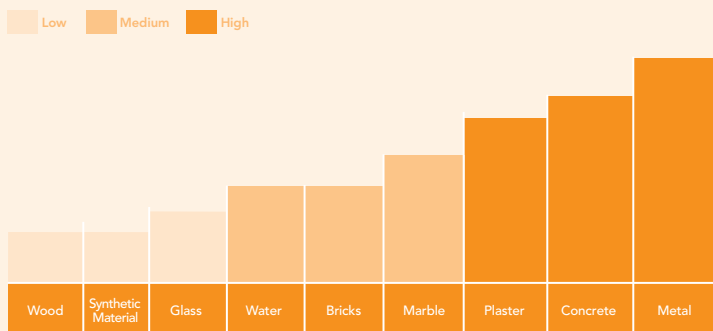
Connect the other end of the cable your laptop or desktop computer, follow the speed test instructions on our speed test page:
<http://speedtest.cincinnati-bell.com/>

Please note that actual speeds may vary based on limitations of the your computer network, inside wiring, devices, use of TV video on demand, network congestion, and location compared to Cincinnati Bell network facilities.

Slow Wi-Fi Speeds

There are many things that can slow down Wi-Fi. Router placement, physical barriers such as walls and appliances, and the number of connected devices will all impact your Wi-Fi speed. The further the signal has to travel, or the more it has to go through and around, the slower your speed will be.

Wi-Fi Interference by materials in the home.



Devices which can interfere with the Wi-Fi in your home



Distance from Router



Keep Devices Clean

Run regular virus scans to keep your devices clean. Close browser windows, delete cookies, and turn off devices you aren't using. Deleting cookies is fast and easy, and easy to learn via a quick web search.

QUICK TIP

If your neighbors can access your Wi-Fi, they are using your speed too. Secure and password-protect your Wi-Fi signal.



CONNECTED HOME & OFFICE

To purchase the latest smart home technology, visit our Retail stores, conveniently located throughout Greater Cincinnati. Cincinnati Bell customers can pay for purchases over time, 0% interest, in 12, 18 or 24 month installments. For store locations, please see page 43.

SONOS

One

Blends great sound with Amazon Alexa, the easy-to-use voice service, for hands-free control of your music and more.



Play 5

Fills a large room with pure, brilliant sound and a deep bass that packs a punch. Plug in any device you desire. Streams over wi-fi, so the music never stops – even if you get a phone call. Connect Sonos to an Amazon Echo or Dot, then simply request the music you love.



Nest Hello

Replaces your existing wired doorbell, provides person, motion and sound alerts. 4:3 head-to-toe HD video and bright, crisp images, even at night. 24/7 streaming and continuous video recording.



Nest Thermostat

Save 10-12% on heating and 15% on cooling.* Nest learns the temperatures you like and programs itself. Automatically turns itself down when nobody's home to help save energy.

*Savings based on information found at <https://nest.com/thermostat/realsavings>



Nest Protect

Smoke and Carbon Monoxide Alarm. Sends alerts and low battery notifications. Tells you what and where. Silence alerts directly from your phone.



Items shown are subject to availability, and may change over time.



Smart Hub for Voice Control

Ask Alexa and she will respond to play music, provide information, news, sports scores, weather, and more—instantly!



Echo Show

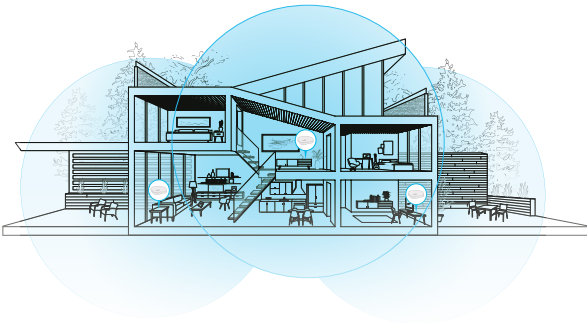
Watch video flash briefings, Amazon Video content, see security cameras, photos, weather forecasts, to-do and shopping lists. Call almost anyone hands-free, or make video calls to family and friends who have an Echo Spot, Echo Show, or the Alexa App. Instantly connect to other Echo devices and other compatible smart home devices around your home.



eero

Whole-home mesh Wi-Fi

Covers your entire home with an intelligent network for fast, reliable Internet in every room, with no dead zones or buffering.



Items shown are subject to availability, and may change over time.

QUICK TIP

Add your Smart Home purchases to your Cincinnati Bell bill, with equal monthly payments and 0% interest over 12, 18 or 24 months! Visit our stores for details.

CONNECTED HOME & OFFICE – Smarter, safer and more efficient



TP-Link Smart Mini Plug

Works with Amazon Alexa. Connects via Wi-Fi with no hub required and you can access remotely via the Kasa app to create schedules to power electronics on/off.



TP-Link Smart Light Switch

Works with Amazon Alexa for voice control. Designed for single pole light switches. Connects via Wi-Fi with no hub required to set schedules, timers and countdowns via the Kasa app.



TP-Link Dimmable Bulb 50w-60w

Works with Amazon Alexa to support dimming through voice control. Connects via Wi-Fi with no hub required to set schedules, timers and countdowns via the Kasa app. Lifetime rating: 50w-13.7 years, 60w-22.8 years.



TP-Link Tunable Bulb 60w

Works with Amazon Alexa to dim and fine tune brightness. Connects via Wi-Fi with no hub required to set schedules, timers and countdowns via the Kasa app. 2700k soft white – 6500k Daylight with a lifetime rating of 22.8 years.



TP-Link Tunable Color Bulb 60w

Works with Amazon Alexa to dim and fine tune brightness. Connects via Wi-Fi with no hub required to set schedules, timers and countdowns via the Kasa app. 60w equivalent, dimmable brightness and customizable color (16 million colors). 2700k soft white – 9000k Daylight with a lifetime rating of 22.8 years.



FIOPTICS VOICE

Stay connected with our voice service and get all the features you could want. When it comes to award-winning customer satisfaction and the most experienced local technicians, there's no provider like Cincinnati Bell Fioptics.

Make Calls

Local	Dial the 7- or 10-digit telephone number
Long Distance	Dial 1 + area code + 7-digit telephone number
International	Dial 011 + country code + telephone number
Operator Assistance	Domestic: Dial 0, International: Dial 00 Please note that charges may be assessed on a per-use basis and are dependent on the services provided. Airtime costs after the call has been connected will be billed separately.
Directory Assistance	Dial 411 Charges will be assessed on a per-use basis.
Emergency	Dial 911

Voicemail

Set up your voicemail

1. Dial the access number:
Greater Cincinnati (OH and IN): 513-554-1234
Greater Cincinnati (KY): 859-392-1234
Greater Dayton, Middletown and Springfield: 937-619-1234
2. Enter your 10-digit telephone number
3. Enter your temporary password, 1111
4. Listen to the New Subscriber Tutorial, an automated lesson in setting up your mailbox

Access your voicemail

1. Dial *966 or *11
2. Enter your password and press #

If you have purchased Cincinnati Bell's Per-Line Privacy feature, dial *82 plus the access number to release your number to the voicemail system.

Voicemail main menu

- » To listen to new messages, press 11
- » To listen to saved messages, press 12
- » To change your greetings, press 43

QUICK TIP

You'll know that you have new voicemail messages when you pick up the phone and hear a stutter dial tone instead of a solid dial tone.

Calling Services

Anonymous Call Rejection	Block all incoming calls marked as Private or Anonymous. To activate: *77. To deactivate: *87.
Anywhere Call Forwarding	Remotely forward calls to any phone. To activate and deactivate, call 513-421-7869. Enter your 10-digit phone number and password (temporary password is the last 4 digits of your order number), and follow prompts.
Call Block	Block unwanted calls from phone numbers you select. To activate: *60. To deactivate: *60.
Call Forwarding	Forward all incoming calls to the local or long-distance number of choice, designating a new number each time you forward your calls. To activate: *72, listen for dial tone, dial desired forwarded number and listen for 2 short beeps. To deactivate: *73.
Call Return	Dials the last number that called your line. To activate: *69.
Call Waiting	Put a caller on hold to answer an incoming call. Press the receiver to put the first call on hold and take the second call. To activate (one-time only): *70.
Caller ID	The caller's name and number will appear on your Caller ID unit, which is available from Cincinnati Bell or wherever you buy phone equipment.
Distinctive Ring	Identify preselected callers with a distinctive ring or call-waiting tone. » Cincinnati Bell will assign you new telephone numbers. You decide how you want to use them. » Notify callers of your new telephone numbers. » Have a friend call so you can recognize the new ring for that number.
Priority Call	Select up to six telephone numbers from which incoming calls will cause the phone to ring in a special way. To activate: *61.
Repeat Dial	Automatically redial a number for up to 30 minutes until the call gets through. To activate: *66.
Speed Calling	Quickly call friends and family. Press *75 and enter a 2-digit code (20-49) after hearing the dial tone. Then dial the complete number that you wish to assign. To use, dial the 2-digit code you assigned followed by #.
Reveal	Stops calls marked unidentified by Caller ID before they reach you and asks callers to input their phone number.
Three-Way Calling	Talk to two different parties at the same time.

Voice Terms & Conditions

The Terms and Conditions controlling your Voice service can be found in the Company's tariff filings or Service Agreements. The most recent version of the Company's tariffs can always be accessed at https://www.cincinnati-bell.com/aboutus/regulatory_affairs/regulated_services/, and our Service Agreements can be accessed at http://www.cincinnati-bell.com/aboutus/regulatory_affairs/service_agreements/. In addition, the Company has a "Telephone Customer Rights and Responsibilities" page that answers many frequently asked questions, viewable at: http://www.cincinnati-bell.com/customer_support/policies/customer_rights/

QUICK TIP

For assistance, call Technical Support at 513-565-9890.

ACCOUNT SUPPORT

We are your hometown provider, dedicated to serving your entertainment and technology needs. We live, work and play in your neighborhood, and are here to answer any questions you may have. We have a variety of features to make your Fioptics services easy to manage.

Online

Visit cincinnatiBell.com/support to find out more information on all your Fioptics services. Check out the top questions on TV, Internet and Home Phone and ask any questions you might have about your new Fioptics services!

eBill

eBill is our convenient paperless billing solution that makes paying your Cincinnati Bell bill simple and hassle-free. And best of all—it's FREE.

- » Eliminate paper bills and trips to the mailbox
- » Receive a courtesy email when your bill is available
- » Access to up to 18 months of past bills online
- » View your account online at your convenience, 24/7

Autopay

Autopay is the simple, secure and worry-free way to pay your bill every month. Choose which checking account you want to use and indicate the due date on your statement, and on that day your bill will be paid automatically!

- » No checks to write
- » No late payments
- » No stamps to buy
- » No trips to the post office



My Cincinnati Bell App

Free online access is available round-the-clock, which makes reviewing your account information or making changes fast, secure and easy. Plus, you'll find a wealth of support information and online tours to guide you. To sign up, go online to cincinnatiBell.com and click on **My Cincinnati Bell**.

- » Pay bills
- » Find your closest store
- » Ask questions
- » Receive special offers



Care Packages

Protect your wiring and phone equipment throughout your home with these added services:

- » **Wire Care** covers repairs on qualified inside phone wiring, protecting you from potentially costly repairs to wiring and jacks in your home.
- » **Phone Care** provides guaranteed repair or replacement for out-of-warranty telephones and Caller ID boxes.
- » **Complete Care** combines all of the services of Phone Care and Wire Care: a maintenance plan for both your inside wiring and out of warranty phone equipment.

TROUBLESHOOTING, TIPS AND ADVICE

We are here to help and want you to be completely satisfied with your Fioptics service. If you have questions or need more information, please visit us at cincinnati.bell.com/support, via SMS at 513-301-2093 or call us at 513-565-9890.

One of the most common issues we hear is **"no video picture on the TV screen."**

- » Make sure that your TV and set-top box are both powered on, and that your remote is set to the appropriate input source using your input button **⌵**
- » Ensure that the cables are connected correctly and hand-tighten any loose connections. Tune to a favorite channel included in your package to verify your setup is working.

Keep this information handy if you need to contact us:

Equipment Locations	Input
DVR Box _____	_____
HD Box 1 _____	_____
HD Box 2 _____	_____
HD Box 3 _____	_____
HD Box 4 _____	_____
Gateway _____	_____

ONT: ☐ inside ☐ outside



FREQUENTLY ASKED QUESTIONS



What if I am not receiving the HD-quality picture I expected? Refer to the Interactive Program Guide (IPG) to determine if the program is broadcast in HD. If there are black bars to the right and left of the picture, in most instances your broadcaster is not transmitting in full HD. If you would like to have your picture fill the entire screen, refer to your TV manual for details.



What do I do if I am getting poor reception or the picture on the TV screen is distorted? To experience better picture quality, reboot your set-top box and turn off any unused boxes. Also, make sure that the set-top box is connected directly to the cable outlet. Reconnect and hand-tighten any loose cables. Ensure that the WAN port on your primary box is securely connected to the LAN port on your gateway with an Ethernet cable.



What do I do if my IPG is frozen? Reset your set-top box. Unplug the box, wait a few seconds, then plug it back in. Please note, it may take a few minutes for the software to update and the IPG to become operational again.



What if I have no picture or sound on my set-top box? First verify that the set-top box and TV are both powered on - press the POWER button on the actual set-top box and television instead of using the remote. Also, for no sound, make sure (mute icon) is not pressed, and try turning up volume. Check that your TV is set to the correct input by pressing the INPUT or SOURCE button on your TV to cycle through all available inputs. In some cases, a reboot of your set-top box can resolve the issue. To manually reboot your set top box, simply disconnect the power cord from the back of the box. Wait at least 30 seconds and then reconnect the power. The box should begin to initialize automatically - if it does not, press the POWER button on the set-top box. The box may take 2-3 minutes to fully power on and load the interface on your television. If your set top box doesn't restart automatically within a few minutes, press the POWER button on the device. If you still have no picture or sound, contact Technical Support at 513.565.9890.

NOTE: When you remove the power cable from the set-top box, guide data may be temporarily lost. It may take up to 30 minutes for the Program Guide to completely download the program listings. Disconnecting the power will not erase scheduled DVR recordings but will interrupt any recordings occurring at that time.



How do I know if I have the correct cables plugged into the set-top box? Make sure that when you are plugging in the cable, you pay very close attention to the pages in this guide that show you graphics of where the cables go. Your set-top box will require the cables are properly inserted.



How do I program my Titan 2056 remote control to other devices such as (TV, DVD Player, Etc.)? Visit <https://www.ursupport.com/cincinnati-bell-fiopics>. Instructions for setting up the remote to other devices are listed here.



What does the "account is locked" error message mean? Your email is currently being accessed. Double check to make sure that no one else or no other program is trying to check the same email account at the same time. Please note: you might see this error message if you leave your email running at home and then try to check your email from another location. If you are certain that no other program or person is trying to check your email, then shut down your email and leave it off for at least 15 minutes before trying again. If you still receive the same error message after rebooting, please contact Cincinnati Bell's customer service department.



Why can I load some web pages but not others? Typically, this means that the server hosting the web page you're trying to access may be down or that the web page has moved. Verify that you have the correct URL. Alternately, the web page you're trying to access may be too busy. Wait a few minutes then reload the web page.



What is Buried Wire? At some homes, our network wiring is not present. Buried wire is required when there is an obstruction between our network wiring and the home, such as a sidewalk, street, driveway, etc. When connection can be made without crossing a barrier, the Cincinnati Bell Technician can lay a temporary wire (typically over grass or dirt), and later buried by our Buried Wire team. See page 41 for more information.

COLLECTION AND USE

What is personally identifiable information?

Personally identifiable information is information that identifies a particular person. It does not include aggregate data that does not identify a particular person. This notice addresses the personally identifiable information that you have furnished to us or that we have collected using the CBET cable system when we provide video programming or other services to you.

What kind of personally identifiable information does CBET collect?

Under the Cable Act, CBET is only permitted to collect personally identifiable information for the following purposes:

- In order to obtain information necessary to provide our cable service or other services to you;
- And to detect unauthorized reception of cable communications.

The Cable Act prohibits us from using our cable facilities to collect personally identifiable information about you for any other purpose without your prior written or electronic consent.

In order to provide reliable, high quality service to you with minimal delays, we keep business records containing information about you that may constitute personally identifiable information. The personally identifiable information we collect typically includes the following:

- | | |
|-------------------|---|
| »name | »driver's license number |
| »address | »Social Security number |
| »telephone number | »credit card and/or bank account number |
| »e-mail address | »other similar account information |

We may also collect other information about your account including billing, payment, and deposit history; past correspondence with you; maintenance and complaint information; information about the services to which you subscribe and your use of those services; information about the purchases you make over the system; and records indicating the types and number of devices you use to connect to the system (e.g., televisions, modems, set-top boxes, and computers). Additionally, if you rent your residence, we may have a record of whether landlord permission was required to install our cable service facilities as well as your landlord's name and address.

What kind of information do you collect if I use interactive or transactional services?

When you use our interactive or other transactional television services such as Video On Demand programming, our system automatically collects certain information on your use of these services. Most of this information is not personally identifiable information and is simply used to carry out a particular command or request you make using your remote control or set-top box. This may include information required to change your television channel, review listings in an electronic program guide, and pause or fast-forward through certain On Demand programs, among other information. It may also include other information such as the specific service features you use and the time spent using them. However, in order to carry out a request to watch a pay-per-view program or Video On Demand, for example, the CBET's system may collect certain personally identifiable information, such as your account information, in addition to the product or service purchased, so that you may be properly billed for the program or service.

How does CBET use personally identifiable information?

CBET collects, maintains, and uses personally identifiable information as permitted by the Cable Act and other applicable laws. Generally, we use this information to conduct business activities related to providing cable and other services to you and to help us detect theft of service. More specifically, we use personally identifiable information for the following business purposes:

- »To ensure that you are receiving the services you ordered
- »To allow us to properly maintain those services and to make improvements or upgrades when necessary
- »To confirm that you are being properly billed
- »To provide you with technical support and for system maintenance
- »To inform you of new products or services that may be of interest to you
- »To allow us to understand the use of, and identify improvements to, our services
- »To prevent fraud, including the unauthorized use of our service or violations of applicable policies and terms of service
- »To ensure our own compliance with the law

Additionally, we may use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as permitted by law.

Overview

This Welcome Guide includes a version of Cincinnati Bell's "Fioptics TV – Cable Television Terms and Conditions". These terms are subject to change. You may cancel your service at any time if you do not agree to any change. By continuing to use the service after a change is in effect, you accept the change and agree to abide by it. If we make a material change to the Terms and Conditions we will take reasonable steps to notify you. The most recent version of the Fioptics TV – Cable Television Terms and Conditions will always be posted at: http://www.cincinnati-bell.com/customer_support/policies/

FIOPTICS CABLE TELEVISION

Terms and Conditions of Service

Revised 05.01.2015

Cincinnati Bell Extended Territories LLC ("CBET" or "Cincinnati Bell") operates a cable television system that provides "Subscribers" (also, "Customers," "you" or "your") with cable television programming services under the trade names "Fioptics" and "Zoomtown" (collectively, the "Service", "TV", "Cable TV", or "CATV").

The Service is provided to you by Cincinnati Bell, subject to your compliance with the terms and conditions set forth in these *Fioptics TV – Terms and Conditions of Service* (the "**Terms and Conditions**"). Any terms or conditions included on any Work Order, Services Agreement, point-of-sale purchase receipt, E-SIGN recording of a non-written contract, Promotional Offer, Acceptable Use Policy, or Privacy Policy are incorporated into and made a part of these Terms and Conditions, which collectively form the Agreement between you and Cincinnati Bell (the "**Agreement**"). By accessing and using the Service, you represent and agree that you have read, understand, and consent to be bound by the Terms and Conditions of the Agreement. If you do not consent to be bound by the Terms and Conditions of the Agreement you must not use the Service or register as a subscriber of the Service, and must promptly call the ZoomTown Help Desk at (513) 397-HELP (513-397-4357) or the Fioptics Help Desk at (513) 565-9890 to cancel the Service.

Cincinnati Bell may revise the Agreement at any time by posting a revised version on Cincinnati Bell's website, specifically on the <http://www.cincinnatiBell.com/tv/packages/> webpage with title "Fioptics/Zoomtown Cable Television – Terms and Conditions of Service", or by notifying you by email, conventional mail, telephone, or on your Cincinnati Bell monthly bill. You are responsible for periodic review of the Agreement and must be aware of any such revisions. The modified terms will become effective three (3) days after posting to the website or, if we notify you by email, conventional mail, telephone, or on your monthly bill, effective as stated in such message. By using the Service after any such modification, you agree to the latest version of the Terms and Conditions. However, any changes to the "RESOLUTION OF DISPUTES – BINDING ARBITRATION" section herein will not apply to any disputes for which the parties have actual notice on or prior to the date the change takes effect.

If any revision to the Agreement is unacceptable to you, you may terminate your subscription to the Service as provided in the TERMINATION section herein. Further, if you violate any of the terms and conditions contained within the Agreement, Cincinnati Bell may terminate and/or suspend your access to the Service without notice.

APPLICATION FOR SERVICE

The Subscriber shall submit a written application for cable service for each location where service is desired on forms provided by Cincinnati Bell.

ACCOUNT

Upon acceptance of your application for service (which application may include a credit check) and receipt of any applicable deposit(s), you will become a subscriber to the Service. By registering as a subscriber to the Service, you will receive an account ("**Account**") with a user ID and will be required to select a password. **Your Account is for residential use only.** You are solely and legally responsible for all activities conducted through your Account and any sub-accounts or user names under your Account, and agree that you will only use the Service for lawful purposes. You may permit another individual, including a minor, in your household to use your Account subject to your supervision, in which case you will retain all legal responsibility for the Account.

Finally, you agree to provide accurate and complete registration information and to update this information when it changes. Failure to provide such accurate, complete and updated information shall constitute a breach of this Agreement and unauthorized access to the Service, and may result in immediate termination of your Account and subject you to civil and/or criminal liabilities.

PARENTAL CONSENT REQUIRED; USE OF SERVICE BY PERSONS YOUNGER THAN 18

The Service is marketed to be purchased by adults, or with the consent of persons 18 or older. From time to time, parents and guardians may permit their children under 18 to use the Service. However, Cincinnati Bell does not knowingly allow anyone under 18 to provide any personally identifiable information, and Cincinnati Bell does not knowingly collect personally identifiable information from anyone under 18 via the Service. Furthermore, the law would require us to obtain verifiable parental consent before knowingly collecting any personally identifiable information from children under the age of 13. While Cincinnati Bell does not collect personally identifiable information from children under the age of 13, all minors should obtain permission from a parent or guardian before sending personal information via the Service. Any violation of this provision may constitute a breach of the Agreement and Cincinnati Bell, at its sole discretion, may suspend or terminate your access to the Service without notice.

ACKNOWLEDGMENT OF INTELLECTUAL PROPERTY RIGHTS IN CONTENT

The Service permits access to content ("Content") that is or may be protected by copyrights, trademarks, patents or other proprietary rights (including intellectual property) ("Rights") owned by Cincinnati Bell and other third parties. By utilizing the Service, you acknowledge:

»these Rights are valid and protected in all media existing now or later developed; and

»except as is explicitly provided otherwise, applicable copyright and other intellectual property laws shall govern your use of Content; provided, however, that such use does not grant you a license under any of the Rights in the Content described herein.

All such Rights are retained by Cincinnati Bell and its affiliates, and/or any third party owner of such Rights. Further, you agree that you may upload software files, message boards or otherwise transmit only Content that is not encrypted; Content that is not subject to any Rights; and/or Content for which any holder of Rights has given express authorization for its distribution.

COMPLIANCE WITH THE DIGITAL MILLENNIUM COPYRIGHT ACT OF 1998

You agree to fully comply with copyright law and all provisions of the Digital Millennium Copyright Act of 1998 (the “**DMCA**”) and to fully cooperate with Cincinnati Bell in its efforts to comply with the DMCA. Cincinnati Bell may investigate any reported violation of its policies or complaints of infringement relating to your use of the Service and take any action that it deems appropriate. Such action may include, but is not limited to, issuing warnings, and suspension or termination of your Account and access to the Service. In the event that you believe that any third party has infringed on any copyrighted material of yours, you shall provide Cincinnati Bell with notice in compliance with the provisions of the DMCA. See our informational webpage “File a Notice of Claimed Copyright Infringement” available at: http://www.cincinnatiBell.com/customer_support/policies/dmca/. Furthermore, you agree that Cincinnati Bell shall have no liability until such time as such notice has been actually received. If Cincinnati Bell receives a valid notice that your use constitutes alleged infringement, Cincinnati Bell will take action consistent with the requirements of the DMCA, including but not limited to terminating your Account and access to the Service. Please refer to the Cincinnati Bell Copyright Infringement Policy for more information, available at: http://www.cinbell.com/customer_support/policies/copyright_policy/.

PROVISION OF SERVICE

Cincinnati Bell shall make every reasonable effort to provide CATV service to every Subscriber who applies for such service in the shortest period of time practicable, and where CATV service is readily available. Cincinnati Bell's CATV services will only be extended into areas where Cincinnati Bell is duly authorized to provide service by the relevant franchising authority.

FEES AND CHARGES

Upon acceptance by Cincinnati Bell of the Subscriber application for CATV service (which application may include a credit check), the Subscriber shall pay to Cincinnati Bell the applicable monthly service fee, all security deposits, any equipment lease fees or purchase costs, installation fees, connection fees, and any other fees or charges due Cincinnati Bell. Any service, lease maintenance, purchase, installation, security deposits, and other charges for which the Subscriber is obligated shall be payable in advance. There is a minimum of thirty (30) days charged for each service provided.

OWNERSHIP OF EQUIPMENT AND MATERIALS

All equipment and materials, unless purchased from Cincinnati Bell, or unless such property is incorporated in, becomes an integral part of, or is permanently attached to the Subscriber's premises, shall remain the property of Cincinnati Bell.

RESPONSIBILITY FOR CINCINNATI BELL'S PROPERTY

The Subscriber agrees not to tamper with any of Cincinnati Bell's wiring or equipment, to extend lines, or alter in any manner any Cincinnati Bell property. The Subscriber also shall receive Cincinnati Bell's CATV service with the understanding that he will adequately safeguard all Cincinnati Bell properties upon the Subscriber's premises from alteration and abuse by others, and that he will not hire or permit anyone other than authorized Cincinnati Bell personnel to perform any work on Cincinnati Bell's property, equipment, and facilities.

EQUIPMENT RETURN

Whenever service is terminated, the Subscriber shall return any Equipment to Cincinnati Bell. If the returned Equipment is received by Cincinnati Bell and is found to be in satisfactory working condition, and Subscriber has paid all service charges and any other applicable fees or charges, Subscriber shall be entitled to the original amount of the deposit for the equipment, without interest or earnings. If the returned equipment is received by Cincinnati Bell and is not found to be in satisfactory working condition, or if said equipment has been opened, tampered with, defaced, or damaged (normal wear and tear excepted) said equipment deposit shall not be returned to the Subscriber but shall be retained by Cincinnati Bell and applied toward the cost of its repair or replacement. The Subscriber understands, notwithstanding any other provision contained in these rules and regulations to the contrary, that any equipment provided is and shall remain the property of Cincinnati Bell, and must be returned to Cincinnati Bell at any time service is terminated or discontinued. Failure to return equipment within fifteen (15) days after service is terminated or discontinued will result in a charge being assessed to Subscriber's account.

WIRING REQUIREMENTS

No wiring will be installed by Cincinnati Bell within any wall or attic space unless specifically requested by Subscriber and agreed to by both parties. The Subscriber, at his option, may choose to install the wiring within walls and/or attic spaces at his own expense. In such instance, the Subscriber shall install such wiring to specifications and satisfaction of Cincinnati Bell and the National Electrical Code.

If Subscriber does not own the premises at which service is to be installed, Subscriber represents that he has obtained necessary permission from the premise owner to install Cincinnati Bell's equipment (including, without limitation, equipment attached to the outside of the premises). Subscriber further agrees to indemnify Cincinnati Bell from all claims of the owner in connection with the installation and provision of services.

RIGHT OF ACCESS

The Subscriber, upon acceptance of application for CATV service by Cincinnati Bell, grants permission for Cincinnati Bell, its agents and employees, to enter upon the property of the Subscriber for the purpose of installation, inspection, maintenance, testing, and repair of the cable service to the Subscriber's premises and, upon service being cancelled for any reason, the Subscriber grants permission for Cincinnati Bell, during reasonable hours, to enter upon the premises and remove all equipment and material belonging to Cincinnati Bell and to discontinue service thereto.

WARRANTIES AND REPAIRS OF CINCINNATI BELL EQUIPMENT

Cincinnati Bell will repair and/or replace defective equipment (excluding the replacement of batteries) as long as such damage was not caused by misuse or other the maintenance or repair of Subscriber provided equipment, including but not limited to television sets, VCRs or other video equipment, remote controls, computers, keyboards, stereos or other audio equipment, telephones or A/B switches. A service charge may be imposed if damage to Cincinnati Bell Equipment is due to

negligent use or abuse or if no fault is discovered in System or Equipment. In addition, an equipment charge may be imposed for the repair or replacement of any lost, stolen or damaged Equipment. Cincinnati Bell makes no warranties, with respect to equipment or service provided by Cincinnati Bell or with respect to the Equipment compatibility with any Subscriber-owned equipment.

ELECTRICAL POWER REQUIREMENTS

Fioptics service requires an optical network terminal device (an "ONT") that requires use of your electrical power. The ONT is a media converter that is installed by Cincinnati Bell during your Fioptics installation. The ONT that is installed will convert fiber-optic light signals to copper/electric signals to deliver you with TV service. If the ONT is unplugged, or in the event of a power outage, the Service will be inoperable.

PENALTIES FOR UNAUTHORIZED SERVICE

If unauthorized service is discovered by Cincinnati Bell, the cost will be billed to the Subscriber for an estimate of CATV services delivered, including the cost of inspection, investigation, reconnection, and cost of repair to Cincinnati Bell's facilities, all of which must be paid in full before service can be reestablished or restored.

MONTHLY SERVICE CHARGES

The Subscriber shall pay Cincinnati Bell a one-time pro-rated monthly service charge from date of installation to the end of that billing cycle. Thereafter, the Subscriber shall pay Cincinnati Bell the full monthly service charge applicable to the services rendered, which amount shall be due as shown on the monthly billing statement.

Subscriber agrees to timely pay all monthly bills. Any amount outstanding after the due date on the Subscriber bill shall be deemed a "past due balance".

Monthly service charges are subject to change at any time, although Cincinnati Bell will provide Subscriber at least thirty (30) days advance, written notice before instituting an increase in service rates. Failure to pay charges invoiced may result in discontinuance of service by Subscriber. For information on final billing following cancellation of service by Subscriber, see CANCELLATION BILLING POLICY below.

LATE PAYMENT FEES

Late payment fees will be assessed on any past due balance of \$10.00 or more. For past due balances of greater than \$10.00 and less than \$400.00, the fee will be calculated: (A) for customers with internet and video service, or only internet service or only video service, as \$8.95; and (B) for customers with home phone service and internet service or home phone service and video service, as \$8.95 plus 2% of the past due internet/video balance. The fee for all past due balances of \$400.00 and greater will be calculated as 2% of the past due balance.

The late payment fee will be added to the past due balance and included in future billing cycles.

DISPUTE PROCESS FOR BILLING DISAGREEMENTS

In the event of a disagreement about a Customer bill, please contact Cincinnati Bell Customer Care at 513-565-2210 or 888-CIN-BELL (246-2355).

Customer satisfaction is of the utmost importance to Cincinnati Bell, and it is our policy to fully investigate and resolve, to our satisfaction, all customer billing disagreements lodged within 60 days of the original due date.

Unless an investigation has been initiated through a customer inquiry, Cincinnati Bell reserves the right not to issue refunds or credits after the expiration of this sixty-day period, except where required by law or regulation.

CANCELLATION BILLING POLICY

Cincinnati Bell may suspend and/or disconnect service for nonpayment of undisputed monthly service charges that are not paid in full by the due date shown on the bill. Cincinnati Bell will provide customer with a minimum of ten (10) days advance, written notice of a disconnection of all or part of the Subscriber's service, except where disconnection has been requested by the Subscriber, is necessary to prevent theft of service, or is necessary to reduce or prevent signal leakage as described by 47 CFR §76.61. Cincinnati Bell will not disconnect all or part of a Subscriber's service for nonpayment until the bill is at least forty five (45) days past due.

Cancellation Billing Policy: The monthly charge for service will not be prorated for the final partial month of service. The full monthly service fees will apply, even if your service is active for only a partial month.

PREMIUM / PAY-PER-VIEW SERVICE

The new Subscriber may elect to receive premium service only after he has submitted an application for digital service and premium service. An existing digital service Subscriber can elect to receive premium service by submitting his application for such service, but in no instance will any Subscriber be permitted to receive premium service without Cincinnati Bell's digital service or if Subscriber has a past due account.

The Subscriber may also elect to receive pay-per-view events and/or movies from time to time; however, in no instance will a Subscriber be permitted to receive this service if an amount is shown to

be past due on the Subscriber's account. In addition, no refund for any pay-per-view event/movie will be granted after the initial ten (10) minutes of the event/ movie has been received by Subscriber.

CHANGE OF OCCUPANCY OR OWNERSHIP

The Subscriber shall notify Cincinnati Bell of any change of occupancy or ownership of Subscriber's premises promptly upon its occurrence. Nothing in these rules and regulations shall be construed to give the Subscriber the right to sell or assign, or the successor tenant or occupant to acquire, any rights to use any of the equipment or service provided by Cincinnati Bell.

LIMITATION OF CINCINNATI BELL'S LIABILITY

YOU EXPRESSLY AGREE BY YOUR USE OF THE SERVICE THAT YOUR USE OF THE SERVICE, ITS CONTENT, AND RELATED SERVICES AVAILABLE ON OR LINKED TO THE CINCINNATI BELL, ZOOMTOWN, OR FIOPTICS WEB SITE ARE PROVIDED TO YOU "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

CINCINNATI BELL DOES NOT WARRANT THAT ANY OF THE SERVICE, EQUIPMENT, OR OTHER EQUIPMENT AUTHORIZED BY CINCINNATI BELL FOR USE IN CONNECTION WITH THE SERVICE WILL PERFORM AT A PARTICULAR SPEED, BANDWIDTH OR DATA THROUGHPUT RATE, OR WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES, WORMS, DISABLING CODE OR CONDITIONS, OR THE LIKE. CINCINNATI BELL SHALL NOT BE LIABLE FOR LOSS OF YOUR DATA, OR IF CHANGES IN OPERATION, PROCEDURES, OR SERVICES REQUIRE MODIFICATION OR ALTERATION OF YOUR EQUIPMENT (INCLUDING ANY OTHER EQUIPMENT AUTHORIZED BY CINCINNATI BELL FOR USE IN CONNECTION WITH THE SERVICE), RENDER THE EQUIPMENT OBSOLETE OR OTHERWISE AFFECT ITS PERFORMANCE.

Cincinnati Bell is not responsible and shall not be liable for the listings or the advertisements contained on the Web Site, and Cincinnati Bell does not:

- » Guarantee the accuracy, completeness, usefulness or adequacy of any other web sites, services, goods or advertisements that may be linked to the Web site;
- » Make any endorsement, express or implied, of any other web sites, services, goods or advertisements that may be linked to the Web Site;
- » Check for licenses with respect to licensed professions or trades prior to publishing advertisements and does not assume the responsibility for monitoring the use of trademarks, certifications, or other rights of third parties; NOR
- » Warrant that the Service will be uninterrupted or error-free or that defects in the Service will be corrected. The Service and any Equipment or software made available are provided on an "as is" basis.

IN NO EVENT SHALL CINCINNATI BELL NOR ITS AFFILIATES BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES FOR: (I) BUSINESS INTERRUPTION, OR LOSS OF PROFITS, REVENUE, USE OR DATA, WHETHER BROUGHT IN CONTRACT OR TORT, ARISING OUT OF OR CONNECTED WITH THE SERVICE, WEB SITE, OR THE USE, RELIANCE UPON, OR PERFORMANCE OF ANY MATERIAL CONTAINED IN OR ACCESSED FROM THE WEB SITE, EVEN IF CINCINNATI BELL OR ITS AUTHORIZED REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES; AND/OR (II) ANY CLAIM ATTRIBUTABLE TO ERRORS, OMISSIONS, OR OTHER INACCURACIES IN THE SERVICE AND/OR MATERIALS OR INFORMATION DOWNLOADED THROUGH OR HYPERLINKED FROM THE SERVICE.

For purposes of this section, "Cincinnati Bell" is deemed to include: Cincinnati Bell Telephone Company LLC; Cincinnati Bell Extended Territories LLC; their parent company; the respective subsidiaries and affiliates of each; and the directors, officers, employees, agents, representatives, subcontractors, and suppliers of each of them.

By using the Service you are agreeing to these terms. This limitation of liability and these disclaimers of warranties allocate the risks of the Agreement between us and you. Cincinnati Bell relies on this allocation, which is reflected in the pricing of the Services, and is an essential element of the basis of the bargain between us.

INDEMNIFICATION

You agree to defend, indemnify, and hold harmless Cincinnati Bell, its affiliated companies and their respective directors, officers, employees and agents from all liabilities, actions, suits, proceedings, claims, damages and expenses, including without limitation, reasonable attorney's fees, arising from or relating to your use of the Service, the Web Site and your Account. Cincinnati Bell reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you hereunder, and in such event, you shall have no further obligation to provide indemnification for such matter.

DISCLAIMER REGARDING PROGRAMMING CONTENT OR CHANGES

The Subscriber shall not hold Cincinnati Bell responsible nor liable for programming content, nor for any changes, additions, or deletions in its programming or time schedule associated therewith. Cincinnati Bell shall give Subscriber at least thirty (30) days advance, written notice before removing a channel from the programming lineup except if such removal is caused by circumstances beyond Cincinnati Bell's control.

SCOPE

A copy of the rates, rules and regulations under which CATV service will be supplied is open to inspection by the general public at the office of Cincinnati Bell. A hard copy of Cincinnati Bell's rules and regulations and applicable rate schedule shall be furnished to each Subscriber without charge, upon request.

INTERRUPTION OR DISCONTINUANCE OF SERVICE DUE TO USE OF NON-CINCINNATI BELL FACILITIES

In order to provide service, Cincinnati Bell shall occasionally make use of poles owned in whole or in part by other utilities, both power and telephone, the continued use of which is in no way guaranteed. In the event the continued use of such poles is denied for any reason, Cincinnati Bell will make every reasonable effort to provide service over alternative routes and facilities. The Subscriber agrees that he will make no claims or undertake any action against any utility, including Cincinnati Bell, if the service provided to the Subscriber is interrupted or discontinued for this reason.

LOCATION OF OVERHEAD FACILITIES

Unusual circumstances to the contrary, Cincinnati Bell's overhead CATV service drop to the Subscriber premises shall be located as closely to the point of electrical service attachment as is safe and practicable.

OUTAGES & INTERRUPTIONS

Cincinnati Bell will restore CATV service to its Subscribers within seventy-two (72) hours after a Subscriber reports a service interruption or other problem when such problem is found to be the fault of Cincinnati Bell's system and/or equipment, provided the cause is not a natural disaster. If the service interruption is caused by Cincinnati Bell and lasts for more than

four (4) hours in a given twenty-four (24) hour period, Cincinnati Bell will give the Subscriber a credit for each day that the Subscriber is without service.

In the event Cincinnati Bell dispatches any of its personnel to investigate any Subscriber complaint or outage, and the problem is determined to be caused by the Subscriber's television receiver or other Subscriber-owned facilities or equipment, the Subscriber may be charged the cost of time and transportation, but in no event shall said charge be less than \$14.95.

REPRODUCTION OF PROGRAMMING

The Subscriber shall not record or tape any of the programming provided by Cincinnati Bell, nor shall the Subscriber allow any other person to do so, except for the personal use of the Subscriber. Subscriber agrees that the programs and other services provided by Cincinnati Bell will be utilized solely for Subscriber's personal, non-commercial use and will not be duplicated except in compliance with applicable law.

RESOLUTION OF DISPUTES – BINDING ARBITRATION

Please read this section carefully. It affects rights that you may otherwise have. It provides for resolution of most disputes through arbitration instead of court trials and class actions. Arbitration is final and binding and subject to only very limited review by a court. This arbitration clause shall survive termination of this agreement.

i. Binding Arbitration

This provision is intended to be interpreted broadly to encompass all disputes or claims arising out of our relationship. Any dispute or claim, including those against any of our subsidiary, parent, or affiliate companies, arising out of or relating to this Agreement, our Privacy Policy, our Acceptable Use Policy, or the CATV Service or any equipment used in connection with the CATV Service (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory) will be resolved by binding arbitration except that (1) you may take claims to small claims court if they qualify for hearing by such a court, or (2) you or we may choose to pursue claims in court if the claims relate solely to the collection of any debts you owe to us.

ii. Arbitration Procedures

You must first present any claim or dispute to us by contacting Customer Care to allow us an opportunity to resolve the dispute. You may request arbitration if your claim or dispute cannot be resolved within 60 days. The arbitration of any dispute or claim shall be resolved by binding arbitration administered by JAMS (formerly known as Judicial Arbitration and Mediation Services, Inc.) under its rules and procedures in effect when the claim is filed. The rules and procedures and other information, including information on fees, may be obtained from JAMS' website (www.jamsadr.com) or by calling JAMS at 949-224-1810. You and we agree that this Agreement evidences a transaction in interstate commerce and this arbitration provision will be interpreted and enforced in accordance with the Federal Arbitration Act and federal arbitration law. Unless you and we agree otherwise, any arbitration will take place in the county seat for the county in which your billing address is located. At either party's election, the arbitration shall be held telephonically. As set forth below, you and we both agree that any arbitration will be solely between you and Cincinnati Bell, not as part of a consolidated, class-wide, or representative claim (that is, not brought on behalf of or together with another individual's claim). An arbitrator may award any relief or damages (including injunctive or declaratory relief) that a court could award, except an arbitrator may not award relief in excess of or contrary to what this Agreement provides and may not order relief on a consolidated, class-wide, or representative basis. Except as set forth in subparagraph iv, below, if any portion of this arbitration clause is determined to be inapplicable or invalid by a court, arbitrator, or state or federal agency with proper jurisdiction, then the remainder shall still be given full force and effect. Judgment on any arbitration award may be entered in any court having proper jurisdiction. Both you and we agree that all issues relating to the validity of this agreement to arbitrate will be decided by a court (including but not limited to the substantive scope of our agreement to arbitrate or whether consolidated, class-wide, or representative arbitration is allowed), and do not intend to confer any such powers on an arbitrator.

iii. Costs of Arbitration

For claims of less than \$1,000, you will be obligated to pay \$25 and we will pay all other administrative costs and fees. For claims over \$1,000 but under \$75,000, you will be obligated to pay your share of the arbitration fees, but no more than the equivalent court filing fee for a court action filed in the jurisdiction where your billing address is located. For arbitrations in excess of \$75,000, all administrative fees and expenses of arbitration will be divided equally between you and us. In all arbitrations, each party will bear the expense of its own counsel, experts, witnesses, and preparation and presentation of evidence at the arbitration.

iv. Waiver of Class Actions

By this Agreement, both you and we are waiving certain rights to litigate disputes in court. You and we both agree that any arbitration will be conducted on an individual basis only and not on a consolidated, class-wide, or representative basis or the like. If for any reason any court, arbitrator, or state or federal agency with proper jurisdiction holds that this restriction is unconscionable or otherwise unenforceable, then we both agree: (i) that this agreement to arbitrate will be invalidated and terminated and the dispute must be brought in court; and (ii) you and we both waive, to the fullest extent allowed by law, any right to pursue any claims on a class or consolidated basis or in a representative capacity. In the event that this arbitration agreement is invalidated and terminated in accordance with this subparagraph iv, both you and we agree to submit to the jurisdiction of the United States District Court for the Southern District of Ohio with venue in Cincinnati, Ohio, or in the alternative, to the jurisdiction of the Hamilton County Court of Common Pleas located in Cincinnati, Ohio.

v. Limitations Period

Any arbitration or legal action with respect to any and all claims or causes of action related to or arising out of this Agreement must be brought within two years after the cause of action arises, or within the applicable statutory period of time, whichever is shorter. This limitations period does not apply to any given cause of action when the statutory limitations period for that cause of action cannot be waived, restricted or otherwise limited by you.

TERMINATION

Either you or Cincinnati Bell may terminate your Account at any time and for any reason whatsoever.

Other than disputing your bill in accordance with the “DISPUTE PROCESS FOR BILLING DISAGREEMENTS” section, your only right with respect to any dissatisfaction with the Service is to terminate your Account by delivering notice to Cincinnati Bell. Any such notice of termination will be effective upon its actual receipt by Cincinnati Bell.

If this limitation is ruled inapplicable or invalid by a court, arbitrator, or state or federal agency with proper jurisdiction, then the remainder of the Agreement shall still be given full force and effect.

WAIVER

No waiver by either party of any breach by the other party of any of its covenants, obligations, or agreements under this Agreement and no waiver by either party of any term or condition of this Agreement shall be a waiver of any subsequent breach or failure of any other covenant, obligation, agreement, term or condition, nor shall any forbearance to seek a remedy for any breach or failure be a waiver of any rights and remedies with respect to such or any subsequent breach or failure.

SEVERABLE PROVISIONS

In the event any portion of these terms and conditions should be declared invalid by any court of competent jurisdiction, such invalidity shall not affect the remaining portions hereof, which shall continue effective.

FIOPTICS / ZOOMTOWN CABLE TELEVISION SUBSCRIBER PRIVACY POLICY

Cincinnati Bell Telephone Company LLC (“CBT”) and Cincinnati Bell Extended Territories LLC (“CBET”) operate a cable television system that provides subscribers (“Customers,” “you” or “your”) with cable television programming services, Internet access and phone services under the trade names “Fioptics” and “Zoomtown.” CBT and CBET are referred to collectively in this Privacy Policy as “Cincinnati Bell.”

The Cable Communications Policy Act of 1984 (the “Cable Act”) governs collection, use and disclosure of personally identifiable information about Customers. Other federal laws may also apply, including the Electronic Communications Privacy Act of 1986, as amended, (“ECPA”) and section 702 of the Federal Telecommunications Act of 1996, as amended, (“Telecommunications Act”). This notice informs Customers of our policies regarding personally identifiable information and other sensitive information we obtain in the course of providing our services that are subject to the privacy provisions of the Cable Act or other federal law. This notice informs you of:

- »The nature of the personally identifiable information we collect and the way we use this information
- »Under what circumstances we may disclose personally identifiable information and to whom
- »How long we maintain personally identifiable information
- »How you may obtain access to your personally identifiable information AND
- »Your rights under the Cable Act concerning personally identifiable information

I. DISCLOSURE

Does Cincinnati Bell disclose personally identifiable information to others?

We may disclose personally identifiable information about you with your prior written or electronic consent. Under the Cable Act, we also may disclose personally identifiable information to other parties (such as our affiliates, vendors, and agents) when it is necessary to conduct a legitimate business activity related to the cable service or other services Cincinnati Bell provides to you. For example, we may engage third parties to assist us in billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, and fraud prevention. We may also disclose personally identifiable information about you to outside auditors, regulator, programming/content providers as well as entities controlled by or under common control with Cincinnati Bell. We may also disclose information in non-personally identifiable or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or any transaction you have made over our system. The frequency of our disclosure of personally identifiable information depends upon the particular business needs activity for which it is disclosed.

Similarly, if we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, subscribers’ personally identifiable information will, in most instances, be transferred as part of the transaction.

The Cable Act also authorizes Cincinnati Bell to disclose limited personally identifiable information to others including charities, marketing organizations, or other businesses for cable or non-cable “mailing list” or other purposes. Any “mailing list” or related disclosure that we may make is limited to disclosure of your name and address. Such information does not reveal the extent of any viewing or use of cable or other services or the nature of any transaction made over our cable system. If you do not want your information provided to non-cable related third parties, you can opt-out of such disclosures by following the instructions at: http://www.cincinnatiBell.com/customer_support/policies/do_not_call_policy/

When is Cincinnati Bell required to disclose personally identifiable information by law?

We may be required by law to disclose personally identifiable information about you without your consent and, in some cases, without notice to you in order to comply with a valid legal process such as a subpoena, court order, or warrant.

The Cable Act may require that we disclose personally identifiable information to a third party or governmental entity in response to a court order or other legal process. If a court order is sought by a non-governmental entity, we may be required to notify you of the court order and your opportunity to appear in court and contest the order. If a court order or other legal process is sought by a governmental entity, the Cable Act requires that we disclose the information to the government unless the records sought involve your video programming selections, in which case you will be given the opportunity to appear and contest any claims made in support of the court order or legal process.

Can I limit or prohibit Cincinnati Bell’s use of my personally identifiable information?

You may contact Cincinnati Bell at the customer care number referenced on your bill to ask us to put you on our “Do Not Call” or “Do Not Mail” lists so that you do not receive marketing or promotional telephone calls or mail from us or our agents.

How does Cincinnati Bell protect personally identifiable information?

We follow industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

How long does Cincinnati Bell maintain personally identifiable information?

CBET maintains personally identifiable information about you in our regular business records while you are a subscriber to Cincinnati Bell's cable or other services. We may also maintain this information for a period of time after you are no longer a subscriber as necessary for business, legal, or tax purposes. We will destroy the information if we have no pending requests, orders, or court orders for access to this personally identifiable information, after we determine that it is no longer necessary for the purposes for which it was collected.

II. CUSTOMER CHOICE AND ACCESS**Where and when can I see my personally identifiable information?**

If you would like to see your personally identifiable information, please send us a written request to the correspondence address listed in the "Contact Us" section of your bill. We will be glad to arrange a convenient time and location during regular business hours for you to see the information upon furnishing proper identification. You will only be permitted to examine records that contain personally identifiable information about you and no one else. If you believe any of your personally identifiable information is inaccurate, we will work with you and if we determine the information is inaccurate, we will make appropriate corrections. Cincinnati Bell reserves the right to charge you for the cost of providing copies of any documents that you request.

What can I do if I think my privacy rights have been violated?

If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. You may enforce the limitations imposed on us by the Cable Act through a civil lawsuit seeking damages, attorney's fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

Does this notice apply to Cincinnati Bell's Internet service or voice service?

If you are a subscriber to Cincinnati Bell's ZoomTown Internet service, a description of our privacy practices may be found at: http://www.cincinnatiBell.com/customer_support/policies/zoomtown/

If you are a subscriber to Cincinnati Bell's voice service, our privacy practices are described in Cincinnati Bell's CPNI Policy for telecommunications service, available at: http://www.cincinnatiBell.com/customer_support/welcome/. Cincinnati Bell's Do Not Call Policy can be found at http://www.cincinnatiBell.com/customer_support/policies/do_not_call_policy/

Will Cincinnati Bell notify me if it changes this notice?

Cincinnati Bell will provide you with a copy of our subscriber privacy notice on an annual basis. We may modify this notice at any time with prospective effect only. We will notify you of any material changes through written, electronic, or other means as permitted by law. You may cancel your service at any time if you do not agree to any change. By continuing to use the service after a change is in effect, you accept the change and agree to abide by it.

Separate Website Privacy Policy.

This notice does not apply to your use of any Cincinnati Bell website. You should review the privacy policy applicable to each site.

YOUR FIOPTICS INSTALLATION

Technician Name _____

Installation Date _____

- ☐ All televisions and remotes are set up and working
- ☐ I provided printed copies of your channel lineup and remote instructions

I demonstrated the following product features and functionality:

FIOPTICS TV

- ☐ Channel Guide, Menus and Settings
- ☐ DVR or Whole Home DVR: how to set up a recording or series of recordings
- ☐ Parental Controls: how to set password; how to block/unblock a program
- ☐ Favorites: set up and access
- ☐ Video On Demand: how to access and view tutorial videos; how to order programming

FIOPTICS INTERNET

- ☐ Internet confirmed working by launching browser window and connecting
- ☐ CincinnatiBell.net set as home page for ease of account and email access
- ☐ Email on my device (laptop/pc) set up and working properly (upon request)
- ☐ Premium Internet services (Internet SafeGuard, Radius Wi-Fi) demonstrated
- ☐ Technician connected Internet compatible devices (per customer request)
- ☐ Wireless networking working and technician explained username and password

HOME PHONE

- ☐ Able to make and receive calls
- ☐ Voicemail: how to check messages and set up greeting
- ☐ Calling features (including Call Waiting and Caller ID) working properly
- ☐ Battery Backup explained (if applicable)
- ☐ Clean-up and trash removal upon install completion
- ☐ Customer declined demonstration of above Fioptics service features. Customer Initial Here: _____

Technician Signature

BURIED WIRE INSTALLATION

In certain cases, in order to complete an installation, Cincinnati Bell must run buried wire. When possible, Cincinnati Bell will connect your services with a temporary wire above ground, and our Buried Wire Team will visit afterward to bury the line (your presence is not required to for this visit).

Here's an example of temporary wire installation, prior to burying the line:



Buried wire is typically installed 2 feet below the surface, and a permit may be required. This type of installation is scheduled 10 business days in advance of installation date, dependent on weather conditions.

We understand this process may seem daunting. Our Cincinnati Bell team will complete the project, and nothing is required from you. If you have any additional questions regarding buried wire, please contact us at 513-565-9890 or cincinnati.bell.com/support.

Notes _____



CincyGive

Proud to give back to the place we call **HOME**

We've partnered with My State Threads to create t-shirts showing our pride we have for the place we call home. All proceeds benefit the USO of Central and Southern Ohio, Dragonfly Foundation, CancerFree KIDS, and SPCA Cincinnati.

To purchase, visit any of our eight Cincinnati Bell retail stores, or online at mystatethreads.com/collections/ohio



Stay connected with the Connect Cincinnati App



Cincinnati Bell wants you to stay connected with its Connect Cincinnati Mobile app, aligning with our city's efforts to advance its trend of growth, development and innovation. Cincinnati Bell has invested time, money and manpower to bring Gigabit Internet speed, Wi-Fi infrastructure, and this mobile app to tie technology directly to our community. Get blazing fast Fioptics free Wi-Fi all over town when you download our Connect Cincinnati app - and enjoy great deals while you're at it.



Watch Fioptics App

The Watch Fioptics app is the perfect compliment to your Cincinnati Bell Fioptics service. Stream any of the channels included in your Cincinnati Bell channel package on your phone or tablet - anywhere in your home, any time of the day. You can use up to 5 devices at one time - all streaming live TV!



CONTACT US

There are many ways to contact us:

- » Call **513-565-9890**
- » Send an SMS to **513-301-2093**
- » Visit cincinnati.bell.com/fioptics
- » Scan the **QR Code** using your smartphone or tablet.
- » **Visit a retail store.** We have convenient locations throughout Greater Cincinnati to serve you.



Store Locations



Atrium Two
221 East Fourth Street
Cincinnati, OH 45202
513-565-0583



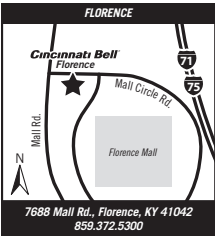
Lebanon
1525 Genntown Drive
Lebanon, OH 45036
513-228-2228



Eastgate Mall
4601 Eastgate Blvd.
Cincinnati, OH 45245
513-943-4301



Northgate Mall
9597 Colerain Ave.
Cincinnati, OH 45251
513-741-5600



Florence
7688 Mall Road
Florence, KY 41042
859-372-5300



West Chester
7731 Tylersville Rd.
West Chester, OH 45069
513-759-2628



Kenwood
7565 Kenwood Rd.
Cincinnati, OH 45236
513-936-5700



Western Hills
5579 Glenway Ave.
Cincinnati, OH 45238
513-347-5900

Peel off and place these stickers anywhere for easy access.

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CONTROL

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