

A Guide to ▶ Service Policies, ▶ Equipment and ▶ How Cable Works...

One of the reasons you subscribed to Adelphia is that we offer more channels of programming than you are able to receive off-the-air. Here are some things you should know about how Adelphia's service works with your TV and/or VCR. You may have TVs and/or VCRs that are capable of tuning to all of the channels we provide. If you have older sets that do not tune to all the cable channels, Adelphia can provide you with a set-top converter (a charge would apply), or you can purchase your converter at a retail outlet.

Cable Ready TV Sets

Even if you have a TV or VCR that was advertised as being capable of receiving all cable channels, you may still need a converter. This is because there have been no standards governing the equipment used to receive cable channels, so your TV or VCR – however it may have been advertised – may not tune to all the channels we provide. According to new government rules, as of October 31, 1994, TVs and VCRs sold in the United States cannot be called “cable ready” unless they comply with new requirements, including the ability to properly tune cable channels. In addition, some TVs and VCRs cannot tune all cable channels without some interference. If this is the case with your equipment, please give us a call.

Understanding Converters

The set-top converter will “convert” our cable channels to a specified channel on your TV. Please understand that the process of converting all of our channels to specified channels on your TV means that you will only be able to receive one channel at a time through the converter. Therefore, there may be certain features of your TV and/or VCR that you will not be able to use. For example, taping one program while watching another; recording two or more consecutive programs that appear on different channels, and the use of picture-in-picture may not be possible without additional equipment.

Additional Equipment

Should you wish to use some of the features noted above, Adelphia can provide you with the necessary equipment. This equipment might include an additional converter (containing an A/B switch if it is offered by your local cable system), a converter with dual tuning capability, or, if you have a receiver that can tune all our cable channels, a switch that will enable you to by-pass the converter and tune all unscrambled channels with your TV or VCR. We will be happy to give you a schedule of charges for this equipment. By-pass switches and some compatible converters can also be purchased at most retail outlets.

Descrambler Devices

Adelphia scrambles some of the channels we provide, such as our premium channels; therefore, you may need a converter with a built-in descrambler if you want to receive these channels, even though you have a receiver that tunes our cable channels. Please remember, however, that converters with descrambling capability can only be obtained from Adelphia. In fact, if you see advertisements for cable converters that have descramblers in them (so called “pirate boxes” or “black boxes”), understand that these devices are illegal to sell or to use, unless authorized by your cable company. Adelphia will not authorize the use of any converter/descrambler not provided by the company, because of the need to protect our scrambled services. People who use illegal converters/descramblers are actually stealing cable services; this results in increased rates for our customers.

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The converters used by Adelphia can be operated by a hand-held remote control device. These remotes are available from Adelphia. In your particular cable system there may be an additional charge for these remotes.

Universal Remotes

It is possible that the remote control that came with your TV or VCR is capable of controlling our converter box as well. In that case, feel free to use it. If you choose, you may buy a "universal" remote control device capable of working with our converters at any retail outlet. We are providing you with a list of some compatible universal remote control devices. You can probably find others, as well, at many appliance or electronics stores. We encourage you to contact us before you make your purchase, if you have any questions about whether a specific piece of equipment will be compatible. We will be happy to review it with you, and will make customized, individual efforts to resolve compatibility problems (applicable charges may apply).

We hope this information is useful. If you have any questions, please contact us at the telephone number that appears on your Adelphia bill.

Sincerely,



Cable Television Equipment Available from Retail Outlets

REMOTE CONTROL DEVICES

Fox Electronics & Technology

AF-508 FOXAPPER
AF-501 FOX 400
AF-503 FOX 800
AF-509 FOX 4 RECORD
AF-510 FOX 300 EX
AF-505 FOX 400 EX
AF-506 FOX 600 EX
AF-507 FOX 323 TRIO

Gemini Industries

SM 15 Q 10 Q 30
SM 9 Q 20 Q 40

Jasco Products

One Control 8273
One Control 8274
One Control 8276

Magnavox

MAG-6000 MAG-6500
MAG- 6250 VP-8000

Phillips Consumer Electronics

The Smart One Mag 6500
Smart and Easy Remote
Easy Remote

Radio Shack

Four-in-One 15-1904
Four-in-One 15-1904a
Four-in-One 15-1904b
Six-in-One 15-1905
Six-in-One 15-1905a
Three-in-One 15-1906
Four-in-One 15-1907
Five-in-One 15-1908
Four-in-One 15-1909
Four-in-One 15-1909a
Three-in-One 15-1910
Four-in-One Light Up 15-1911
ITZA Three-in-One 15-1912
ITZA Three-in-One 15-1913
ITZA Three-in-One 15-1914
Three-in-One 15-1915
Three-in-One 15-1916
Phone-Up 4 15-1917
Six-in-One A/V 15-1918
Six-in-One RF 15-1919

RCA

Systemlinks
Systemlinks 4
Systemlinks 5

Realistic

Six-In-One 15-1905
Recoton Corporation
Sole Control Basic 1-2-3 SC300
Sole Control Remote 3 85103
Sole Control Remote 4 85144
Sole Control Basic 4 SC400
Sole Control Simply 6 SC600
Sole Control Audio/Video 6 SC1500

Sony Electronics

RMV 10
RMV 11

Thompson Consumer Electronics

RCU 300 RCU 100
RCU 303 RCU 500
RCU 400 GEU 401

Universal Electronics

One For All 3 So Easy URC-2030
One For All 3 URC-3030
One For All 3 URC-3060
One For All 3 URC-3063
One For All 3 URC-3065
One For All 3 Little Easy URC-2060
One Call 3 URC-2093
One Call 4 URC-2094
One For All 4 Big Easy URC-2086
One For All 4 Lite URC-2099
One For All 4 URC-4060
One For All 4 URC-4063
One For All 4 URC-4065
One For All 5 URC-2001
One For All 5 URC-2005
One For All 5 URC-5060
One For All 5 URC-5061
One For All 5 URC-5065
One For All 6 URC-4005
One For All 6 URC-4050
One For All 8 URC-6050
Pro Producer 7 URC-7070
A/V Producer 8 URC-8080
Home Producer 8 URC-8090

US Electronics

U2000 UMTV82
UTV2000 K82-A
UM-550 Rd-32
URC-550 UMTVRd3
VMTVJ UMTVRd3-D/X
K2000-A K2-A
KJ-A U700
USRC11 UMTV700
U450L UMTV700-D/X
U400L K700-A
URC450 USP-120
URC400 USP-140
UM450 USP-150
U86L USP-170
UMTV86 UH5
K86-A UH6
UY75L UH8
U85L UH9
U075L UTVH9
UTV475 UMTVH9
UMTV475 KH9-A
K475-A UM31A
U82 RC711
UTV82

Zenith Allegro

MBC 4030
MBC 4025
MBC 4020
MBC 4010
MBC 100
MBC I
MBC 500 PL
MBC 400 P
MBC 300 P
MBC 300 PF

How Cable Works...

Ever wonder how Adelphia brings you all those movies, sporting events, entertainment and news?

1) Satellite Services

Satellite distribution is how we receive most of your cable channels. Programming from the cable networks is designed to be transmitted by satellite and received by Adelphia's satellite dishes. These signals are amplified and distributed to you through our cable system.

2) Off-Air Signals

Off-air programming refers to broadcast signals you might be able to get with an antenna, like NBC, CBS, ABC, Fox and PBS. Adelphia receives these signals, amplifies them and sends them to you through our "headend," or distribution center.

3) Headend

Starting at the headend, cable signals are distributed to you by coaxial cable, fiber optic cable, microwave or some combination of the three.

4) Your Cable Connection

The channel signals are transmitted to your neighborhood through a trunk cable, or coaxial cable, a special cable designed to carry a full range of high-quality channel signals over long distances. The trunk cable branches off into distribution cables, which bring the signal down your street. A final cable, the drop cable, connects the distribution cable to your television set. Your home is connected to the main distribution system with an individual connection known as a "drop."

5) Signal Transmission

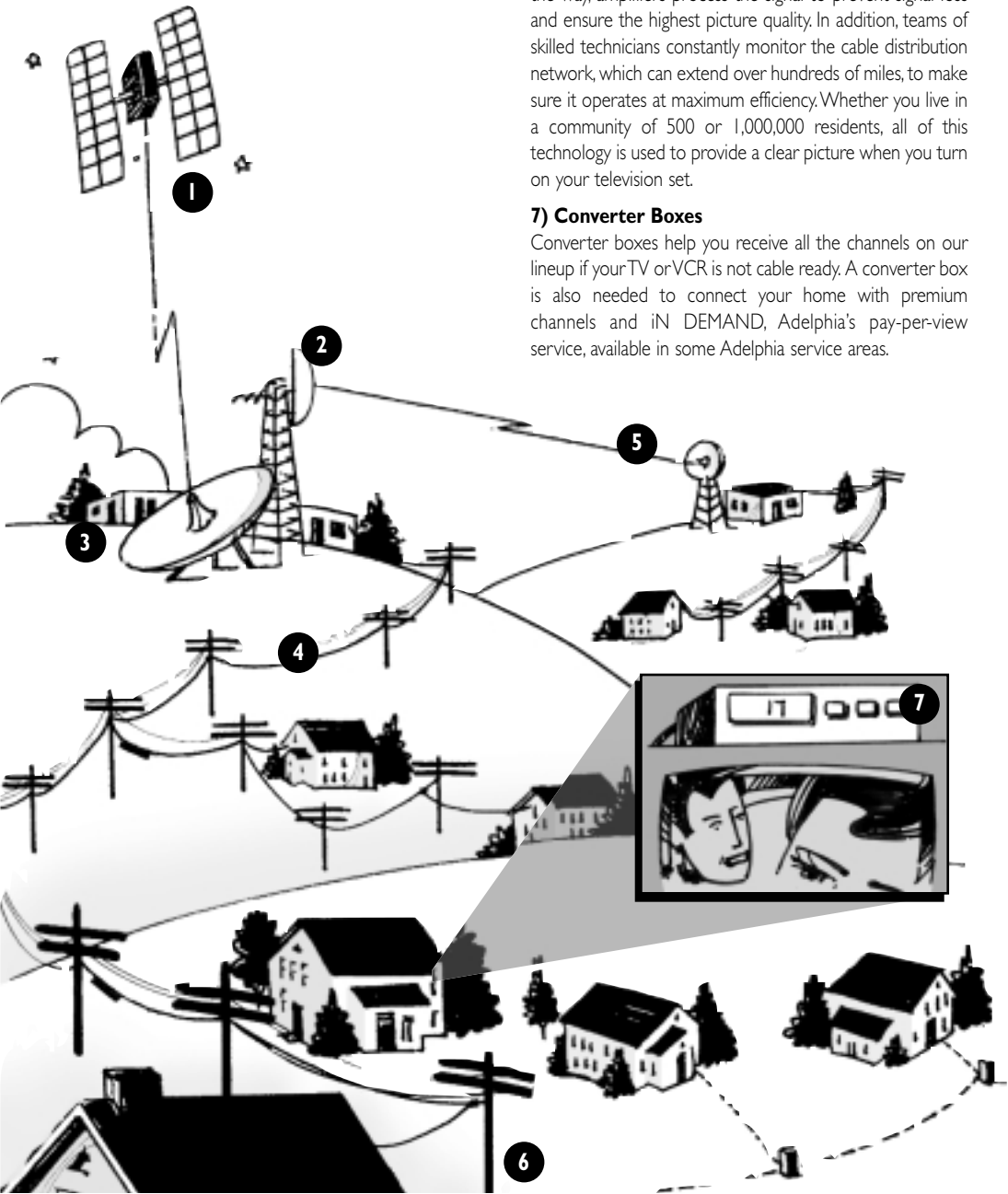
In some areas, the headend is located too far from the community to use a trunk cable, so the signal may be transmitted by microwave or fiber optic cables to a receiver in your neighborhood. The receiver is connected to distribution cables which bring the signal down your street, and the drop cable connects the cable to your home.

6) Amplification

Cable can run either underground or along poles. All along the way, amplifiers process the signal to prevent signal loss and ensure the highest picture quality. In addition, teams of skilled technicians constantly monitor the cable distribution network, which can extend over hundreds of miles, to make sure it operates at maximum efficiency. Whether you live in a community of 500 or 1,000,000 residents, all of this technology is used to provide a clear picture when you turn on your television set.

7) Converter Boxes

Converter boxes help you receive all the channels on our lineup if your TV or VCR is not cable ready. A converter box is also needed to connect your home with premium channels and iN DEMAND, Adelphia's pay-per-view service, available in some Adelphia service areas.



About Our Service Policies, Billing, and Installation...

Adelphia is dedicated to providing top-quality cable television service to our customers. We urge you to call us if you have any questions or concerns about your cable television service. All cable companies are required to inform their customers annually about several aspects of cable television service. So from time to time, you will find a letter like this one in your monthly cable bill. This notification will outline some of the steps that help us resolve any inquiries or concerns you may have about your service.

Service Policies and Complaints:

1. Our address and telephone number appear on your monthly cable bill. Our service telephone line is available 24 hours a day, seven days a week.
2. When you call during normal business hours, a trained customer service representative will assist you. We'll try to help you resolve problems over the telephone. If that can't happen, we will schedule one of our technicians to visit your home.
3. From time to time, electronic equipment may malfunction, causing signal problems. We are committed to having our technicians promptly correct any emergency situations, and we pledge a rapid response to even routine technical difficulties.
4. Our employees are trained and have the authority to do whatever is reasonably necessary to solve a customer's problem or begin the process, including replacement of cable system equipment.
5. If you are not satisfied with our handling of your concerns, you may contact your local cable authority. The address and telephone number are printed on your cable bill.

Billing:

We bill in advance each month, once a month. Payment for services is due by the due date noted on your billing statement, in cash, check or money order. You may submit payment by mail or in person. All payments are posted promptly. At the time of installation, we provided you with rate information for all monthly and one-time charges. This rate information will be updated as needed, and we will keep you informed.

Should you have a question about your bill, please call us, fax us, or mail a written inquiry to our office. Please do not include correspondence with your bill payment, as payments are processed at a different location. We will investigate and respond to your billing inquiries promptly.

Installations:

Standard installations are scheduled and installed within seven working days of your request. A standard installation means that the installation is located within 125 feet of our existing distribution cable. Our policy is to arrive at your home within a mutually-agreed-upon time period.

If for some reason we must cancel an appointment, we will call you no later than the day before we are scheduled. If our technician is running late, we will also call to let you know. We will reschedule the appointment, if necessary, at a time convenient for you.

When you are unable to be home for an appointment, you may have a family member or neighbor represent you, provided he or she is at least 18 years old and is authorized to sign for completed work.

Processing For Late Fee Payment:

To cover the costs caused by late payments, Adelphia assesses a processing fee on accounts which remain unpaid at least 27 days after the due date. If your account remains unpaid 27 days after the due date, then a processing fee will be assessed. Any such processing fee will appear in the "Other Charges" section of your bill. The amount of the fee is \$4.75.

Rate And/Or Programming Changes:

Adelphia shall provide you with a minimum of thirty (30) days written notice before increasing its rates or deleting channels, if such increase in rates or deletion of channels are within the control of Adelphia. Moreover, even if an increase in rates or a deletion of channels is outside Adelphia's control, Adelphia shall nevertheless make reasonable efforts to provide you with as much notice as reasonably possible regarding any such rate increases or deletion of channels.

Refunds:

Adelphia shall issue refund checks promptly, but no later than 45 days following the resolution of any dispute in which the customer is entitled to a refund. If any such refund is associated with or arises from the termination of service, such refund shall be made no later than 45 days following the customer's return of the cable terminal box, remote control unit, and any other equipment provided by Adelphia. Prior to the issuance of any refund check, Adelphia shall deduct the amount, if any, permitted by law.

Credits:

Credit(s) shall automatically be given on a pro-rata basis to any customer affected by interruption(s) of service for more than two (2) hours due to actions or outages under the control of Adelphia, exclusive of scheduled repairs or maintenance that Adelphia has provided advance notice of to its customers. Alternatively, for interruption(s) in service which are not under the control of Adelphia, credit(s) shall be given according to the applicable law.

Service Appointments:

In the event you need or request service from Adelphia's technicians, you will be entitled to select a service appointment among four separate blocks of time, as follows:

8:00 am - 12:00 pm Monday through Saturday;

10:00 am - 2:00 pm Monday through Saturday;

1:00 pm - 5:00 pm Monday through Saturday; or

4:00 pm - 7:00 pm Monday through Saturday.

Adelphia's technicians shall arrive at your door on the scheduled day within the block of time you select. Additionally, if you are not receiving a picture or otherwise have "no picture," Adelphia's service technicians shall endeavor to arrive at your door within 24 hours after you notify Adelphia.

We hope this information is helpful. If you have any questions or concerns about your cable service, we urge you to give us a call. The telephone number of your cable TV office appears on your monthly bill.

Sincerely,

The Adelphia logo features a stylized starburst icon to the left of the word "Adelphia" in a bold, italicized, sans-serif typeface.

The following is a re-print of California Government Code section 53088.2 (a) - (k) which comprises a portion of California's "Video Customer Service Act." The "Video Customer Service Act" is set forth in California Government Code, Article 4.5, beginning at section 53088. The Video Customer Service Act describes the duties of video providers, such as Adelphia. California Government Code section 53088.2 (a) - (k) provides:

- (a) Every video provider shall render reasonably efficient service, make repairs promptly, and interrupt service only as necessary.
- (b) All video provider personnel contacting subscribers or potential subscribers outside the office of the provider shall be clearly identified as associated with the video provider.
- (c) At the time of installation, and annually thereafter, all video providers shall provide to all customers a written notice of the programming offered, the prices for that programming, the provider's installation and customer service policies, and name, address, and telephone number of the local franchising authority.
- (d) All video providers shall have knowledgeable, qualified company representatives available to respond to customer telephone inquiries Monday through Friday, excluding holidays, during normal business hours.
- (e) All video providers shall provide to customers a toll-free or local telephone number for installation, and service, and complaint calls. These calls shall be answered promptly by the video providers. The city, county, or city and county may establish standards for what constitutes promptness.
- (f) All video providers shall render bills which are accurate and understandable.
- (g) All video providers shall respond to a complete outage in a customer's service promptly. The response shall occur within 24 hours of the reporting of such outage to the provider, except in those situations beyond the reasonable control of the video provider. A video provider shall be deemed to respond to a complete outage when a company representative arrives at the outage location within 24 hours and begins to resolve the problem.
- (h) All video providers shall provide a minimum of 30 days written notice before increasing rates or deleting channels. All video providers shall make every reasonable effort to submit the notice to the city, county, or city and county in advance of the distribution to customers. The 30-day notice is waived if the increases in rates or deletion of channels were outside the control of the video provider. In those cases the video provider shall make reasonable efforts to provide customers with as much notice as possible.
- (i) Every video provider shall allow every residential customer who pays his or her bill directly to the video provider at least 15 days from the date the bill for services is mailed to the customer, to pay the listed charges unless otherwise agreed to pursuant to a residential rental agreement establishing tenancy. Customer payments shall be posted promptly. No video provider may terminate residential service for nonpayment of a delinquent account unless the video provider furnishes notice of the delinquency and impending termination at least 15 days prior to the proposed termination. The notice shall be mailed, postage prepaid, to the customer to whom the service is billed. Notice shall not be mailed until the 16th day after the date the bill for service was mailed to the customer. The notice of delinquency and impending termination may be part of a billing statement. No video provider may assess a late fee any earlier than the 22nd day after the bill for service has been mailed.
- (j) Every notice of termination of service pursuant to subdivision (i) shall include all of the following information:
 - (1) The name and address of the customer whose account is delinquent.
 - (2) The amount of the delinquency.
 - (3) The date by which payment is required in order to avoid termination of service.
 - (4) The telephone number of a representative of the video provider who can provide additional information and handle complaints or initiate an investigation concerning the service and charges in question.

Service may only be terminated on days in which the customer can reach a representative of the video provider either in person or by telephone.

- (k) Any service terminated without good cause shall be restored without charge for the service restoration. Good cause includes, but is not limited to, failure to pay, payment by check for which there are insufficient funds, theft of service, abuse of equipment or system personnel, or other similar subscriber actions.