

F&B COMMUNICATIONS CUSTOMER SERVICE NOTICE

As a subscriber to F&B COMMUNICATIONS, INC. (the "Company") video service, you are entitled to this notice regarding our video programming products and services and certain policies applicable to such service. If you have any questions, please contact the Company's business office at 563-374-1236.

PRODUCTS AND SERVICES

Video Products and Services Offered. The Company offers video programming service to customers, including two separate programming packages and associated equipment.

F&B Digital Video

1 Local Programming*	49 Superstation WGN
2 ABC Family	50 Home & Garden Television
3 Local Information Channel*	51 Cooking Channel
4 WHBF - CBS (Rock Island)*	52 The Learning Channel
5 Local Weather Radar*	53 Do-It-Yourself Network
6 KWQC - NBC (Davenport)*	54 Discovery Channel
7 KWWL - NBC (Waterloo)*	55 Discovery Health Channel
8 WQAD - ABC (Moline)*	56 A&E
9 KCRG - ABC (Cedar Rapids)*	57 The Biography Channel
10 Big Ten Network	58 The History Channel
11 Fox Sports Net Midwest	59 National Geographic
12 IPTV - PBS (Iowa Public TV)*	60 Animal Planet
13 ESPN	61 History International*
14 ESPN 2	62 Disney Channel
15 ESPN Classic	63 Cartoon Network
16 ESPN News	64 Nickelodeon
17 ESPN-U	65 TV Land
18 KLJB - FOX (Davenport)*	66 Food Network
19 Comcast SportsNet Chicago	67 Game Show Network
20 KWKB - CW (Iowa City)*	68 G4 Tech TV
21 TBS	69 Travel Channel
22 USA Network	70 MTV
23 TNT	71 VH1
24 WQPT - PBS (Quad Cities)*	72 Great American Country
25 The Weather Channel	73 Country Music Television
26 KGCV - CW (Burlington)*	74 Bravo
27 Lifetime Movie Network	75 Sy-Fi Channel
28 Lifetime	76 fX
29 Tru TV	77 E! Entertainment
30 CNN	78 Comedy Central
31 Headline News*	79 Chiller
32 Fox News Channel	80 Sleuth
33 MSNBC	81 American Movie Classics
34 CNBC	82 Turner Classic Movies
35 CNBC World	83 Hallmark Channel
36 CNN International*	84 Hallmark Movie Channel
37 Bloomberg Television*	85 Oxygen
38 C-SPAN	86 Lifetime Real Women
39 C-SPAN2*	87 SoapNet
40 Speed Channel	88 Women's Entertainment
41 The Golf Channel	89 Disney XD
42 The Outdoor Channel	90 Boomerang
43 RFD-TV	91 Inspirational Network*

44 Spike TV  
45 Home Shopping Network\*  
46 QVC\*  
47 ShopNBC\*  
48 KPXR - ION (Cedar Rapids)\*

92 Trinity Broadcast Network\*

201 WHBF-DT HD  
202 WHBF-DT2\*  
206 KWQC-DT HD  
207 KWQC-DT2\*  
211 KWWL-DT HD  
212 KWWL-DT2\*  
213 KWWL-DT3\*  
216 WQAD-DT HD  
217 WQAD-DT2\*  
221 KCRG-DT HD  
222 KCRG-DT2\*

226 IPTV-DT HD  
227 IPTV-DT2\*  
228 IPTV-DT3\*  
231 KLJB-DT HD  
236 KWKB-DT HD  
241 WQPT-DT HD  
246 KGCW-DT HD  
251 KPXR-DT HD  
252 KPXR-DT2\*  
253 KPXR-DT3\*

#### Premium

HBO Digital Package  
300 HBO  
301 HBO2  
302 HBO Signature  
303 HBO Family  
304 HBO Comedy  
305 HBO Zone

#### Showtime Unlimited Digital Package

340 Showtime  
341 Showtime Too  
342 Showtime Case  
343 Showtime Extreme  
344 Showtime Beyond  
345 Showtime Family  
346 Showtime Women  
347 Showtime Next  
348 The Movie Channel  
349 The Movie Channel Extra  
350 Flix  
351 Sundance Channel  
940 Showtime HD  
941 The Movie Channel HD

#### Cinemax Digital Package

320 Cinemax  
321 MoreMAX  
322 Action MAX  
323 Thriller MAX  
324 @ MAX  
325 W MAX  
326 Outer MAX  
327 5-Star MAX

#### Starz/Encore Digital Package

360 Starz!  
361 Starz! Cinema  
362 Starz! Edge  
363 Encore  
364 Encore Love Stories  
365 Encore Westerns  
366 Encore Mystery  
367 Encore Action  
368 Encore Drama

#### Pay-Per-View

401 PPV/Preview Channel (CSN+)

#### Digital Music

501 Hit List  
502 Hip-Hop and R&B  
503 MC MixTape  
504 Dance/Electronica  
505 Rap  
506 Hip-Hop Classics  
507 Throwback Jamz

524 Solid Gold Oldies  
525 Party Favorites  
526 Stage & Screen  
527 Kidz Only!  
528 Toddler Tunes  
529 Today's Country  
530 True Country

508 R&B Classics	531 Classic Country
509 R&B Soul	532 Contemporary Christian
510 Gospel	533 Sounds of the Season
511 Reggae	534 Soundscapes
512 Classic Rock	535 Smooth Jazz
513 Retro Rock	536 Jazz
514 Rock	537 Blues
515 Metal	538 Singers & Swing
516 Alternative	539 Easy Listening
517 Classic Alternative	540 Classical Masterpieces
518 Adult Alternative	541 Light Classical
519 Soft Rock	542 Musica Urbana
520 Pop Hits	543 Pop Latino
521 90's	544 Tropicales
522 80's	545 Mexicana
523 70's	

HD Tier

602 ABC Family HD	657 bio HD
610 Big Ten HD	658 The History Channel HD
611 FSN Midwest HD	659 National Geographic HD
613 ESPN HD	662 Disney HD
614 ESPN2 HD	666 Food Network HD
616 ESPN News HD	674 Bravo HD
617 ESPN-U HD	675 SyFy HD
622 USA HD	676 FX HD
627 Lifetime Movie Network HD	684 Hallmark Movie Channel HD
628 Lifetime HD	689 Disney XD HD
634 CNBC HD	696 Universal HD
640 Speed HD	697 Discovery Theatre
642 Outdoor Channel HD	698 HDNet
650 HGTV HD	699 HDNet Movies
656 A&E HD	

\* Channels in F&B Digital Video LITE

Instructions on how to use service and associated equipment are provided upon installation and are available from the Company upon request.

Prices and Options for Video Services. Current prices and options for installation and service include:

F&B Digital Video LITE - \$27.99/mo.  
 F&B Digital Video Basic - \$56.99/mo.  
 Digital Video Premium Pick 1 - \$15.00/mo.  
 Digital Video Premium Pick 2 - \$26.00/mo.  
 Digital Video Premium Pick 3 - \$36.00/mo.  
 Digital Video Premium Pick 4 - \$44.00/mo.  
 HD Tier - \$11.00/mo.  
 Additional Video Stream Fee - \$4.95/mo.  
 Personal Video Recorder - \$5.00/mo.  
 Standard Installation - \$150.00

Pricing applicable to specific services may depend on the service package and/or service term.

Conditions of Service. As a condition of receiving service, you may be required to enter into a separate service agreement. You agree to be bound by

any required service agreement along with all applicable terms and conditions of service in this notice (collectively, the "Service Contract"). Your Service Contract may include additional terms and conditions approved by the Company and communicated to you in writing from time to time, including applicable charges and/or promotional discounts for specific services requested by you from time to time.

Termination of Service. You may initiate termination of service (a) by notifying the Company's business office during normal business hours and scheduling a physical disconnection of service and equipment recovery, or (b) by directly and personally appearing at the Company's business office during normal business hours and surrendering all equipment to the Company. Upon disconnection of service for any reason, you are liable for service-related charges for all services rendered by the Company up to the disconnect date and may be liable for prorated service charges based on the remaining term of any applicable Service Contract. In addition, you are liable for all equipment-related charges until such equipment is returned to the Company.

Theft of Service or Willful Damage to Equipment. Receipt of service without proper payment to the Company is a crime. You are advised that the law prohibits (a) theft or unauthorized reception of video programming; (b) assisting theft or unauthorized reception of video programming, including the manufacturing or sale of equipment intended or such unauthorized use; and (c) willful damage, alteration or destruction of equipment or facilities installed in or located on your premises or otherwise provided to you by the Company. You may be subject to both civil and criminal penalties for such prohibited conduct.

#### BILLING POLICY

Payment. You are solely responsible for paying for all services, including charges for installation, equipment and programming or other services and all applicable local, state or federal fees, taxes and surcharges. Unless otherwise provided in the applicable written Service Contract, monthly recurring charges are billed to you in advance and non-recurring charges are billed to you in arrears. All charges are due upon your receipt of the bill or by the date specified on the billing statement.

Changes in Service and Charges. From time to time the Company may change or delete programming services, upgrade or otherwise modify its operating equipment and/or increase or decrease any fees and charges for installation, equipment and programming service. Whenever possible, the Company will give all customers prior written notice of any changes in rates, programming services or channel positions in compliance with applicable law and local franchising requirements. Notwithstanding the preceding, content, programs and/or formats associated with any programming service may be discontinued, modified or changed by the owners of such services at any time without prior notice to customers.

Late Charges and Other Charges. The Company may impose an administrative late fee for any charges not paid in full by you on or prior to the applicable due date. If service is disconnected for nonpayment, the Company may, in addition to any outstanding balance and applicable late charges, impose a reconnect charge and/or require a security deposit before service is restored.

#### INSTALLATION POLICY

Ownership of Equipment. Equipment includes all equipment and/or facilities installed in or located on your premises or otherwise provided to you by the Company, including without limitation modems, set-top boxes, remote controls, adapters, converters, decoders and wiring. All equipment shall remain the sole and exclusive property of the Company, unless otherwise specified in your written Service Contract or otherwise provided by the Federal Communications Commission's inside wiring regulations.

Damage, Loss or Theft. You are solely responsible for the safe keeping of all equipment installed in or located on your premises or otherwise provided to you by the Company. In the event that any equipment is damaged, destroyed, lost or stolen while in your possession, you shall be liable to the Company for the full cost of repair or replacement for such equipment. Any warranties for defective equipment shall be as specified in your written Service Contract.

Return of Equipment. Upon disconnection of service for any reason, your right to possession of equipment shall immediately cease and terminate. You agree to return all equipment directly to the Company on the disconnect date in good operating condition, reasonable wear and tear excepted. For any unreturned equipment, you agree to pay the Company the full cost of replacement without deduction for depreciation, wear and tear or physical condition. In the event that you fail or refuse to promptly return any equipment, the Company may enter the premises where the equipment was installed or located for the purpose of discontinuing service and/or removing the equipment.

Access to Premises. The Company may enter into, upon and over your premises periodically to install, connect, inspect, maintain, repair or alter its service outlets or equipment. To the extent consistent with your ownership of the premises, you grant the Company a continuing easement to construct, install, maintain and/or replace all facilities and equipment as necessary for the Company to provide service. If you are not the owner of the premises for which you have requested installation of service, you represent and warrant to the Company that you have the consent of the owner as necessary for the Company to perform required installation and maintenance for service to the premises. You agree to indemnify and hold the Company harmless from and against any and all claims arising from or through any owner of the premises and in connection with service to the premises.

#### MAINTENANCE AND REPAIR POLICY

Service and Repair. The Company will undertake reasonable efforts to maintain the system in good working order and to respond to service calls in a timely manner. The Company will repair and correct damage to equipment or interruptions of service due to reasonable wear and tear or technical malfunction. Physical damage to equipment caused by your intentional or negligent misuse is your sole responsibility. The Company assumes no liability for damage to equipment due to circumstances beyond its control, including without limitation acts of God, natural disaster, fire, civil disturbance, strike or weather.

Customer Equipment. The Company assumes no responsibility for the operation, maintenance or repair of any customer equipment, including but not limited to televisions, VCRs, audio receivers or other devices owned or connected by you.

#### COMPLAINT POLICY

Contact the Company. For questions or complaints regarding video programming

service, including any issues or complaints related to service charges, operating equipment or quality of service, you should first call or write the Company's customer service department using the contact information listed on the monthly billing statement or at the following address and telephone number:

F&B COMMUNICATIONS  
103 Main St. N.  
Wheatland, IA 52777-0309  
(563) 374-1236

The Company will make every effort to resolve any outstanding complaints or issues within ten (10) business days of its receipt of the request or complaint.

Contact Local Franchising Authority. If you have contacted the Company as required above and the problem is not resolved to your satisfaction, you may contact your city government. If you are otherwise unable to locate such information, contact information for your local city government may be obtained by contacting the Company.

If you have any questions about the Company's policies as described in this notice, please contact the Company at the address and telephone number listed herein or at the address and telephone number listed on your monthly billing statement or service order. The Company will provide you with a copy of this notice at least annually and at any time upon request. The Company will notify you in advance of any significant changes to the information included herein.