

PULASKI ELECTRIC SYSTEM

Operating Policy Number: POL 6.3.100

Policy Title: Video and Telephone Customer Annual Notice

Scope: All PES Energize Video and Telephone Customers

Policy Statement: This notice contains important information concerning your video and telephone services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures and your rights as a customer. We encourage you to review the following information and contact us at (931) 363-2522 or email info@pesenergize.com with any questions.

A. Your Privacy as a Pulaski Electric Customer

1. As a customer of Pulaski Electric System, you are entitled to know what we do with personal information about you that we receive. We consider our treatment of such information to be a part of the trust you place in us by using our Video, Broadband Internet and Telephone Services. We keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure, and destroy it when no longer needed.
2. Pulaski Electric System takes the privacy of our customers very seriously. Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act") provides certain protections to you, as a subscriber to Pulaski Electric System's video or other services, and requires that Pulaski Electric System disclose to you the following:
 - a. The limitations imposed on Pulaski Electric System in its collection and disclosure of personally identifiable information about you;
 - b. The type of personally identifiable information we collect;
 - c. How we use your personally identifiable information;
 - d. Under what circumstances we may disclose your personally identifiable information and to whom;
 - e. The period during which we maintain your personally identifiable information; and
 - f. How you may access your personally identifiable information.
3. In addition, Section 222 of the Communications Act, as amended, provides privacy protections for certain information related to Pulaski Electric System's telephone and broadband Internet access services:

- a. Information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone and broadband Internet access service; and
- b. Information contained on your bill concerning the type of phone and broadband Internet access services and features you receive.
- c. This information is known as customer proprietary network information (“CPNI”).

For further details, and our policy in full, please carefully review the Pulaski Electric System Privacy Policy posted on our website at www.pesenergize.com.

Communications Preferences/Opt-out. Subscribers who do not wish to receive marketing materials, phone calls, emails or direct mail may notify Pulaski Electric System at any time. You may also prohibit our permitted disclosure of your information to third parties under the Cable Act (except as otherwise required by legal process or applicable law) by notifying us in writing. You may opt-out of receiving marketing communications by telephone by notifying the calling party that you wish to opt-out or by following the automatic opt-out instructions on such a call. You may also opt-out of such calls by sending a request in writing to Pulaski Electric System, P.O. Box 368, Pulaski, TN 38478.

B. Customer Service

Complaint Procedures. At Pulaski Electric System, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning Internet, voice, video or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our Energize Support Team at (931) 363-2522, Option 3. Our Energize support service is available in our main lobby and is open weekdays from 8:00 AM to 5:00 PM. Assistance after hours is also available by telephone 7 days a week and 365 days per year.
2. After normal business hours, you may speak with an Energize Customer Support Specialist (ECSS) by telephone. Our ECSS will attempt to determine the nature of the problem and correct it remotely. If the problem cannot be resolved over the phone, the ECSS will schedule a Broadband Service Technician to visit your home, usually by the next business day.
3. If you do not call during our normal business hours and your call is not immediately answered, please leave a detailed message so that the ECSS can return your call. Please leave your name, address, telephone number and a brief description of the nature of the problem. When possible, a Broadband Service Technician will be dispatched by the next business day to fix the problem.

4. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with Internet, phone and video services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergencies may affect a large service area, and it may take several days to resume full service to the entire area.
5. PES Energize maintains internal service compliance records, service call and Better Business Bureau (BBB) complaint records for each customer for a minimum of one year. Each of these records is available to the local franchise authority, the FCC and the Energize account holder during that time.
6. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the web address within the Franchise Authority Contact Information section of this document.

C. General Information

1. **Services and Prices.** Please contact us at (931) 363-2522 or visit our website at www.pesenergize.com for information on services and prices including:
 - a. Products and services offered
 - b. Prices and options for subscribing to services
 - c. Channel positions
 - d. Installation and maintenance policies and prices
 - e. Instructions for using our video service
2. **Unauthorized Reception of Video Service.** Federal and state laws make it a crime to receive, or assist another in receiving, any video service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue video service thieves in federal or state court and obtain injunctions and substantial damages. Reception of any video service without our express authorization is prohibited.
3. **Franchise Authority Contact information.** The State of Tennessee's Public Utility Commission is the franchising authority for Pulaski Electric System. The Consumer Services Division of the Public Utility Commission is designated as the State agency to receive and respond to customer complaints concerning video services. Also, complaints or concerns may be addressed to Consumer Services Division at <https://www.tn.gov/tpuc/utility-complaint-resources/csd-online-utility-complaint-form.html>.
4. **Backup Power for Home Services during Power Outages.** For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home

voice service during an outage and to maintain the ability to connect to 911 emergency services, Pulaski Electric System gives you the option of purchasing additional backup power for your home phones. For more information, please see our Battery Backup Notice on our website at www.pesenergize.com.

Responsible Office(s): Chief Customer Services Officer

Reference(s):

Effective Date: May 24, 2022

Policy History:

Approved: May 24, 2022