

Privacy Notice

The Federal Cable Communications Policy Act of 1984 contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators. In accordance with those provisions, this digital TV system collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, and phone number; billing records; service maintenance and repair records; premium service subscription information; marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other services to you. Some persons have access to such information when necessary in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include digital TV system employees; sales agents; businesses which provide service to the system, such as our accountants, billing and collection services, program and program guide providers where applicable; program services which will periodically audit subscription information and other business that seeks to use your name, address, etc. The digital TV provider will not maintain such information after it is no longer necessary for carrying on our business.

As a Farmers Telephone Cooperative, Inc. or FTC Diversified Services, LLC customer, you may review any personal information held by us, which pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare the information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our local business office. You may request correction of any errors in personal information that we collect and maintain pertaining to you. Federal law prohibits collecting any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only necessary to conduct our business. In addition, the law allows us to disclose your name and address for non-cable service related mailing lists or other purposes unless you tell us you do not wish us to disclose it. However, such disclosures of names and addresses will not be in a form that discloses the extent or type of any use you make of service we provide, nor will it disclose the nature of a transaction you make over the digital TV system. If you do not wish to have your name and address disclosed even in limited situations described above, or if you wish to limit the circumstances in which we will disclose it, please contact our Customer Service Department at 888-218-5050.

Except as indicated in the preceding paragraph, we may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a customer, we will inform the customer before any information is released. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the digital TV provider concerning a customer. The customer must be given an opportunity to consent to issuance of such an order.

Any person aggrieved by an act of a operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.

Equipment Compatibility

Farmers Telephone Cooperative, Inc. and FTC Diversified Services, LLC deliver video service to your home with Internet protocol (IP) signaling. This technology requires special equipment provided by Farmers Telephone Cooperative, Inc. and FTC Diversified Services, LLC to convert the IP signal to a signal that commercially available television sets can receive. One difference between Internet protocol television (IPTV) and traditional cable signals is that only signals for the channels being viewed or recorded are transmitted in an IPTV system. This means the tuners on currently available television sets, VCRs, or other consumer electronics do not interface with this IP technology. As a result, you may not be able to use some of the special functions in televisions, VCRs, DVRs, etc. For example, you may not be able to record programs through your VCR, use advanced features such as "picture-in-picture," channel review or use any features that necessitate channel selection by the television set or VCR/DVR.

Complaint Resolution Procedures

Farmers Telephone Cooperative, Inc. and FTC Diversified Services, LLC endeavor to provide the highest quality video service and to meet or exceed customer expectations. Should you have any complaint regarding services or billing that you have been unable to resolve after calling our Customer Service Department at 888-218-5050, you may file a written complaint with us or with the franchising authority.

1. All complaints concerning the technical quality of the television signals we provide or billing issues should be put in writing and sent to: CUSTOMER OPERATIONS MANAGER, FTC DIVERSIFIED SERVICES, P.O. BOX 588, KINGSTREE, SC 29556.
2. All complaints received concerning the technical quality of cable television signals will be logged in on the same day of receipt, and will include the date, time and nature of the complaint, as well as the name, address, and telephone number of the complaining subscriber.
3. A system engineer will analyze the complaint and make an initial assessment of its probable cause. A service technician will investigate complaints concerning the technical quality of cable television signals within 24 hours of receipt, consistent with our ability to access your premises if such access is deemed necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in the Trouble Ticket Management System.
4. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact the Customer Operations Manager and we will review the complaint and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the local franchising authority at the following address and telephone number.
5. Customer Service will investigate all complaints received concerning billing issues and a response will be provided within 30 business days of receipt of the complaint.

Franchising Authority

Farmers Telephone Cooperative, Inc. and FTC Diversified Services, LLC receive their franchising authority from the municipalities listed below and the state of South Carolina. If you are unable to resolve your complaint by contacting FTC Diversified Services, LLC, you may write your associated municipality at the address provided.

Mayor, Town of Andrews PO Box 378 Andrews, SC 29510	Administrator, Town of Hemingway 110 S. Main St. Hemingway, SC 29556	Mayor, Town of Lane PO Box 39 Lane, SC 29564
Mayor, Town of Greeleyville PO Box 212 Greeleyville, SC 29056	Lee County Administrator PO Box 309 Bishopville, SC 29010	Administrator, City of Bishopville PO Box 388 Bishopville, SC 29010
Mayor, Town of Paxville PO Box 5105 Paxville, SC 29102	Administrator, Town of Turbeville PO Box 70 Turbeville, SC 29162	Administrator, City of Manning PO Box 546 Manning, SC 29102
Florence County Administrator 180 N. Irby Street Florence, SC 29501	Clerk, Town of Lynchburg PO Box 147 Lynchburg, SC 29080	Mayor, Town of Olanta PO Box 396 Olanta, SC 29114
Georgetown County Administrator 716 Prince Street Georgetown, SC 29440	Mayor, Town of Pinewood PO Box 236 Pinewood, SC 29125	Mayor, Town of Summerton PO Box 217 Summerton, SC 29148
Sumter County Administrator 13 East Canal Street Sumter, SC 29150	Mayor, Town of Scranton PO Box 279 Scranton, SC 29591	Mayor, City of Lake City PO Box 1329 Lake City, SC 29560
Williamsburg County Administrator 147 West Main Street Kingstree, SC 29556	Sumter City Manager PO Box 1449 Sumter, SC 29151	Administrator, Town of Kingstree 401 N. Longstreet Street Kingstree, SC 29556
Mayor, Town of Mayesville PO Box 459 Mayesville, SC 29104	Mayor, Town of Coward PO Box 67 Coward, SC 29530	Clarendon County Administrator 411 Sunset Dr. Manning, SC 29102