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EXHIBIT A Erie County Cablevision, Inc.

These policies and procedures, which are briefly summarized below, ensure compliance by limiting access to, use of, and disclosure of CPNI.

Only authorized personnel can access CPNI. All personnel so authorized, such as customer service representatives and billing and collection personnel, are trained in the appropriate access to, use of, and disclosure of CPNI. Failure to abide by the applicable policies and procedures is cause for discipline, up to and including termination.

The Company does not share CPNI among its affiliates other than in direct support of its business, unless prior customer approval has been obtained or no customer approval is needed. Further, the Company requires all independent contractors who have access to CPNI to enter an appropriate confidentiality agreement and to abide by applicable laws, regulations, policies, and procedures. The Company does not disclose CPNI to other third parties except as requested by the customer or as compelled or authorized by law.

The Company has always and will always require the customer to choose a password when establishing a service account.

The Company notifies customers of their right to restrict access to, use of, and disclosure of their CPNI annually through bill inserts. The Company maintains records of all customer requests to opt-out of any communication or related disclosure for all communication other than in direct support of the Company's business.

All out-bound marketing campaigns that utilize CPNI are subject to managerial approval and to verification of customer approval to use CPNI in this manner. Records related to such efforts are maintained for at least one year.

Managerial personnel monitor access to, use of, and disclosure of CPNI on an on-going basis to ensure compliance with the applicable policies and procedures and to evaluate their effectiveness. The Company will report to the Commission instances, if any, in which opt-out mechanisms do not work properly.