

Alphabetical List of Parties

American Telephone and Telegraph Company

Bell Atlantic

Barden Cablevision

BellSouth Telecommunications, Inc.

Cable-Consumer Electronics Compatibility Advisory Group ("Advisory Group")

Cable Telecommunications Association, Inc. ("CATA")

Cablevision Industries Corporation ("Cablevision Industries")

Cablevision Systems Corporation ("Cablevision Systems")

Christopher M. Catotti

Circuit City Stores, Inc. ("Circuit City")

Continental Cablevision, Inc.

Cox Cable Communications and Newhouse Broadcasting Corporation ("Cox Cable")

John Fitzgerald

General Instrument Corporation ("General Instrument")

Greater Media, Inc. ("Greater Media")

Hewlett-Packard Company

Home Box Office

Interactive Multimedia Association ("Interactive Multimedia")

InterMedia Partners, L.P., ML Media Partners, L.P., and ML Media Opportunity Partners, L.P. ("InterMedia Partners")

Lakes Region Cable Television Consortium ("Lakes Region")

Media General Cable of Fairfax County, Inc.

Howard N. Meyer

Mitsubishi Electronics America, Inc. ("Mitsubishi")

New York City Department of Telecommunications and Energy ("NYC")

Pacific Telesis Group, Pacific Bell and Nevada Bell ("Pacific Telesis")

O.D. Page, P.E.

Sharp Electronics Corporation

Tele-Communications, Inc. ("TCI")

Time Warner Entertainment Company, L.P. ("Time Warner")

Titan Corporation

United States Telephone Association

Zenith Electronics Corporation ("Zenith")

Cable and your VCR

If you are a VCR owner, you can use your VCR to receive additional enjoyment from your cable television service. Your cable company wants to help you understand how to make your VCR and cable television service compatible entertainment components. With your cable and VCR combination, you can now record your favorite movies and cable programs for later viewing. We want you to have maximum flexibility in watching what you want, when you want to watch it.

VCR-cable hookup warnings

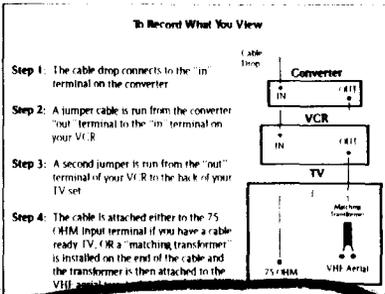
1. Additional equipment—such as cable jumpers, signal splitters or A/B switches—may cause picture distortion if it does not meet our system's standards. Please call the technicians in our repair department before you purchase additional hookup equipment.
2. We recommend against cutting cable jumpers. An improperly cut cable may cause picture distortion.
3. All cable connections must be fitted "wrench tight."

Installing your VCR

With your VCR, you can gain access to a whole world of entertainment, record what you wish to see and watch it at whatever time you find to be convenient. Installation of your VCR can be completed through a variety of different methods depending upon your viewing and recording requirements. Different options for installing your VCR are described below:

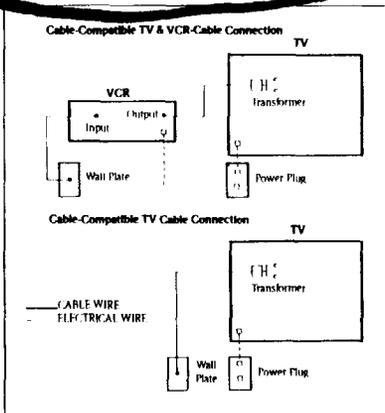
Record what you view

The diagram below shows how to install your VCR so that you may view and record the same channel. When using this option be sure to have both your TV and VCR set to the proper channel.



True cable compatibility

If your television and VCR have 130-channel cable-ready capacity, then they are truly cable compatible. If your service level and TV and VCR conform to these configurations, then you can be hooked up to cable according to the following diagrams:



If you have problems

From time to time, you may experience a problem with your television picture that can easily be fixed. Trying to fix it yourself may save you time and may even save you money on television repair.

Please refer to this list before you call Customer Service.

IMPORTANT: Is your TV dial set on the converter output channel (example: Ch. 2, 3 or 4)?

-  **Rolling Picture**
Adjust "vertical hold" on TV set.
-  **Picture Leans To Side**
Adjust "horizontal hold" on TV set.
-  **Wrong Channel**
Check TV dial and converter for channel selection.
-  **Snow on Screen**
Check to make sure converter is plugged into a working electrical outlet.
-  **No Picture, No Sound**
 1. Make sure TV set is plugged in to "live" electrical outlet, and not controlled by a wall switch.
 2. Push red "reset" button on back of TV set.
 3. Adjust "brightness" control on TV set.
-  **Picture Shrinks**
 1. Overloaded circuit in your TV set.
 2. Electric company power cutback.
-  **No Picture**
 1. Check channel selection on converter and TV set.
 2. Check listing to make sure channel is broadcasting during this time slot.
 3. Wait for TV station announcement of difficulty.
 4. Check other channels to compare reception.

IMPORTANT NOTICE TO OUR CUSTOMERS



We're taking television into tomorrow.
P.O. Box 3279
Englewood, CO 80155



IMPORTANT NOTICE TO OUR CUSTOMERS

Dear Customer,

In conjunction with the 1992 Cable Act, and as a continuing part of Tele-Communications, Inc.'s (TCI) customer-communication program, we, one of the many members of the TCI corporate family, are sending you an updated version of the company's Policies and Practices. These Policies and Practices will be effective 45 days after we mail them to you. Included as part of this update is information regarding your converter, VCR hook-up, and cable service in general. We suggest that you keep this brochure so that if you ever have problems with your cable service, VCR hookups or other questions arise, you'll have a handy and quick guide.

As one of our cable customers, we sincerely appreciate your business. If you have any questions regarding these documents, please contact your local cable company, whose phone number appears each month on your bill.



We're taking television into tomorrow.

Esta información se halla también disponible en español. Si desea recibirla por favor telefonee a la compañía urbana de televisión por cable.

Rate Base
U.S. Postage
PAID
Permit #150
Englewood, IL 62001

Your local cable company's policies and practices

These are the policies and practices by which your local company currently provides your cable television service. We reserve the right to change them. If we do, however, we will send you a written notice informing you of the change and its effective date. If a change is not acceptable to you, you may cancel your service. If you do not cancel your service, your continued receipt of cable television service after the effective date of the change will be deemed to be your acceptance of that change.

1. Definitions

As used in these Policies and Practices:

"*We*," "*company*," "*us*," or "*our*" mean your local cable company or its authorized agents.

"*You*" or "*your*" means the customer identified on the work order that was signed to begin your cable TV service.

"*Home*" means the residence or dwelling, including a single-family home, apartment, or any other type of dwelling unit, where your cable TV service is installed.

"*Installed*" means either installed or activated.

"*Equipment*" means one or more of the following: converter; remote-control unit; security device; addressable control module; A/B switch; coaxial cable ("cable"); parental lock-out device; or any other device installed in or around your home, or provided by us, necessary or convenient for you to receive cable TV programming or other services from us.

"*Service*" may include cable TV programming or any other service that we provide to you.

2. Payment for Service

We provide service on a month-to-month basis. Charges for service start the day after service is installed. The charges for one month's service, any required deposits and any installation or equipment-lease fees, are payable at the time service is installed. Thereafter, we will bill you each month in advance for service (except for pay-per-view movies or events, which will be billed after they are provided to you) and you agree to pay us monthly by the payment due date for that service and for any administrative fees due to late payments, any returned check fees or other charges due us.

The bills you receive show the payment due date. If your payment is late, you will have to pay an administrative fee. We do not extend credit to our customers and the administrative fee is not interest.

You agree to pay all federal, state, local, and user taxes, franchise fees and other charges, if any, which are now or may in the future be assessed because you receive our service.

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If your service is disconnected because you do not pay your bill by the due date, we may require you to pay all past due charges, a reconnect fee and a minimum of one month's advance charges before we reconnect your service.

You must bring any billing errors or requests for credit to our attention within six months of the time you receive the bill for which you are seeking correction.

If we are required to use any collection agency or attorney to collect money that you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action including, but not limited to, the costs of a collection agency, reasonable attorney's fees and court costs.

3. Changes in Service and Charges

We reserve the right to change our service and equipment, and our prices or fees, at any time. We may also rearrange, delete, add to or otherwise change the service provided on our Basic cable or other levels of service. If we do any of these things, we will provide you notice informing you of the change and its effective date. In most cases where the change is within our control, notice will be approximately one month in advance. If the change is not acceptable to you, you may cancel your service. If you do not cancel your service, your continued receipt of cable television service after the effective date of the change will be deemed to be your acceptance of that change.

You may obtain information about our current fees and prices for any of our services by calling your local cable office.

4. Termination of Service

You have the right to cancel your service for any reason at any time by giving us notice. We will refund any balance due to you within 30 days (or upon the return of any of our equipment, if later).

If you fail to pay your bill when it is due, we have the right to terminate your service.

You may not assign or transfer the service without our written consent.

The individual policies and practices in this document shall survive the termination of your service.

5. Equipment

The equipment installed by us belongs to us unless you have purchased it. We may, at our option, supply new or reconditioned equipment to you.

You may not sell or give away our equipment without our consent and you may not use any of our equipment at any location other than your home.

If you cease to be our customer, you will be responsible

for returning our equipment to us. If you move, do not leave the equipment in your vacant home or with anyone else. The equipment must be returned to our representative in working order, normal wear and tear excepted, or you will be charged the retail price for a new replacement for each piece of equipment not returned.

You are responsible for preventing the loss of or damage to our equipment within your home. We suggest that the equipment in your possession be covered by your homeowners, renters or other insurance.

We are not responsible for problems with the operation of your television or your other television-related equipment. We do not provide service for television receivers or any other television-related equipment (such as VCRs or home antennas) which is not owned by us, even if it is attached to the cable or to our equipment.

None of the equipment nor any cable placed under, over, on or about your home or property in connection with the installation of the equipment and service shall be deemed fixtures, or in any way part of your realty, unless you purchase the cable when service is terminated, and may be removed by us, at our option, at any time during or following the termination of your service for discontinuance due to nonpayment for service. If you voluntarily cancel your cable service, you have the option to purchase the cable in your home at the per-foot replacement cost of the cable. If you decide not to purchase the cable, we may remove it from your home within 30 days after you terminate your service, at no charge to you.

6. Access to Customer's Home

You authorize us to enter into your home, in your or your representative's presence, or upon your property during normal business hours or by appointment, to install, inspect, maintain, replace, remove or otherwise deal with our equipment and service. This authorization includes allowing us to be on your property outside your home at reasonable times even if you are not at home. You authorize us to make connections and perform other tasks we deem necessary or desirable to enable us to provide service to you. If you are not the owner of your home, you agree to supply us, at our request, with the owner's name and address, evidence that you are authorized to give us access on the owner's behalf and, if needed, consent from the owner of the home.

7. Provision of Service

We are not responsible for interruptions in service beyond our control including, without limitation, acts of God, power failure, or any other cause. **WE MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, REGARDING THE EQUIPMENT OR SERVICE**

PROVIDED TO YOU. ALL SUCH WARRANTIES ARE EXPRESSLY EXCLUDED.

You agree not to attach any unauthorized device to the cable or equipment. If you make any unauthorized connection or modification to the equipment or another part of the cable TV system, you will be in breach of these policies and practices and we may terminate your service. We are entitled to recover damages from you for tampering with any of the equipment, or any other part of the cable TV system or receiving any unauthorized service.

8. Private Viewing

We provide service to you for your private use, enjoyment and home viewing. You agree that the programming will not be viewed in areas open to the public. The programming may not be rebroadcast, transmitted or performed, nor may admission be charged for its viewing without first obtaining written consent, in advance, from us and our programming supplier(s), which may be withheld at the sole discretion of either party.

9. Applicable Law

These policies and practices, including all matters relating to their validity, construction, performance and enforcement, shall be governed by applicable federal law, the rules and regulations of the FCC, and the laws and regulations of the state and local area where service is provided. These policies and practices are subject to amendment, modification or termination if required by such regulations or laws.

If any provision in these policies and practices is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other policies and practices.

10. Notice

Notices to you shall be deemed given when deposited in the U.S. mail or addressed to you at your last known address or hand delivered to you or to your place of residence. We reserve the right to provide electronic or telephonic notice to you, which shall be deemed given when left with you. Notice to us shall be deemed given when received by us.

11. Procedure for Resolving Customer Complaints About Signal Quality

If you have any complaint regarding the quality of television signal we deliver, you should contact us by phone or in writing to inform us. We will promptly try to resolve the problem. If you are dissatisfied with our resolution of the matter, you may notify the responsible official for your community. Please refer to your cable bill for the agency name and address.

About your converter

Many television sets cannot receive the large number of channels offered by cable service so we lease or sell an electronic channel-selection device called a "converter."

The converter is simply a tuner; it converts the cable channel selected by the customer to a low-numbered channel, typically 2, 3 or 4. Tune your television set to the "output" channel of the converter (for example: Ch. 3). Programs may then be selected by tuning the converter to the desired channel. The converter sends the channel through to the television set on the output channel. Most cable-ready sets will not require a converter to receive the non-scrambled channels. Some television components, like VCRs, cable-ready sets and remote-control televisions, are not always compatible with your cable television service. We encourage you to make sure all components you purchase are compatible with your cable television service.

We offer our customers a choice of converters—some with remote-control. Some "scrambled" premium services may require the use of a "descrambler" converter. A hand-held remote control device for the converter is usually available for a monthly fee.

Watching your television after connection to cable is easy. Just turn on your television set and the converter (if your converter model has an on/off switch). Make sure that your television is tuned to the output channel of your converter (Ch. 2, 3 or 4), then select the channel you want to watch by using the controls on either the converter or the hand-held remote control device. To ensure reliable operation, make sure the converter is plugged into a "live" electrical outlet, not one which is controlled by a light switch. Loss of power to some converters may result in a temporary loss of cable service, even after power is restored.

IF YOUR CONVERTER IS OWNED BY US, YOU MUST RETURN IT WHEN YOU ARE NO LONGER A CUSTOMER. YOU MAY ALSO CHOOSE TO BUY A CONVERTER EITHER FROM US OR FROM AN INDEPENDENT STORE.



We're taking television into tomorrow.

**NRSS Progress Report to the C³AG
by Co-Chairmen
Claude Baggett and Jack Chaney
January 19, 1994**

The NRSS has made forward progress in the last three months. On November 3, the NRSS held a "Security Roundup" at EIA in Washington, DC. It was a good exchange of views. It was here that it became clear that there is a need to further isolate the security components in the designs of present consumer electronics systems. The program and cable providers consider signal scrambling technique, as well as entitlement management and purchase control, as a part of its security domain. As a result, the entire security system must be replaceable. On January 11, the NRSS co-chairmen presented the new concept of a Conditional Access Card. This card can provide security for digital consumer electronics. This card isolates all the security elements into one removable medium, is inexpensive, and uses an existing form factor. It will allow all types of digital consumer electronics to be developed independent of the conditional access system. This card meets all of the system attributes required by the committee. The committee is drafting a straw man specification which will be ready by March 8. This specification will specify the physical and electrical and software interface to the security system. The target date to complete this specification is April 15, 1994. It is this committee's goal to allow the application of this standard to Grand Alliance and MPEG2 systems level specifications and demonstrations.