



# Annual Cable Subscriber Notice Table of Contents

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For more information about our Etex TV App visit  
<https://www.etex.net/services/digital-tv/>

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# Etex Communications Cable Service Policies

## 1. Cable Installation

Because our customers are required to provide all equipment for the operation of cable streaming services provided by Etex, there is no installation necessary. However, if you need assistance with setting up our streaming services on your devices, installation will be subject to additional charges. For more information about Etex's services, please call us at 903-797-HELP or visit us Online at <https://www.etex.net/services/digital-tv/>

## 2. Equipment Compatibility

Etex delivers cable service to your home via fiber optic cable with Internet protocol (IP) signaling. This technology requires customer provided equipment 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 will not be able to use some of the special functions in televisions, VCRs, DVRs, etc. For example, you may not be able to view one program while recording another, record two or more consecutive programs appearing on different channels, 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.

### Etex TV App Supported Devices

1. Roku (OS 12.5 or Greater)
2. Amazon Fire TV (OS 7 or Greater)
3. Apple TV (OS 15.3 or Greater)
4. Android (OS 12 or Greater)
5. Apple Device (iOS 15 or Greater)

## 3. Cable Service Maintenance

Customers are required to provide all equipment for the operation of cable services provided by Etex. To ensure optimal operating performance, Etex may remove or change-out any Internet equipment at the customer's premises.

## 4. Complaint Resolution

Etex endeavors to provide the highest quality service 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 (903) 797-2711, you may file a written complaint with us.

- a. All complaints concerning the technical quality of the cable television signals we provide or billing issues should be put in writing and sent to: Matt Faggione, Dir. of Business Operations, Etex Communications LLC, PO Box 130, Gilmer Texas 75644.
- b. 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.
- c. 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 we fail to correct the problem, you may contact Etex and we will review the complaint and take corrective action. If we are not able 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 your local municipal authority.
- d. Customer service representatives will investigate all complaints received concerning billing issues and a response will be provided within 15 business days of receipt of the complaint.

## **5. Privacy**

Etex's Privacy Policy outlines what personal information we collect, use, disclose, and access based on what you voluntarily give us when you access our website or when you subscribe to one or more of our services. There are two different types of personal information: (1) personally identifiable information (PII) and customer proprietary network information (CPNI). PII is information such as a customer's name, street address, email address, telephone number and billing address. CPNI is information pertaining to technological usage (e.g. the phone numbers of calls made and received and the frequency, duration, and timing of such calls) and information regarding any services purchased by the customer such as call waiting and voicemail.

Etex automatically collects and stores certain information as you browse through our website, read pages or download information. The information we collect and store includes:

- a. the date and time you access our site;
- b. the pages you visit on our site;
- c. if you navigate to our site by clicking a link, the location of that link;
- d. the technical capabilities of the computer you use to access our site;
- e. the Internet service provider you use to connect to our site; and
- f. the IP address from which you access our site.

Etex uses this aggregated information to make our website more useful to visitors, to detect operational problems and to improve the website's overall security.

Etex does not collect personally identifiable information unless you choose to provide it to us by filling out a form and submitting it through our website. This information is only used to respond to your email message and to help us provide you with the information or services you request.

## Etex TV App Lineup (All Channels in HD/SD )

**\$144.95\* /mo**

\*All-In Price

Etex Local Access 1	1	truTV	45	Oxygen Media Inc.	93	MTV: Music Television	134
Etex Local Access 2	2	FXX	49	QVC	94	MTV Live	135
ABC	3	The Travel Channel	50	Home Shopping Network	95	Nick Music	136
CBS	4	The Discovery Channel	51	GSN	96	VH – Video Hits One	137
FOX	5	American Heroes Channel	52	Lifetime Movie Network	100	MTV CLASSIC	138
CW (Shreveport/Texarkana DMA)	6	Investigation Discovery	53	AMC	101	CMT Music	140
Turner Broadcasting System	7	Oprah Winfrey Network	54	Turner Classic Movies	102	Black Entertainment Television	141
ESPN	12	Destination America	55	FX Movie Channel	103	BET Soul	142
CW (Tyler/Longview DMA)	13	Discovery Family Channel	56	Hallmark Movie Channel	104	Grit TV	166
Turner Network TV	14	Science Channel	57	Freeform	105	The 365 (365 Black all day)	167
ESPN University	20	Animal Planet	58	Nickelodeon	106	KLTV – Bounce	169
ESPNEWS	21	RFD TV	59	TV Land	107	KYTX D – MeTV	171
ESPN 2	22	The Cowboy Channel	60	Disney Channel	108	Laff	172
Fanduel	24	The Learning Channel	61	Disney XD	109	PBS	173
Fanduel	25	National Geographic Channel	62	Cartoon Network	110	PBS 2	174
The Golf Channel	26	Home & Garden Television	63	Nick Jr	111	PBS Kids	175
Outdoor Channel	27	Food Network	64	Nicktoons Network	112		
Fox Sports	29	History	65	Teen Nick	113		
NFLNET	30	FYI	67	Boomerang	114		
SEC Network	32	A & E Network	68	Disney Junior US	115		
The Weather Channel	34	Magnolia Network	69	USA Network	120		
CNBC	35	Discovery Life Channel	70	Paramount Network	121		
MSNBC	36	National Geographic Wild	71	Syfy	122		
Cable News Network	37	BYU-TV	80	Comedy Central	123		
CNN Headline News	38	Eternal Word Television Network	81	FX Networks Inc.	124		
Fox News Channel	39	Trinity Broadcasting Network	82	E! Entertainment Television	125		
Fox Business Network	40	The Inspiration Network	83	Bravo	126		
Cable Satellite Public Affairs Network	41	Lifetime	84	Motor Trend	127		
Cable Satellite Public Affairs Network	42	Lifetime Real Women	90	Country Music Television	131		
Cable Satellite Public Affairs Network	43	Women’s Entertainment	91	Great American Family	132		
Newsmax TV	44	Hallmark Channel	92	MTV – Music Television	133		

- Includes Network DVR with 50 hours of cloud storage
- All channels are in HD (Bandwidth limitations can apply)
- Includes Restart TV on applicable channels
- The Etex TV App is located on the Apple & Android App stores. An Etex subscription is needed for use of the Etex TV app.



## Etex TV App Music Channel Lineup

Included with subscription

\*Content subject to change

Music Choice (200)	200
Music Choice (202)	202
Music Choice (204)	204
Music Choice (205)	205
Music Choice (206)	206
Music Choice (208)	208
Music Choice (209)	209
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Music Choice (211)	211
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Music Choice (213)	213
Music Choice (214)	214
Music Choice (215)	215
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Music Choice (220)	220
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Music Choice (222)	222
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Music Choice (225)	225
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Music Choice (248)	248
Music Choice (249)	249
Music Choice (250)	250
Music Choice (251)	251
Music Choice (253)	253
Music Choice (254)	254
Music Choice (255)	255
Music Choice (256)	256
Music Choice (257)	257





# 2025 Cable Rates

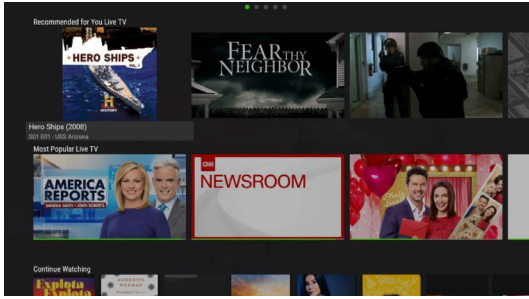
Products & Services	Fees	Period
Etex TV App Subscription	\$144.95	Monthly (All-In Price)
Texpert Install Fee	\$99.00	Per Hour (Elective)



# Etex TV App QuickStart Guide

Download and install the Etex TV app to your device

Login using the account ID and Password from by your Service Provider



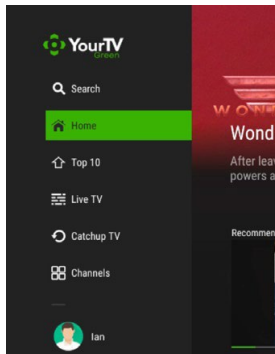
## Welcome Screen

Browse TV shows and Movies displayed in rows grouped by content type, genre, editor picks, trending or personalized recommendations.



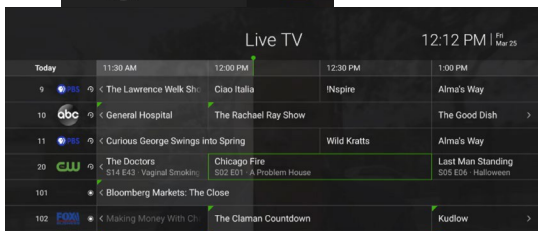
## Info Page

Select any poster to show a description of the content with available actions you can take - watch, record, or set as favorite. Depending on the content, you may watch, record, rent or set as a favorite. You can also browse similar programs or search for other shows with the same actors or genres.



## Menu Panel

Press the Menu button to display the Menu Panel on the left side of the screen. Here you can select options to search, show the program guide, see your recordings and more. Just scroll and select any of the items in the list. The Home option will return you to the Welcome Screen.



## Program Guide (EPG)

Select the Menu option Live TV or press the = button on your remote control to display the Program Guide. This is a grid of all the live programs on all the channels available to you. Use the arrow buttons on your remote control to scroll up and down the channels and scroll right to see what's showing next, or scroll left to browse and watch programs that have already aired. Press select to get more information about any program. Press select again to jump to the Info Page.

Cool features in the Program guide.



This icon means the channel is recordable.



This means the channel has catchupTV recordings. Scrolling left allows you to play Catchup TV recordings from the past 24 hours



### Watching a Program

Select Play from the Program Guide or Info Page to start watching TV. While watching TV you can Press OK/Select button to display the viewing controls

PAUSE

Restart\*

STOP (return to live TV) Record\*

Subtitles

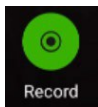
Info (return to the info page)

Fast Forward and Rewind\*

### Cool Features while watching TV

The top of the screen shows posters for last watched channels. Quickly switch back to your favorite channels. It also shows a progress bar for the current show on the other channels.

\*Where available



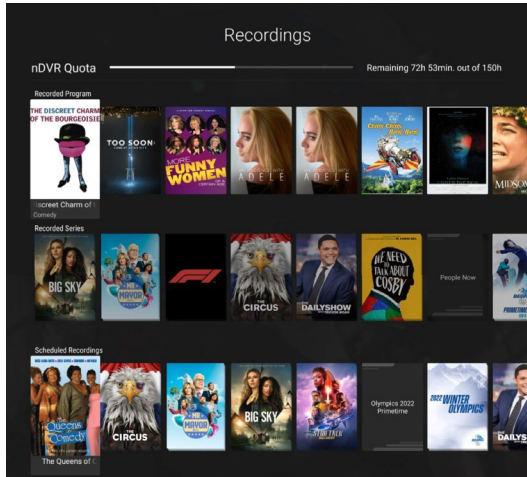
### Recording\*\*

Current Program: Press OK/Select to display the viewing controls. Select the recording button to start a live recording. Recording will automatically stop at the end of the program. Your DVR library is limited to a total of 50 hrs. of recordings. After this is reached, the system will record over the oldest content in your library. Your DVR library is also limited to 120 days. All recordings in excess of 120 days will be automatically deleted by the system.





**Scheduled Recordings:** Select a future TV program, (from Program Guide, Search, Home Screen) Select Record  
Options include Record episode, Record Series, New Episodes only, Current Channel only and how many episodes to keep in your cloud storage.



### Watch Recordings

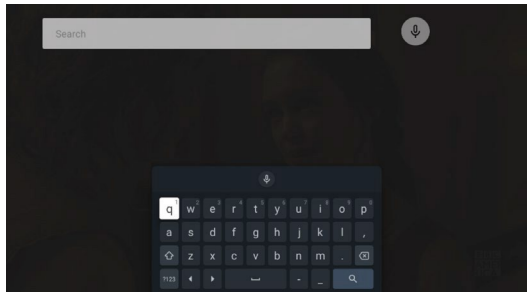
Select Recordings from the Menu Panel. This displays Recorded Programs, Recorded Series and upcoming scheduled recordings. It also shows your recording hours Quota.

### Cool Features of Recordings

You can schedule simultaneous recordings. There is no limit to the number of shows that can be recorded at the same time.

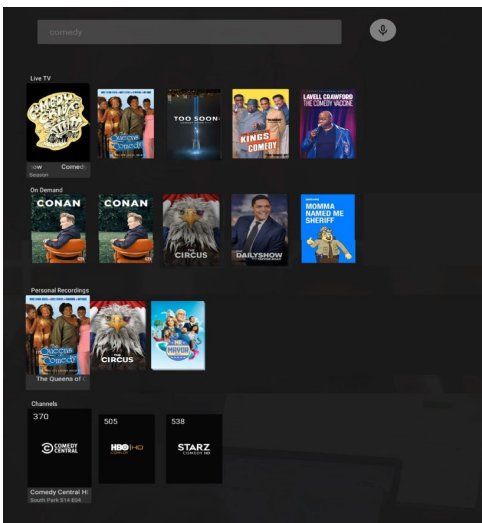
The only limit is the quota of recording hours in your account.

\*\*Permission to record TV programs is set by the broadcaster and may not be available for all channels



### Searching

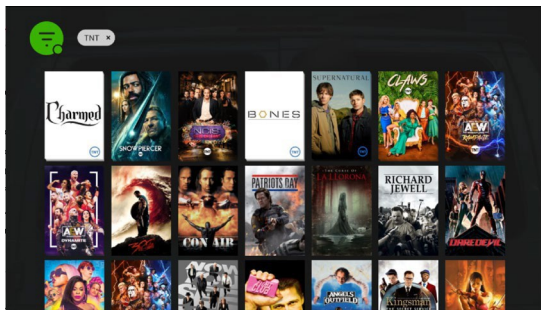
Select SEARCH from the Menu Panel  
Enter search words with the on-screen keyboard and remote control arrow keys the click search  
Or  
Select the on-screen\*\*\* microphone button and then speak into your remote control



### Cool Features of Search

Search results are for all content available to the user. Including Live, On-Demand, Recordings and Channels. Search is also available from the Info Page. Just click the name of any genre, actor or director to search for their programs.

\*\*\* This is different from the microphone button on the remote control which will not return search results for the YourTV service.



### On Demand Library (optional)

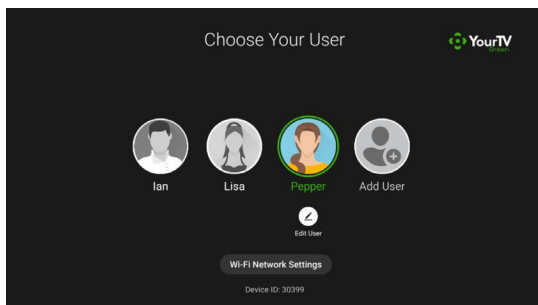
20,000+ hours of Hollywood movies and premium TV shows and episodes

Find your favorite personalized content or see what's trending

Bookmarks keep track of any programs you are watching

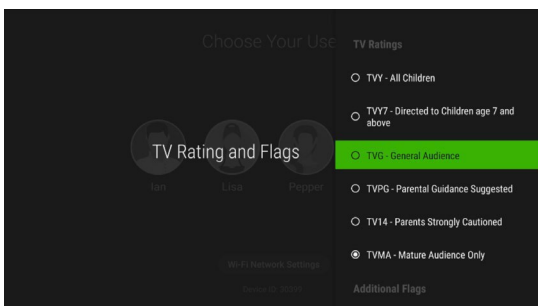
### Cool Features in the On Demand Library

If you Show All, you can use the Filter Button to find any mix of content and genre  
Binge watch your favorite TV series with Play Next



### Parental Controls

Scroll to the bottom of the Menu Panel and select the User Profile Icon. Select Users and Add User (you will need to enter the account Master PIN). Name and Save a user for the restricted access Select Edit User and configure Parental Controls This profile will not see restricted channels or programs.



### Cool Features in the Profiles

Parents can configure both Movie and TV Ratings

Parents can budget an allowance to the profile to manage any movie rental expenses

The TV service will learn the viewing preferences of the restricted viewer and display age appropriate recommendations.