

customer handbook



# welcome

A **revolutionary** experience begins now.

**rev**<sup>TM</sup>

# contact us

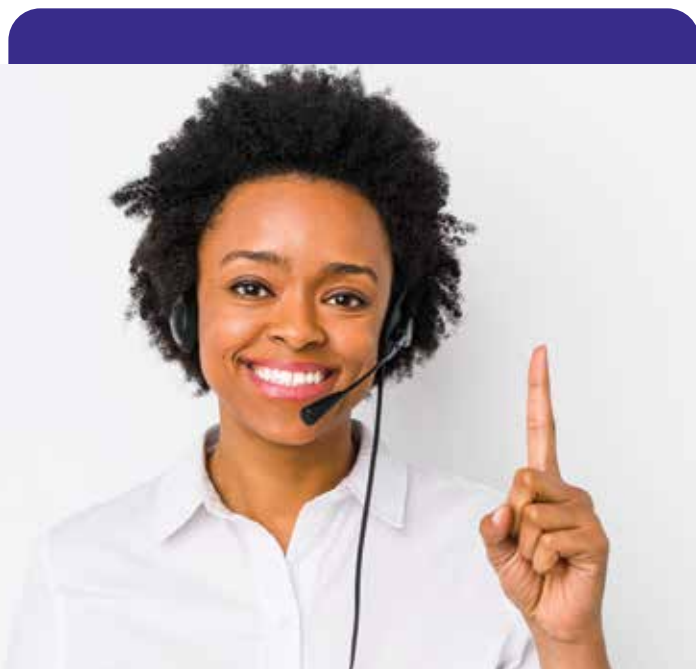
## SERVICE & SUPPORT

toll free (866) 811-4REV

## SENDING US CORRESPONDENCE

Correspondence included with your bill can significantly delay proper handling of your correspondence. Other options available:

- Visit [letsrev.com](https://letsrev.com) and click on “Contact Us” or “Live Chat”
- Send postal mail to our Business Office:  
REV | 913 S. Burnside Ave | Gonzales, LA 70737



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# residential services

as of January 1, 2023

## internet



Get high-velocity Internet service with speeds up to 1 Gbps.\*

REV also offers Whole-Home WiFi, powered by eero - the world's most advanced WiFi system. This powerful WiFi system eliminates dead spots and buffering and provides a strong, uninterrupted signal.

For current Internet packages & pricing, visit [letsrev.com/internet](https://letsrev.com/internet)

\* GIG Internet service is only available via fiber to select locations.

## phone



REV home phone services allow you to connect with loved ones near or far. For current Phone packages & pricing, visit [letsrev.com/phone](https://letsrev.com/phone)

## tv



REV's TV service offers a feature-rich television viewing platform that delivers what you need to stay endlessly entertained.

From sports channels to news, binge-worthy dramas to guilty pleasures, we've got it!

For current TV packages & pricing, visit [letsrev.com/tv](https://letsrev.com/tv)

# channel line-up

as of January 1, 2023

## basic

- 3 NBC I WPMI HD
- 4 REV TV
- 5 ABC I WEAR HD
- 6 FOX I WALA HD
- 7 CBS I WKRG HD
- 8 QVC HD
- 9 C-SPAN
- 10 CW I WFNA HD
- 12 PBS I WSRE HD
- 13 HSN HD
- 14 Catholic TV HD
- 15 EWTN
- 16 My Network TV I WFGX HD
- 18 TBN I Trinity Broadcast Network
- 19 INSP
- 20 NewsNation
- 21 Daystar I WDPM
- 22 Weather Channel HD
- 86 CTN Christian TV Network I WHBR
- 89 Justice I WFNA
- 90 Escape I WALA
- 91 Stadium I WPMI
- 93 Blab TV I WPAN
- 94 TCT I WFBD
- 113 Ion I WKRG
- 119 APT Alabama Public TV I WEIQ
- 120 WeatherNation I WPMI
- 126 Bounce I WFNA
- 130 Me TV I WKRG
- 144 Court TV I WKRG
- 145 Comet I WFGX
- 146 Charge I WEAR
- 147 GRIT I WFNA
- 148 Circle I WALA
- 149 UTV I WJTC
- 150 Cozi I WALA
- 151 LAFF I WALA
- 152 Story Television I WFGX
- 165 TBD I WEAR

## basic plus includes Basic

- 23 CNN HD
- 24 Disney Channel HD
- 25 FX HD
- 26 Lifetime HD
- 27 USA HD
- 28 TNT HD
- 29 AMC HD
- 30 Nickelodeon HD
- 31 TBS HD
- 32 Freeform HD
- 33 ESPNNews HD
- 35 ESPN HD
- 36 ESPN 2 HD
- 37 SEC Network HD
- 38 Fox Sports 1 HD
- 39 A&E HD
- 40 E! HD
- 41 Paramount Network HD
- 42 Fox News HD
- 43 VH1 HD
- 44 CNBC HD
- 45 Headline News HD
- 46 Discovery Channel HD
- 47 History Channel HD
- 48 TLC HD
- 49 NFL Network HD
- 50 Bravo HD
- 51 TruTV HD
- 52 Animal Planet HD
- 53 Food Network HD
- 54 HGTV HD
- 55 Cartoon Network HD
- 56 CMT HD
- 57 Hallmark Movies & Mysteries HD
- 58 BET HD
- 59 Syfy HD
- 60 Comedy Central HD
- 61 OWN HD
- 62 IFC HD
- 63 Turner Classic Movies HD
- 64 MSNBC HD
- 65 Oxygen HD
- 66 TV Land HD
- 67 Travel Channel HD
- 68 Lifetime Movies HD

Requires set-top box rental.

## channel line-up continued

### basic plus continued

- 69** WE TV HD
- 70** FYI HD
- 71** Hallmark Channel HD
- 72** MTV HD
- 74** Golf Channel HD
- 75** Viceland HD
- 76** FXX HD
- 78** Investigation Discovery HD
- 79** National Geographic
- 84** SEC Network Alternate
- 85** Fox Business HD
- 352** Crime & Investigation HD
- 353** MotorTrend HD

### digital<sup>1</sup>

- 100** Discovery Family HD
- 101** The Science Channel HD
- 102** Destination America HD
- 104** American Heros
- 106** Nicktoons HD
- 107** Nick Jr. HD
- 108** GSN HD
- 109** BBC America HD
- 110** Magnolia HD
- 111** Great American Family
- 112** Hallmark Drama HD
- 114** Lifetime Real Women
- 115** Jewelry TV HD
- 116** Nick 2
- 117** MTV2 HD
- 121** ESPNU HD
- 123** Nat Geo Wild HD
- 124** RFD TV
- 127** Disney XD HD
- 128** Disney Jr HD
- 129** C-SPAN 2
- 132** Outdoor Channel HD
- 134** Universal Kids HD
- 136** Discovery Life
- 138** Teen Nick
- 139** MTV Classic
- 140** NickMusic
- 141** Sundance HD
- 143** SonLife
- 159** Fox Sports 2 HD
- 163** ACC Network
- 200** FX Movies
- 217** TV One

### sports & info

- 154** Stadium College Sports Atlantic
- 155** Stadium College Sports Central
- 156** Stadium College Sports Pacific
- 158** Fox Deportes
- 162** Sportsman Channel HD
- 164** FanDuel Racing

### lagniappe

- 201** Boomerang
- 202** Cooking Channel HD
- 205** MTV Tr3s
- 207** BET Jams
- 213** CMT Music
- 214** UP
- 216** BET Her

### paquete espanol

- 225** History en Español
- 226** ESPN Deportes
- 228** Discovery Familia
- 229** Discovery en Español
- 230** CNN en Español
- 231** Universo

Requires set-top box rental.

<sup>1</sup> Requires Basic Plus

## channel line-up continued

### starz encore suite

- 250** STARZ ENCORE HD
- 251** STARZ ENCORE Action
- 252** STARZ ENCORE Classic
- 253** STARZ ENCORE Suspense
- 254** STARZ ENCORE Black
- 255** STARZ ENCORE Westerns
- 256** STARZ ENCORE West
- 257** STARZ ENCORE Family
- 258** STARZ
- 259** STARZ Edge HD
- 260** STARZ in Black
- 261** STARZ Kids & Family
- 262** STARZ Cinema HD
- 263** STARZ Comedy
- 264** STARZ West
- 265** STARZ Cinema West
- 266** STARZ ENCORE Black West
- 267** STARZ ENCORE Action West

### hbo suite

- 300** HBO HD
- 301** HBO2 HD
- 302** HBO Family
- 303** HBO Comedy HD
- 304** HBO ZONE
- 305** HBO Signature HD
- 306** HBO Latino
- 307** HBO Comedy West
- 308** HBO ZONE West
- 309** HBO Family West
- 310** HBO West

### cinemax suite

- 320** Cinemax HD
- 321** MoreMax HD
- 322** ActionMax HD
- 323** ThrillerMax
- 324** MovieMax
- 325** Cinemáx
- 326** 5StarMax
- 327** OuterMax
- 328** ThrillerMax West
- 329** Cinemax West
- 330** MoreMax West

### showtime & tmc suite

- 340** Showtime HD
- 341** Showtime 2 HD
- 342** Showtime SHO x BET HD
- 343** Showtime Extreme
- 344** Showtime Showcase
- 345** Showtime Family
- 346** Showtime Women
- 347** Showtime Next
- 349** FLIX
- 350** The Movie Channel HD
- 351** The Movie Channel Xtra

### sports

- 610** NFL Redzone



## channel line-up continued

**music** included with Basic

- |            |                       |            |                      |
|------------|-----------------------|------------|----------------------|
| <b>901</b> | Hit List              | <b>926</b> | Gospel               |
| <b>902</b> | Pop Adult             | <b>927</b> | Soul Storm           |
| <b>903</b> | Swinging Standards    | <b>928</b> | Hip-Hop/R&B          |
| <b>904</b> | Jukebox Oldies        | <b>929</b> | Classic R'N'B & Soul |
| <b>905</b> | Flashback 70s         | <b>930</b> | Hip Hop              |
| <b>906</b> | Everything 80s        | <b>931</b> | Jazz Masters         |
| <b>907</b> | Nothin' But 90s       | <b>932</b> | Jazz Now             |
| <b>908</b> | Maximum Party         | <b>933</b> | Smooth Jazz          |
| <b>909</b> | Groove Disco & Funk   | <b>934</b> | The Chill Lounge     |
| <b>910</b> | Dance Clubbin'        | <b>935</b> | The Spa              |
| <b>911</b> | Holiday Hits          | <b>936</b> | Easy Listening       |
| <b>912</b> | Classic Rock          | <b>937</b> | Popular Classical    |
| <b>913</b> | Alternative           | <b>938</b> | Classic Masters      |
| <b>914</b> | Rock                  | <b>939</b> | Chamber Music        |
| <b>915</b> | Heavy Metal           | <b>940</b> | Broadway             |
| <b>916</b> | Alt Rock Classics     | <b>941</b> | Eclectic Electronic  |
| <b>917</b> | The Blues             | <b>942</b> | Y2K                  |
| <b>918</b> | Adult Alternative     | <b>943</b> | Jammin'              |
| <b>919</b> | Folk Roots            | <b>944</b> | Éxitos Tropicales    |
| <b>920</b> | Alt Country/Americana | <b>945</b> | Éxitos del Momento   |
| <b>921</b> | Hot Country           | <b>946</b> | Retro Latino         |
| <b>922</b> | No Fences             | <b>947</b> | Ritmos Latinos       |
| <b>923</b> | Country Classics      | <b>948</b> | Rock en Español      |
| <b>924</b> | Bluegrass             | <b>949</b> | Romance Latino       |
| <b>925</b> | Christian Pop & Rock  | <b>950</b> | Kid's Stuff          |

Requires a set-top box rental.

REV has the right to exclusively market its communications services to tenants of certain multi-tenant complexes, however, this does not mean that REV is the only entity that can provide such services to the tenants of these select complexes. Services from alternative providers may be available.

From time to time channel availability, names and placements may change. Please visit [letsrev.com/channel](https://letsrev.com/channel) to access the most recent channel guide.

# lightwave tv quick start

## menu screen

When you power on your TV with LightWave service, the first screen you'll see is the main menu screen. From here you will access everything including the channel guide, search, recorded TV and more.

The top-level menu options appear in a vertical band.

Use the up & down arrow buttons to browse through your choices. You can return to this screen any time by pressing the menu button.



### search

To activate the program search feature.

### guide

To access the Interactive Program Guide.

### recorded tv

To view a list of all the programs you have recorded on your DVR.

### stingray music

To access over 50 music channels in your Stingray Music application.

### applications

To access the interactive applications available.

### settings

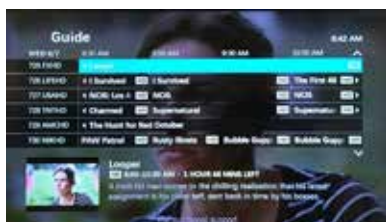
To customize menu & guide settings, set language preferences & more.

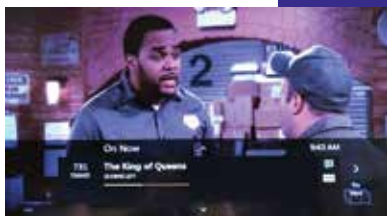
## find & watch

Use the program guide to find and select programming & record shows. Press Guide to open the Interactive Program Guide.

Use the up and down arrow buttons to browse the options and then click OK to select.

To close, select exit.





## mini guide

When you're watching full-screen TV, you can still browse using the mini guide.

Press the down arrow to display the browse panel.



You can see further into the future by pressing the right arrow button to highlight that panel and then use the up and down arrow buttons to scroll through programming.

## search

You can access the Search feature from the main menu – then search for a program by movie, TV show or person associated with the program.

The results will return shows that are currently airing, airing sometime in the future and shows that you have recorded.



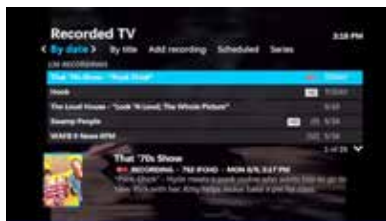
## recorded tv

Watch and manage your recordings. **Main Menu > Recorded TV > Press OK**

All of the recorded and currently-recording shows are listed in Recorded TV.

Episodes of a series are grouped into folders; you'll see the individual episodes in the preview panel to the right of the list.

To watch a show, select it and press OK.



## multi-room dvr

The benefits of Recorded TV extend to any TV connected to LightWave, allowing you to do the following:

### stop and resume

Pause or stop any recorded show - then resume on any TV that is connected to the LightWave platform.

### set recording options

You can record shows and customize their options from any TV in your home.

### simultaneously record

Record up to 4 shows at once.

### playback to any device

Any shows or series from Recorded TV can be watched on any TV in your home.



Program recordings can be scheduled from the **guide** by pressing **record** (a red dot appears next to the title to indicate a recording is scheduled). Press **record twice** to schedule a series recording (three red dots will appear near the program title). Press **record a third time** to cancel a recording (the red dots will disappear).

## settings

Settings allows you to customize your media player to your preferences. While there are lots of customization options, an explanation of the most commonly used settings is included.



## parental controls

Lock shows by rating and/or by specific channels. You'll set a 4-digit PIN which can then be used to unlock programs as needed.

1. In the Settings, scroll to the Parental Controls Settings, and press OK.
2. Use the arrow to choose either TV Ratings, Movie Ratings or Lock By Channel.
3. Scroll to the format or channel you want to control. Lock the rating or channel by choosing it, and then pressing OK on the remote.

# Information we collect

## PERSONALLY IDENTIFIABLE INFORMATION

In providing services to you, we obtain certain “personally identifiable information”; that is, information that identifies you individually. Personally identifiable information may include your: *name, service address, billing address, telephone numbers, driver’s license number, premium services you have selected, user IDs, passwords, email addresses, correspondence, communications records and social security number.* We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment used and services provided and other service-related functions. In providing our services, we may also collect information about your TV equipment, computer hardware and software, modems, routers, telephone equipment settings and other preferences to aid in customer support.

It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to retain that information only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify you and your authorized representative when we receive an inquiry on your account. We also take reasonable steps to protect your account information from unauthorized access.

## TV SERVICES

We collect certain personal information in providing you with our TV and other services. The law prohibits us from using the TV system to collect personal information about you for unrelated purposes without your consent. Unless you are notified and agree, we do not collect personally identifiable information concerning most TV program viewing. Aggregate information that is not individually identifiable may be collected and used for programming, advertising and similar purposes. In providing some specific TV services, such as interactive cable services, we do maintain limited usage information for billing, programming and related purposes. If and when we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below.

## INTERNET SERVICES

In providing Internet services, we automatically collect personal and usage information, such as the Internet Protocol (IP) addresses assigned (numbers assigned to your computer while online), bandwidth used, system and connection

performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store emails sent and received unless left in your REV Internet account file. As explained below, we could be required by court order or subpoena to disclose such information if left on our system. Since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our online Privacy Policy on our websites at **letsrev.com/privacy**.

## TELEPHONE SERVICE

REV complies with pertinent federal and state privacy laws. We do monitor and record certain calls to our Customer Care personnel for quality purposes. If you object to such call monitoring, you should tell us when you call Customer Care. In the course of providing telephone service, we do receive usage information, including calls that are placed and received and their duration. We treat all such information as private.

# Use & sharing

## USE POLICY

We consider the personally identifiable information we receive about you to be confidential, and it is our policy to use it only in providing our TV, Internet, long distance, telephone, and related services – from sales and installation, to operations, administration, advertising, marketing, support, network provision, maintenance, communications with you, billing, collection and in other ways related to our services. We may also use such information in dealing with fraud and unauthorized use of our services. REV may associate personal account information with data from third parties about you or similar persons to better predict your product and service preferences for use in programming, advertising transactions and to market our services to you.

We use aggregate information about our customers and their usage for a variety of purposes. Such aggregate information does not identify individual customers. We may share such aggregate and related demographic information with third parties.

## RETENTION POLICY

REV may retain personal customer information in its regular business records

as long as you are a customer or until no longer needed for business or legal purposes. Our security measures for this information are discussed below.

## SHARING POLICY

Unless needed for a business purpose, it is our overall policy not to disclose to others outside of REV and our affiliates, vendors, and business partners any personally identifiable information about our customers without their prior written or electronic consent. We do not sell or provide your personal information to parties unconnected with the services we provide without your permission. Nevertheless, where the law permits us to do so, you have the right to notify us if you would like to opt out of any such lists. You may tell us by writing to the return address on this notice or on your billing statement, or by completing and returning the form located at [letsrev.com/cpni](https://letsrev.com/cpni). You can use the same method if you prefer not to receive certain types of marketing contacts from us.

## SPECIAL EXCEPTIONS

We reserve the right to disclose personally identifiable information in our possession if we have a good faith belief that it is necessary to:

1. Comply with the law or legal process served on us;
2. Protect and defend our rights or property or those of others;
3. Respond to fraud, abuse or unauthorized reception;
4. Enforce our terms of use, our Acceptable Use Policy or related standards;  
or
5. Act in an emergency to protect your safety or that of another. We may also share information if we sell or transfer all or a portion of our business operations, merge or combine with another organization.

## THIRD PARTIES

REV sometimes uses affiliates, vendors or third-party partners in providing our services and may provide personally identifiable information about our customers for such purposes. In providing such information, we require that the outside party maintain at least the same level of confidentiality that we maintain for such information. In addition, any use by the vendor or third party may not exceed that needed to provide its service. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

## TELEPHONE SERVICES

Federal and some state regulations limit our use and sharing of certain information concerning a customer's telephone services. This information is

known as Customer Proprietary Network Information or CPNI and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. We do not disclose this information to parties outside of REV and our affiliates, except as required by law. In offering our spectrum of local and long-distance telephone, we do use your telephone service information to offer you new services and pricing plans. If you do not want us to use your CPNI for this purpose, you may Opt-Out by contacting us at **866-881-4REV** by or completing and returning the form located at **letsrev.com/cpni**.

## DIRECTORY LISTINGS

We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time-to-time. This, as well as certain other telephone services, are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

## TV SERVICES

We provide aggregate information concerning pay-per-view, video-on-demand and interactive services to programmers, advertisers and certain other third parties. If you use an interactive service to participate in or to order a product or service, you will be asked for your permission to provide contact information to the appropriate party when available. Digital video recorder service information is not shared with programmers or third parties, except on an aggregate basis.

## INTERNET SERVICES

We do not read your email messages, instant messages, online chats, or the content of other online communications that reside on or pass through our Service. We may however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages may be scanned electronically to identify and filter out likely spam and for viruses and related problems that could harm your equipment, the network or other users.

## internet security

### TAKING PROPER PRECAUTIONS

Maintaining the security of your personal computer is an important part



of protecting your own privacy and helping us protect our network and our customers' service. You should use and regularly update your antivirus software, firewall and operating system to prevent unauthorized access by others and harm from various forms of viruses. Persons with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before responding with personal information. To avoid all these and other forms of attacks, we encourage you to visit the Federal Trade Commission (FTC) website at **www.ftc.gov** for updates and tips on protecting yourself. REV may take protective action related to your service or contact you directly with information from time-to-time to help with this effort.

While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. By using better passwords, you can help prevent unauthorized users from guessing your password and accessing your information. Once your communications leave our network and enter the public Internet, it is possible for them to be accessed or intercepted by third parties or other Internet service providers over which we do not have control. Moreover, since we cannot control websites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those websites and services.

## SPAM

REV works hard to prevent and to block spam and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up to date on ways to avoid and combat spam. Please review **letsrev.com** for REV's spamming policy.

## COOKIES

We, or a vendor that places advertising on our websites, may use "cookies" to collect information about your visit to our website and to manage information concerning your preferences. A cookie is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of Web browser, operating system and Internet Protocol (IP) address, to better tailor our site for you. It can also be used to recognize you when you log in as a

registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your Web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you

### ADVERTISERS AND OTHER WEBSITES

We do not control the privacy policies of advertisers or of websites you may link to from our websites or by using our services. You should review their websites for questions about their Internet security

## law enforcement & legal request

As a provider of communications and other services, we regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, our policy is to cooperate as required by law, but to provide only such information as the law requires. This information is generally sought by subpoena served on REV. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we cannot assume any duty to notify you of receipt of any legal requests.

### TV PROGRAMMING SELECTIONS

Under the current law, records concerning your selection of TV programming are generally protected from disclosure and may be obtained only under court order and after notice is given to you and you have the opportunity to appear in court and object. Other types of records may be sought by subpoena, as described above.

### INTERNET INFORMATION

Current law provides that personal account and other information concerning use of our Internet services may be subpoenaed by governmental entities. Files shared over “peer to peer” services often include your IP address, and you could be identified in this way if we receive a lawful subpoena. In such cases, you may not be entitled to notice of such a request. The law does permit us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe

that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

### TELEPHONE INFORMATION

Current law requires law enforcement to obtain a court order or warrant for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information.

## security of information

We protect personally identifiable information found in our most sensitive databases in encrypted formats within controlled and secure environments with restricted access. While we attempt to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

## children's privacy

The websites provided by REV are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the Internet. If you believe your child may have provided us with personal information, you can contact us at the return address on this notice or found on your monthly bill and we will delete the information. You can find more information about protecting children's privacy by contacting the FTC or viewing its website at **[www.ftc.gov](http://www.ftc.gov)**.

## child pornography

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

## customer access to information

You may check the accuracy of some of your account information by contacting a Customer Care representative. Consistent with the law, we will make a more complete review of your personally identifiable information available to you

within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct. We will make the information available to you, upon prior request and at your own cost, during business hours at the REV office located at any of our Customer Service locations.

## your enforcement rights

You have the right to enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek relief in a civil action filed under federal law.

## other terms and changes in policy

Other terms and conditions affect our service offerings, including, but not limited to, certain TV and Internet service contracts, our Acceptable Use Policy for Broadband Internet service, our Network Management Policy, and the terms of use for our websites and applicable tariffs. Changes in our service offerings, the law, and our policies may cause us to make changes to this and other policies from time to time. Any change will be posted with the online Privacy Policy at [letsrev.com/privacy](https://letsrev.com/privacy).

## network practices

REV manages its network to ensure that all of its customers experience a safe and secure broadband Internet environment that is fast, reliable and affordable. REV wants its customers to indulge in all that the Internet has to offer, whether it is social networking, streaming videos and music, to communicating through email and video conferencing. REV manages its network for a number of reasons, including optimization, as well as congestion- & security-protocol-management. REV's customers generally will not be impacted by the protocols and practices that REV uses to manage its network. For REV's network management policy, please go to [letsrev.com/network](https://letsrev.com/network).

## do-not-call solicitor notification

As you are likely aware, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a national *Do-Not-Call Registry*. As part of the do-not-call initiative, the FCC requires us to notify

customers who use our service for making telephone solicitations (telemarketing calls) regarding the national ***Do-Not-Call*** rules and regulations. We recognize that few of our customers use our services for telemarketing; however, because we do not have records indicating which customers may do telemarketing, we are contacting all business customers.

If you are a company, individual, or other entity that makes telemarketing calls, it is very important that you familiarize yourself with the operations of national ***Do-Not-Call Registry*** and the rules requiring checking of the national ***Do-Not-Call Registry*** as part of making telemarketing calls. Unless you fall under one of the exceptions established in the FCC/FTC rules (such as the exception for telemarketing by charitable organizations or for prior business relationships), you may not make telemarketing calls to numbers included in the national ***Do-Not-Call Registry***. Before you rely on one of the exceptions, you should consult the rules.

For information about the regulations, you may visit the national Do-Not-Call Registry at **[www.donotcall.gov](http://www.donotcall.gov)**. You can find the FCC and FTC rules governing telemarketing and telephone solicitation at 47 C.F.R. 64.120 and 16 C.F.R. Part 310, respectively.

## florida do not call program

Please visit **[letsrev.com/florida-do-not-call](http://letsrev.com/florida-do-not-call)** for the current information on the Florida Do-Not-Call program.

## residential customer federal do-not-call notification

To address consumer concerns about unwelcome telemarketing calls, the Federal Communications Commission (FCC) and Federal Trade Commission (FTC) have established a national ***Do-Not-Call Registry***. The registry applies to all telemarketers (with the exception of certain non-profit and political organizations) and covers both interstate and intrastate telemarketing calls. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

You can register your phone number for free, and it will remain on the national Do-Not-Call Registry for five years. You may re-enter your number on the list

when the five years have passed, and you may remove your name from the list at any time. The Do-Not-Call Registry will not prevent all unwanted calls. It does not cover the following:

- Calls from organizations with which you have established a business relationship
- Calls for which you have given prior written consent
- Calls which are not commercial or do not include unsolicited advertisements
- Calls by or on behalf of tax-exempt non-profit organizations

Consumers may register their residential telephone number, including wireless numbers, on the national Do-Not-Call Registry at no cost by telephone or on the Internet. To register by telephone, consumers may call **1-888-382-1222**. For TTY call **1-866-290-4236**. You must call from the phone you wish to register. You may also register by Internet at **[www.donotcall.gov](http://www.donotcall.gov)**. Inclusion of your telephone number on the national Do-Not-Call Registry will be effective thirty-one days following your registration.

## prices, channel & programming options

### PRODUCTS & SERVICES OFFERED

REV offers a variety of tv programming tiers and services, including a basic service tier that includes many of the local television broadcast stations in your area, an expanded basic service Basic Plus, and other service tiers and packages that include many additional cable programming services. Various tiers of service offered by REV may be sold separately or as a package with other tiers; however, as a prerequisite for subscribing to any of the tv programming offered, customers are required by law to subscribe to Basic Plus.

### CHANGES IN SERVICES OR PRICES

Subject to applicable law, we have the right to change our services and prices at any time. As a REV customer, you will generally receive notice of changes in services or prices as soon as possible or in compliance with applicable laws. The notice may be provided by any direct and reliable means, such as on-channel notification, on your monthly bill, as a bill insert, email, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form. Additional information regarding such notices may also be found on **[letsrev.com](http://letsrev.com)**.

## PRICES, CHANNELS & PROGRAM OPTIONS

All available TV packages with pricing can be found at [letsrev.com/tv](https://letsrev.com/tv) and a complete listing of the REV channel lineup can be found at [letsrev.com/channel](https://letsrev.com/channel). You may call us at **1-866-881-4REV** to obtain a printed copy of pricing and channel lineup information

## closed captioning

To report an immediate technical issue regarding closed captioning, please call **225-743-7034**, fax to **225-647-9648** or email [stephanie.harris@letsrev.com](mailto:stephanie.harris@letsrev.com). Written closed captioning complaints may be sent to Stephanie Harris, Customer Support Manager, 913 S. Burnside Avenue, Gonzales, LA 70737.

## equipment compatibility

Please be aware that if you subscribe to REV's TV service, a set top box is required for every television on which you wish to receive service. If you do not have a set-top box, you will not be able to receive the TV service. A set-top box can be obtained from REV by visiting any of our customer service centers or by calling customer service at **1-866-881-4REV** to arrange for delivery. The instructions for installation and operation of the box are provided in the User Guide. Please contact our customer service representatives if you need another copy of the User Guide or require assistance with the set-top box.

All of the features on your television should continue to operate, while using a set top box. For example, if your TV has the "picture-in picture" feature, it should continue to operate the same as it would without the use of a set-top box. Please contact our customer service department if you encounter any problems with this or any other features on your TV.

Please also be aware that the remote provided with the set-top boxes used in conjunction with providing REV's digital service can act as a "universal remote" in that you can control not only your set-top box, but also your TV and other components. More information regarding how to program your remote is provided in the manual that you received with your remote or you can contact customer service. The set-top boxes also allow for the use of other kinds of universal remotes.

## preferred carrier freeze option

In order to prevent your Long Distance provider from being changed without your consent, REV can establish a Preferred Interexchange Carrier (PIC) Freeze on your account at no charge. A PIC Freeze prevents a change to your preferred carrier selection unless you give us your express consent to remove the freeze. A PIC Freeze could result in a delay in changing to another carrier in the future. If you would like to add a PIC Freeze to your account, please call Customer Service at **1-866-811-4REV** or visit [letsrev.com/picfreeze](https://letsrev.com/picfreeze).

## back-up power information

Your REV home phone service requires electric power to operate. To avoid a disruption of home phone service during a power outage and to maintain the ability to connect to 911 emergency services, REV offers you an 8-hour battery backup at your expense for \$300 (plus any applicable taxes). This price includes REV installation of the battery backup. Upon request, REV can also provide equipment for 24-hour battery backup at your expense. This equipment can be purchased for \$900 (plus any applicable taxes).

### WHAT YOUR BACKUP BATTERY CAN AND CAN'T DO FOR YOU

The battery backup provided by REV must be kept connected to a power source so that it maintains a charge. This will allow you to continue to use your home phone services during a power outage. The battery offered by REV is expected to last at least 8 hours on standby power. If you elect to purchase equipment necessary for 24-hour battery backup directly from REV, such equipment is expected to last at least 24 hours on standby power. Cordless phones, home security systems, the Internet, medical monitoring devices, routers and other equipment are not powered by the REV battery backup during a power outage.

### INSTRUCTIONS FOR PROPER CARE AND USE OF YOUR BATTERY

Because environmental factors such as temperature can shorten the battery's life, REV technicians make every effort to install the battery backup under proper usage and storage conditions for the environment where the battery is stored. The 8-hour battery backup offered for sale to you by REV will last approximately 3 years. REV will replace the 8-hour battery backup at your request and expense should it stop working. The equipment necessary for 24-hour battery backup purchased from REV will last approximately 3 years. REV provides a limited warranty of 3 years for any 24-hour battery backup equipment purchased directly from REV. If your services stop working and the battery backup shows the BATTERY icon on the front display, please verify that



it is plugged into an electrical outlet. If your services are not restored or if the FAULT icon is displayed, please call REV at **1-866-881-4REV**.

## Installation & service maintenance policies

Standard installations are generally completed within 7 business days. Someone over 18 years of age must be home during any installation or repair of your cable television service. REV will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

For your safety, every REV employee is required to carry an identification card showing his/her name and photograph. To verify that a person is from REV, please ask to see his/her ID card.

## how to use your cable services

Customers may visit us at **[letsrev.com/support](https://letsrev.com/support)** or call us at **866-881-4REV** for more information regarding the use of your REV services.

# rev franchise authority contacts

as of January 1, 2023

Customers can direct cable billing or service complaints by calling REV at **1-866-881-4REV**. If you believe REV has not properly resolved your issue, you may contact your local franchise authority.

## Escambia County

221 Palafox Pl  
Pensacola, FL 32502  
(850) 595-4930

## City of Crestview

198 North Wilson St  
Crestview, FL 32536  
(850) 682-1560

## Baldwin County

322 Courthouse Square  
Suite 12  
Bay Minette, AL 36507  
(251) 937-0330

# customer billing

Charges for your local service are billed one month in advance. Charges for Measured Service, Directory Assistance, and Long Distance Calls are based on the use prior to the day your bill is prepared. Other companies that provide equipment and/or long distance calling services may arrange with REV to do their billing. If you subscribe to one or more of these companies, their charges will appear on your monthly bill. REV will still receive payment in full for all services listed on your bill.

## RESPONSIBILITY FOR LONG DISTANCE CHARGES

Customers will be held responsible for all long distance messages originating or received collect at their home or business, whether made by themselves or others; for this reason it is suggested that customers refrain from permitting outsiders to use their telephones for any calls.

## WHEN TO PAY YOUR BILL

If we do not receive your payment by the due date shown in the Date Due box on your bill, your account will become past due and service may be interrupted without further notice. If we disconnect your service for non-payment, you must pay the past due amount and a charge to reconnect your service. Unpaid balances are subject to a 5% late payment fee.

## CREDIT REPORTING

We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

## WAYS TO PAY YOUR BILL

To ensure payment is being applied to the proper account, remember to include the payment stub from your billing statement with your payment. Your check or money order to REV should be for the total amount due.

- **by mail**

Use the return envelope provided with your monthly bill. If the return envelope is not available, please include an account number on your check or money order & mail to: REV | PO Box 919251 | Dallas, TX 75391

- **online & automatic payments**

Make a one-time payment or set-up auto-pay with a credit card or bank draft at [letsrev.com/myaccount](https://letsrev.com/myaccount)

- **by phone**

Make your payment by debit or credit card by calling customer service at **1-866-811-4REV**.

## LATE PAYMENT

If you cannot pay your telephone bill by the designated date, call your billing representative at **1-866-811-4REV**. We may be able to make payment arrangements. Late payments may result in interruptions in your telephone service.

All bills with a “previous balance” outstanding at the end of the preceding billing period will be billed a late payment charge by applying a periodic rate of 5% per month to the previous balance.

## DELAYED PAYMENT OPTION

If a customer cannot pay a telephone bill in full, REV will not discontinue service if the customer pays a reasonable portion of the bill and agrees in writing to pay the balance. In making delayed payment arrangements, REV will consider the customer’s ability to pay the amount of the unpaid bill, the customer’s payment record, and the reason for non-payment.

## SERVICE RESTORED

All charges billed for service must be paid before your service can be restored. If your services are suspended for longer than 30 days, you may have to re-establish your credit with us. The result would be that we will have to run your credit and a deposit or an additional payment may be required before your services can be restored.

## SENDING US CORRESPONDENCE

Correspondence included with your bill can significantly delay proper handling of your correspondence. Other options available

- Visit [letsrev.com](https://letsrev.com) and click on “Contact Us” or “Live Chat”
- Send postal mail to: REV | 913 S. Burnside Ave | Gonzales, LA 70737

## BILLING QUESTIONS

An REV representative can be reached at **1-866-811-4REV** for billing questions, investigate possible errors and provide information about your bill.

# tv monthly rates

as of January 1, 2023

## tv packages

### LIGHTWAVE BASIC

\$51.<sup>99</sup>

Includes local channels

### LIGHTWAVE BASIC PLUS

\$116.<sup>99</sup>

Get over 175 great channels including HD!

### LIGHTWAVE DIGITAL

\$126.<sup>99</sup>

Most Popular! Over 250 channels & more than 85 HD channels.

## equipment

### SET-TOP BOX wired or wireless

\$8.<sup>00</sup>

## dvr service

### MULTI-ROOM DVR

\$12.<sup>00</sup>

Watch recorded shows in any room with a set-top box using only one DVR.

Record up to 4 programs at once.

## premium suites

### STARZ ENCORE

\$12.<sup>99</sup>

### HBO MAX

\$15.<sup>99</sup>

### CINEMAX

\$12.<sup>99</sup>

### SHOWTIME

\$10.<sup>99</sup>

## add-on tiers\*

### SPORTS & INFO

\$5.<sup>00</sup>

### LAGNIAPPE

\$5.<sup>00</sup>

### PAQUETE ESPANOL

\$5.<sup>00</sup>

\*Available in select markets.

Package and pricing subject to change. For current TV packages & pricing, visit [letsrev.com/tv](https://letsrev.com/tv)

