



Video Handbook

Handbook is subject to change.

Effective 01/17/2020



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Video

Products and Services

RS Fiber Video service requires a set-top box to each television in your household. Call Technical Support at **(800) 628-1754** for any Video service technical needs.

RSFIBERTV2-Go allows you to watch your favorite movies, shows, and programs anywhere you have Internet access. For more information on RS Fiber TV2-Go, please view page 15.

Visit rsfiber.coop/support/video/rs-fiber-video-service-remotes for a complete list of Video service remotes and programming instructions.

	
<p>Amino 140 (Single Tuner, HD)</p>	<p>Amino 150 (Dual Tuner, HD)</p>
	
	<p>Amino 550 (Dual Tuner, HD Whole-Home DVR)</p>

DVR Recording Storage

The total hours of recorded content will vary based on the storage capacity of your DVR and type of content (digital Standard-Definition or High-Definition) being recorded. The Amino 550 will store approximately 60 hours of content.

Input Compatibility on HD (High-Definition) and HD/DVR (Digital-Video-Recorder) set-top boxes.

RS Fiber's HD and HD/DVR set-top boxes currently support composite, component, and HDMI input cables.

Basic Lineup

Includes broadcast channels from the region such as NBC, CBS, ABC, FOX, and more.

Expanded Digital Lineup

Includes a wide selection of channels such as History™, FSN™, Discovery™, ESPN, Hallmark Channel, and many more.

Digital Plus Lineup

Includes a wide selection of channels such as H2, Universal Sports, Sportsman, Science Channel, Nat Geo Wild, and many more.

Government Access

The government access channel airs local city council meetings as well as information related to local city and county governments and local school boards. Please contact your local Customer Care Representative to learn more about the government access channel.

Public Access Channel (Coming Soon)

RS Fiber will host a non-discriminatory local access channel open for use by local residents and by authorized representatives of non-profit



organizations. These persons will have the opportunity to create commercial-free programs to be aired, free of charge. (Commercial, lottery information, obscene, slanderous, or libelous materials are strictly prohibited.)

HD (High-Definition)

High-Definition television has lifelike pictures and digital sound. The higher resolution produces crystal clear pictures and the digital sound enhances your audio surround sound enjoyment. Films retain their original width, enhancing your home theater experience. You will also see more of a football field and more panoramic nature views. Offerings include a wide selection of channels such as ESPN HD, NFL Network HD, Discovery HD™, Food Network HDSM, HGTV HD, A&E HD™, Lifetime HD™ and many more.

Music Choice

Includes a wide selection of music for your listening pleasure, such as Music Choice Rock Hits, Music Choice Party Favorites, Music Choice Solid Gold Oldies, Music Choice Contemporary Christian, Music Choice Pop Latino, Music Choice Sounds of the Seasons, Music Choice Soundscapes, Music Choice Smooth Jazz, Music Choice Classical Masterpieces, and much more!

Premium Packs

Bring hit movies into your home. We offer HBO®, Cinemax®, Showtime®, STARZ®, and STARZ ENCORESM Movie Packs. Take multiple Premium Packs and enjoy discounted rates.

Programas en Español

Enjoy a wide variety of Spanish language programming, including sports, movies, news, and general entertainment from channels like Altavision, TeleN, TV Chile, Cine Mexicano™, Telemundo®, NBCUniverso, AYM Sports®, FOX Deportes™, and ESPN Deportes to name a few.

Sports Xtra

Sports fans sign-up for Sports Xtra and get additional channels including MLB, NFL RedZone, World Fishing Network and more.

PPV (Pay-Per-View) (Where Available)

With RS Fiber's set-top box, ordering is just a click away. With our convenient interactive programming guide, you always know what movies and events will be playing.

RS Fiber TV2-Go

Get online access to 100+ channels of additional programming, live streaming, games, and much more with RS Fiber TV2-Go. Visit rsfiber.coop/tv2go to learn more.

VOD (Video-On-Demand) (Where Available)

With RS Fiber's VOD service, you can rent hit blockbusters and older classics right from your living room, without having to run to the store or wait for the DVDs to arrive in your mailbox. You can also choose from a selection of free movies and shows, kids programming, music, and special events, available to you at any time, day or night.

WHDVR (Whole-Home Digital-Video-Recorder)

WHDVR allows you to watch your recordings from any TV in your house with a set-top box.

Video FAQs

What is FTTH? (Fiber-To-The-Home)

FTTH (Fiber-To-The-Home) is the delivery of a communications signal over optical fiber from RS Fiber's switching equipment to your home or business, replacing existing copper infrastructure such as phone wires and coaxial cable. Fiber-To-The-Home is the most desired type of network in the world. This rapidly growing technology provides vastly higher bandwidth to consumers and businesses and thereby enables more robust Internet, video and voice services now and well into the future.

How is FTTH Video different than coax or "cable"?

Since Video is delivered over high-speed fiber technology, there is less signal loss resulting in a much clearer picture. Fiber-optic lines are highly durable and do not break down as quickly as regular cable. Fiber networks are future-proof due to the high capacity available and will allow us to deliver faster and more reliable internet speeds.

Do I need a set-top box?

In order to receive RS Fiber service, a set-top box will be required. This box serves as your tuner. Because of this, you will not be able to use certain

features of your TV that depend on its built in channel tuner. For example: taping one program through a VCR while watching another on your TV, use of picture-in-picture, or scheduling recordings on your VCR that require a channel change.

What is the input compatibility on my HD (High-Definition) or HD/DVR (Digital-Video-Recorder) set-top box?

RS Fiber's HD and HD/DVR set-top boxes currently support composite, component, and HDMI input cables.

Will I need special cables for my HD (High-Definition) or HD/DVR (Digital-Video-Recorder) set-top box?

RS Fiber will provide one HDMI cord or component cable (as determined by RS Fiber technician) and one power cord per set-top box rental.

Will I need a special remote?

RS Fiber will provide a remote control with each set-top box. The remote control that comes with the box is compatible with most TVs and other devices. Pre-owned replacement remote controls are available free of charge and new replacement remote controls are available for purchase.

Can I use a universal remote?

Customers can utilize programmable remote control units that are compatible with multiple devices: converter boxes, television sets, VCRs, etc. Features and functions of remote controls can vary significantly. Call the remote control manufacturer for compatibility questions. Eventual replacement of the converter box, television, or VCR may cause future compatibility problems and the loss of the function of the remote control.

Why won't my television receive channels above channel 13?

Your TV is on the setting for an external antenna. To change, find the set-up function for your television. This may be part of the controls on your set or may be found as part of the menu option using your remote control. Look for the channel set-up; there will be a choice of AIR (or ANT) or CATV (or CABLE). Choose CATV (or CABLE). Next, you may see more options for the type of reception you want; be sure you choose the standard option (STD). Now, re-scan the channels. If you have additional questions, call our support department.

I'm getting snow or a blue screen on my TV. What can I do?

Make sure there is programming available on the channel you have selected and the channel is included in the service you subscribe to. Check the cables between your TV and the set-top box. Check to see that the TV is on the correct channel or input. If you continue to have additional problems, call Technical Support at **(800) 628-1754**.

Why do you have so many broadcast channels?

The FCC Communications Act requires cable/video operators to set aside a specific portion of their channels for local commercial and noncommercial television stations. To comply with these rules, RS Fiber has set aside one third of our channels to carry local commercial stations and we have to carry all local noncommercial educational Video stations that request carriage.

What is a franchise fee?

A franchise fee is a fee paid by RS Fiber to the local franchising authority for the right to provide video service to subscribers in our community.

What about emergencies?

Violent storms, fallen power poles, or other "Acts of God" may cause interference with reception. RS Fiber will promptly respond to emergency situations with a crew of experienced technicians.

PPV (Pay-Per-View) FAQs

With RS Fiber's set-top box, ordering is just a click away. With our convenient interactive programming guide, you always know what movies and events will be playing. For more information on PPV, please see the RS Fiber PPV guide which is available online at rsfiber.coop/support/video or for pick up at your local office.

WHDVR (Whole-Home-Digital-Video-Recorder) FAQs

WHDVR allows you to watch your recordings from any TV in your house with a set-top box. For more information on WHDVR, please see the RS Fiber WHDVR guide which is available online at rsfiber.coop/support/video or for pick up at your local office.

VOD (Video-On-Demand) FAQs

With RS Fiber's VOD service, you can rent hit blockbusters and older classics right from your living room, without having to run to the store or wait for the DVDs to arrive in your mailbox. You can also choose from a selection of free movies and shows, kids programming, music, and special events, available to you at any time, day or night. For more information on VOD, please see the RS Fiber VOD guide which is available online at rsfiber.coop/support/video or for pick up at your local office.



Video Troubleshooting tips

Fuzzy Pictures on your TV

- Press the **TV/VCR** button on your VCR remote control.
- Make sure your TV is set to **Cable** instead of **Air** for the antenna input.
- Check connections on the back of the box; make sure all are tightly attached and appear undamaged

Nothing Recorded on your VCR

- Verify power to the STB (set-top box) is on.
- Verify the VCR is set to the correct channel.

Don't Receive all Channels

- Verify the Guide is displaying **All** and not a **Favorites** selection (displayed directly above the channels).
- Verify you are not logged in as another user.

No Video

1. Try using the channel **UP/DOWN** buttons on the remote.
 - a. If you see the info bar at the bottom of screen, check the network connection on the back of the set-top box and try rebooting the set-top box.
 - b. If you don't see the info bar, press the **STB** button on the remote, then the **POWER** button to turn on the decoder.
 - c. If rebooting the set-top box does not fix the problem, please contact Technical Support at **(800) 628-1754**.

Channel Displays the Message to Subscribe, Contact RS Fiber

- You are not currently subscribed to the channel. To subscribe or for more information, please contact RS Fiber at **(800) 628-1754**.

Getting Started with your Video Services

Turning on the System

1. Press **TV**, then the **POWER** button on the remote control to turn on the television.
 2. Press the **CBL/STB** button to initiate control of set-top box functions; then press **POWER**.
- The universal remote provided allows you to navigate through the digital TV functions and also control the volume and power on your television.
3. Turn the system off by pressing **TV** then the **POWER** button.
- The installer may have programmed your remote in advance to automatically turn on the TV and the set-top box. If so, all you need to do is press the power button to turn on the television and the set-top box.

Activation Screen

When the system is initially turned on, you may be required to enter your account number as an activation code. Normally, the RS Fiber technician will enter this code during the install.

1. Click the **Continue** option to verify your name and address.
2. Click **Continue** to complete the activation.

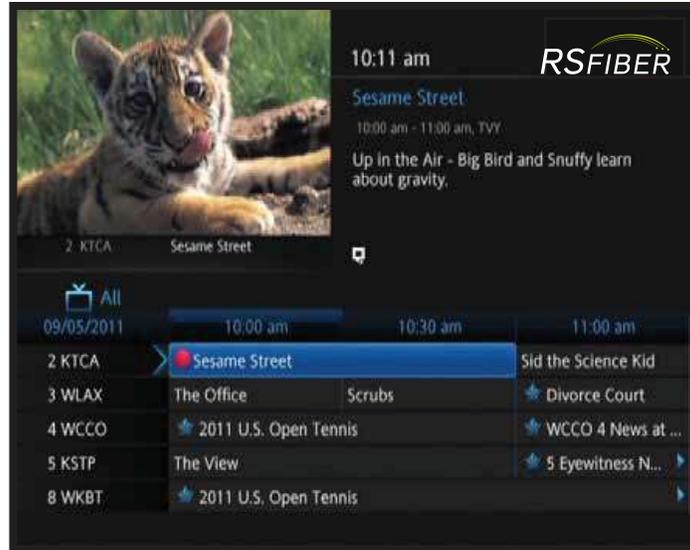
-You can also try selecting the **CHECK ACTIVATION** option to see if your set-top box has already been activated.

Digital Video Interactive Program Guide (IPG)

Pressing **GUIDE** on the remote control accesses the guide (IPG) which contains channel and programming information available for viewing. The current channel appears on a smaller screen (screen-in-screen) while navigating the guide.

You can highlight a program in the guide and press **OK** to preview that channel if the program is currently airing, or set a recording or reminder if the program airs at a later time.

TV listings appear in a grid format with channel numbers and network call letters down the left side of the guide. Times are displayed along the top of the guide. Movies are highlighted in light gray, new episodes are indicated by a star and HD programs are indicated by an HD badge.



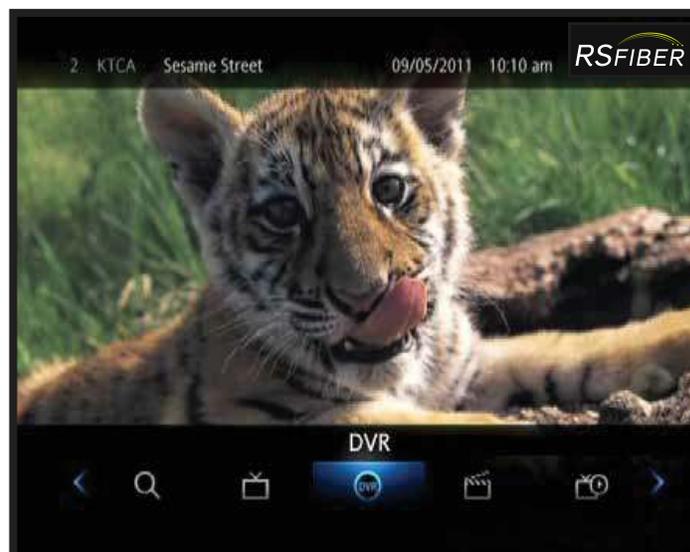
Navigating the Guide

Use the **UP/DOWN** arrow buttons on your remote to navigate through the IPG program titles and the **LEFT/RIGHT** arrow buttons to see program listings in 30-minute increments for up to 24 hours in advance. Use the **Page Up/Down** button to page up and down through the listings displayed on the IPG.

Use the numeric keypad to enter a channel number and advance directly to a specific channel. Use the **UP/DOWN** buttons to highlight a program title and press **INFO** on your remote to see detailed program information. While in the IPG, pressing the **GUIDE** button will cycle through groups of channels, including: All Channels, Subscribed Channels, HD Channels, and any Favorites you have set up.

Main Menu

Pressing the **MENU** button the remote control displays the main menu on the bottom of the screen. From here you can access the **Guide**, **Favorites**, **Search**, **DVR**, **On Demand**, **My Library**, **Settings** and screens by highlighting and pressing **OK**.



Guide

In the **Guide** screen, you can view a channel list showing you all the current and upcoming programs. You can also schedule reminders and recordings for upcoming programming from the **Guide** screen.

On Demand

In the **On Demand** screen, you can view all the available VOD movies and shows and rent one with a touch of a button.

My Library

In the **My Library** screen, you can view a list of VOD movies you have rented in the last 24 hours and available for you to watch again.

Settings

In the **Settings** screen, you can control various options including setting up Parental Controls and changing your PIN and password.

Favorites

In the **Favorites** screen, you can create, edit, and delete your favorite channel groups. You can create up to 5 different favorite channel groups.

Search

In the **Search** screen, you can search the guide for upcoming programs by title or description and set up reminders and recording options. You can also search your WHDVR recordings and available VOD movies from the **Search** screen.

DVR

In the **DVR** screen, you can play back or delete any of your recorded programs as well as manage your future recordings.

PPV

In the PPV screen, you can view a list of available Pay-Per-View channels and purchase an upcoming PPV program.

Search Screen

You can search the guide for upcoming programs based on the title, descriptions, or lead actors/actresses.

Search for a Program or Series

1. Press the **MENU** button.
2. Select the **SEARCH** icon.
3. Use the on-screen keyboard to enter your search term and select the **SEARCH** button.

-The system will search upcoming programs, recorded programs and available On Demand content and display the results to the right.

4. Highlight the show you are interested in and press the **OK** button for more information, to set up a recording, watch a previously recorded show, or rent an On Demand program.



Getting Started with your WHDVR (Whole-Home-Digital-Video-Recorder) Service

WHDVR (Whole-Home-Digital-Video-Recorder) is included FREE with your DVR service. You can now watch your recorded programs from any TV in your home with RS Fiber's WHDVR service. You can start watching a recorded program in one room, then pause it and continue watching it in another room later. You can also schedule and manage your recordings from any set-top box in your home.

-You can record up to two shows at the same time.

To Record the Rest of a show you are Currently Watching

1. Press the **REC** button.

To Record an Upcoming Show

1. Press the **GUIDE** button.
2. Use the **LEFT/RIGHT** arrow buttons to select the show then press the **REC** button.

To Record Multiple Episodes of as Series

1. Press the **GUIDE** button.
2. Use the arrow keys to select an episode then press the REC button twice.

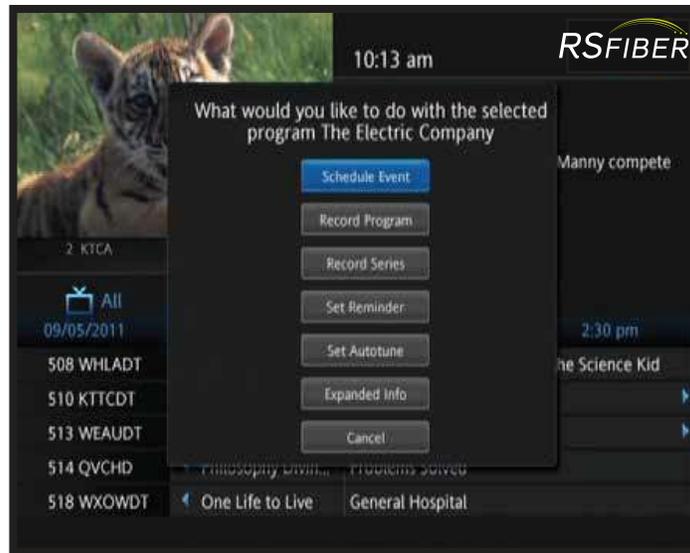


Reminders and Recordings

Never miss your favorite shows again. From the guide, you can set up reminders, autotune alerts, or record any future program.

View Previously Recorded Programs

1. Press the **MENU** button on the remote control and select the **DVR** icon from the main menu.
2. Then select **Recordings** to list all your recorded programs. You can sort your recorded programs by date, title, channel or if you have already watched the program.
3. Use the **LEFT/RIGHT** arrow buttons to move back to the main **DVR** menu.



Managing Upcoming Recordings

1. Select the **To Record** option in the **DVR** menu to view upcoming recordings you have scheduled.
2. Select the upcoming recording you want to change and press **OK**.
3. You can then select **Edit Recording**, **Edit Series Recording**, **Skip Episode**, **Cancel Series Recording** or **Cancel**.

Playback of a Recording

1. Press the **MENU** button.
2. Select the **DVR** icon and press **OK/SEL**.
3. Select My Recordings and press **OK/SEL**.
4. Select the program you want and press **OK/SEL**.
5. Use the **REW <<**, **FF >>**, **PAUSE II**, **PLAY >** and **STOP** buttons to control the playback.



PLT (Pause Live TV)

1. Press the **REW <<**, **FF >>**, **PAUSE II** and **PLAY >** buttons on your remote to control the action, without recording the show.

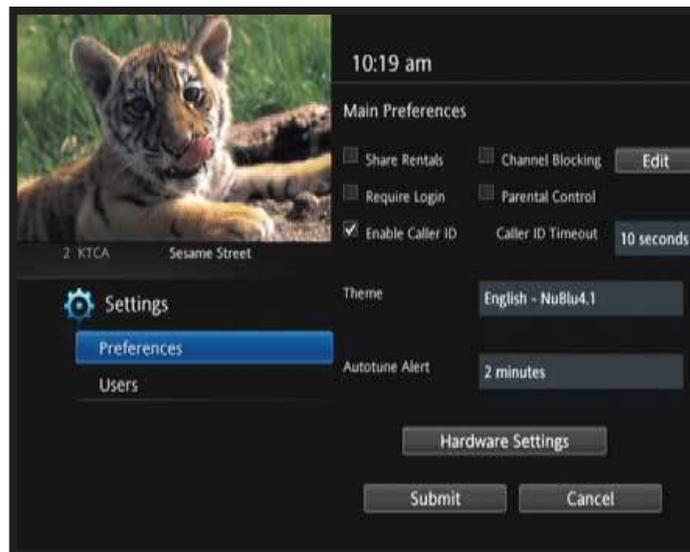


Parental Controls

The **Settings** screen allows you to change your PIN number and password and set up Parental Controls.

Enabling Parental Controls

1. Press the **MENU** button on the remote and select **Settings** from the main menu.
2. Enter your password and press **OK**—default password is **1234**.
3. In the **Settings** screen, select **Preferences**.
4. In the **Preferences** screen, use the arrow keys on the remote to select the check box for **Parental Control** and press the **OK** button on the remote to enable/disable.



Adjusting Parental Controls

1. Press the **MENU** button on the remote and select **Settings** from the main menu.
2. Enter your password and press **OK**—default password is **1234**.
3. In the **Settings** screen, select **Users**.
4. In the **Users** screen, select **Parental Control**.
5. In the **Parental Control** screen, change the settings as needed and select **Submit** to save your changes.

Parental Control Options

Movie Rating

This will block all movies rated at a particular level or higher.

- G—General Audience
- PG—Parental Guidance Suggested
- PG-13—Parents Strongly Cautioned
- R—Restricted
- AO—Adult Only (X, XX, XXX)

-Visit mpaa.org/ratings for more information about film ratings.

TV Rating

This will block all TV programs rated at a particular level or higher.

- TV-Y—All Children
- TV Y7—Directed To Older Children
- TV-14—Parents Strongly Cautioned
- TV-G—General Audience
- TV-PG—Parental Guidance Suggested
- TV-MA—Mature Audience Only

-Visit tvguidelines.org for more information about TV ratings.

Content Rating

Select the TV content ratings you want to be blocked.

- S—Sexual Situations
- D—Suggestive Dialog
- V—Violence
- L—Language
- F—Fantasy Violence
- TV-MA—Mature Audience Only

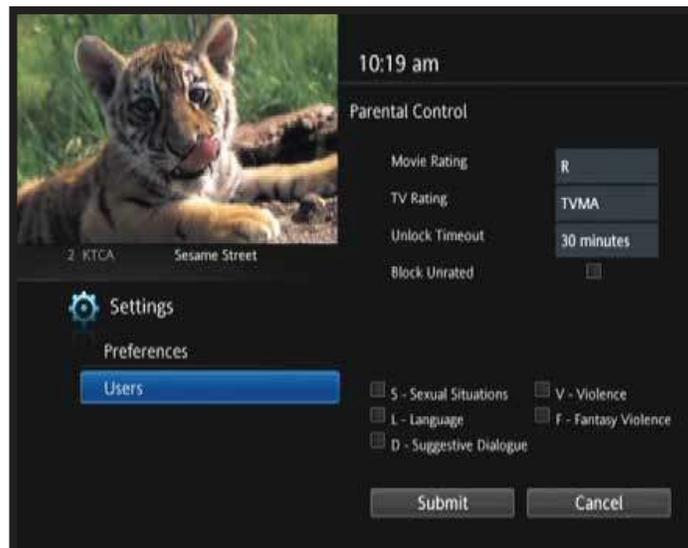
-Visit tvguidelines.org for more information about content ratings.

Unlock Timeout

This will determine how long parental control is temporarily disabled after the password is entered.

Block Unrated

This option will block all unrated movies and TV programs.



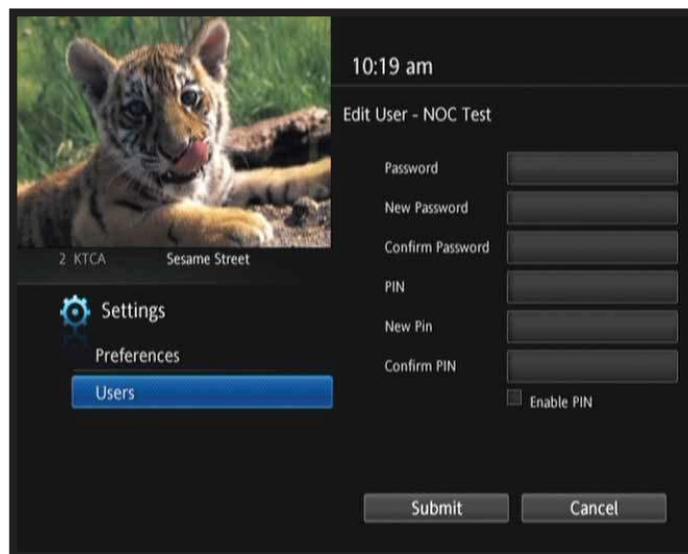
Disabling Parental Controls

To Temporarily Disable Parental Controls

1. Press the **OK** button on the remote while on a blocked channel or show.
2. Select the **Unlock Parental Controls** check box.
3. Enter your **password** when asked.

Enable a PIN Number

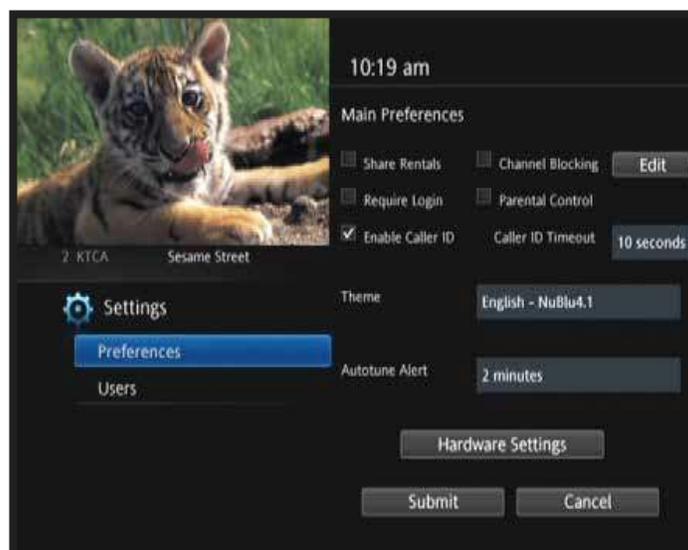
1. Press the **MENU** button on your remote and select **Settings** from the main menu.
2. Enter your password and press **OK**—default password is **1234**.
3. Select the **Users** option at the top of the screen then select the **Edit** at the bottom of the screen.
4. Enter your current PIN in the **PIN box**—default PIN is **1234**.
5. Enter your new PIN number in the **New PIN** and **Confirm PIN** boxes (PIN numbers can be up to 8 digits).
6. Select the check box for **Enable PIN** to require a PIN for all VOD rentals.
7. Select the **Submit** option to save your changes.



Settings and Preferences

Accessing the Settings Screen

1. Press **MENU** on your remote and select **Settings** from the main menu. (Your password is required to access the **Settings** screen.)
2. Use the **UP/DOWN** buttons on the remote to navigate through the settings options and the **LEFT/RIGHT** buttons to move from left to right on the settings page(s).
3. When the desired option has been highlighted (in blue), use the **OK** button on the remote to select that option.





Share Rentals

Allows you to rent a VOD (Video-On-Demand) movie on one STB (set-top box) and continue watching it on another set-top box in your house later.

Require Login

Checking this box will require users to log in to view video programming. A login account will need to be created for the desired number of users. Using a login account is a way to control access to specific types of programming. If you would like to establish parental controls for a viewer, establish a login account for that viewer and select the desired channels or ratings to block.

-If you select this option users will need to remember to log-off prior to turning off the television.

Parental Control

Check this box to enable parental control. To change the parental control settings, please see the Parental Controls section in this handbook for more information.

Enable Caller ID

Check this box to enable a caller ID display when a call is received. RS Fiber phone service with caller ID service is required for this feature. Caller ID service is required for this feature, please call your local Customer Care Representative to have it activated.

Caller ID Timeout

This feature allows you to choose the amount of time Caller ID is displayed. Caller ID service is required for this feature.

Hardware Settings

The hardware settings button allows you to access various settings of the set-top box, including TV aspect ratios (16:9 or 4:3) and screen resolutions (SD, 720p, 1080i).

Channel Blocking

Channel blocking allows you to block certain channels from being viewed or shown in the Guide. To enable channel blocking, make sure the option is enabled on the Preferences screen.

Adding and Removing Channels

1. To add or remove a channel from your block list, select the **Edit** button and press **OK**.
2. Select the channel you want to block or unblock and press **OK**. Channels that are blocked are indicated by a **LOCK** icon.

Getting Started with your RS Fiber TV2-Go Service

Watch what you want, when you want, from any device you want! RS Fiber TV2-Go is your destination for popular TV shows and movies—viewable on all your Internet connected devices! Once you have set up an RS Fiber TV2-Go account, you will be able to access your ABC, C-SPAN, Disney ChannelSM, Food NetworkSM, and NFL Network accounts—plus many others—if you subscribe to the respective TV channels.

-Subscription to linear channel may be required to access RS Fiber TV2-Go content. If you have not created an account on RS Fiber TV2-Go, you will be prompted to create one upon logging in to any programmer's site. New RS Fiber TV2-Go accounts may take up to 12 hours to authenticate. If you wish to view your favorite shows, programs, and movies from any of your mobile devices, please visit the respective app store connected with your device to download the channel app.

For more information on TV2-Go, please see the RS Fiber TV2-Go instructions which are available online at rsfiber.coop/support/video or for pick up at your local office.

Policies and Procedures

Privacy Notice

This notice is being provided in accordance with the Cable Communications Policy Act of 1984, a Federal law that requires all cable operators to notify subscribers of the collection, use, and disclosure of personally identifiable information regarding cable subscribers. The privacy requirements of the Federal law as described below apply to all services provided by RS Fiber Cooperative (RS Fiber).

RS Fiber collects certain personally identifiable information from each cable and other services subscriber. This information consists of data such as the subscriber's name, address, and selection of cable services and programming. We also keep records of how many outlets and the type we have installed, your payment history and any complaints that you have made to us about our service(s) (including how they were resolved), any letters between us, and visits to your home for maintenance or installation. The information is collected and used only for billing and other legitimate practices related to rendering cable and other services provided by RS Fiber and detecting the unauthorized reception of cable communications. RS Fiber does not utilize its cable system to gather any other types of personally identifiable information without the prior consent of the subscriber.

Personally identifiable subscriber information collected by RS Fiber will be disclosed only under the following circumstances:
To cable system employees, other RS Fiber employees, agents and program suppliers when necessary to render cable or other services provided by RS Fiber to the subscriber. To debt collections agencies for the purpose of collecting money owed by a subscriber.

Unless a subscriber has requested that such information not be disclosed, the subscriber's name and street address (but not your e-mail address) may be disclosed for mailing lists and similar purposes. RS Fiber will obtain consent before disclosing any other information. The law requires that we do not provide your name or street address if you send a letter asking us not to. Generally, personally identifiable information will be maintained by RS Fiber for as long as necessary. After such time, if the purpose for which such information was collected has been accomplished, RS Fiber will destroy the information. As a subscriber, you may inspect any personally identifiable information collected by RS Fiber and relating to you during normal business hours. Please notify us in advance of your visit so that the information can be collected and made available for your inspection. You have the right to correct any error in such information.

The Cable Communications Policy Act of 1984 sets forth limitations on the personally identifiable information that can be collected and disclosed by cable operators such as RS Fiber. Unless written or electronic consent is obtained from the cable subscriber, RS Fiber cannot use its cable system to collect personally identifiable information other than information necessary to detect unauthorized reception of cable communications. Similarly, unless written or electronic consent is obtained, RS Fiber cannot disclose any personally identifiable information except as necessary in connection with rendering cable or other service; when required under a court order; or when disclosing lists maintaining the names and street addresses of subscribers who have not objected to such disclosure. With respect to court orders seeking disclosure of personally identifiable information, RS Fiber is required to notify the affected subscriber prior to releasing the requested information. In most cases where governmental entities attempt to obtain a court order requiring disclosure, the affected subscriber will receive notice of the court proceeding and will be afforded an opportunity to contest the government entity's request in court. With respect to the disclosure of lists containing the names and street address of subscribers you may exercise your right to prohibit the release of your name and address on these lists by notifying RS Fiber in writing of your desire to not have such information disclosed. As a subscriber, you have the right to bring civil action in a United States District Court if your privacy rights are violated. The law provides for specific penalties against any cable operator found to have violated these rights.

Closed Captioning Support

For instructions on how to display closed captioning on your TV, please refer to your TV manufacturer's documentation.

For Closed Captioning Assistance:

Technical Support

Toll Free: **(800) 628-1754**

Closed Captioning Complaints:

RS Fiber

Dave Adcock

Vice President, Customer Experience

PO Box 326

Gaylord, MN 55334

Email: closedcaption@rsfiber.coop