**TALKIE COMMUNICATIONS, INC.**

**Annual Talkie TV Customer Notice**

**2025**

This notice contains important information concerning your Talkie TV service.[[1]](#footnote-1) Talkie Communications, Inc. (“Talkie”) provides this notice as a service to its customers and in accordance with applicable federal law and FCC regulations. It is important to Talkie that you are informed about Talkie’s services, policies and procedures, along with your rights as a customer. Talkie encourages you to review the following information and contact our team at (844)-582-5543 or sales@talkiefiber.com with any questions or visit the website at <https://talkiefiber.com/StreamingTV.aspx> .

**A. Customer Privacy**

1. **Personally identifiable subscriber information (“PII”); restrictions on access.** To provide Talkie TV service and other services, Talkie collects and maintains PII concerning customers. PII may include name, mailing address, phone number, email address, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under **“Disclosure prohibited; exceptions”**, all PII is used for the normal business purpose of offering and providing Talkie TV service and other services to you. Only persons authorized by Talkie may access this information. Persons authorized to access PII include Talkie’s employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access PII on a regular basis and share Talkie’s obligation to protect your PII. Talkie maintains certain PII for as long as it provides service to a customer and for a commercially reasonable time thereafter. Other PII is periodically destroyed.
2. **Disclosure prohibited; exceptions.** Federal law prohibits the disclosure of your PII without your consent, except under the following circumstances:
3. **Business activities.** Talkie may disclose PII in order to conduct business activities related to providing cable service or other services.
4. **Unauthorized reception of cable service.** Talkie may disclose PII in order to detect unauthorized reception of its cable service.
5. **Court order.** Talkie must disclose PII without your consent as required by any court order. If Talkie is served with a court order requiring disclosure, it will promptly inform you before releasing any PII unless prohibited by law. You may then have an opportunity to contest the order.
6. **Law enforcement request.** Talkie may also disclose PII without your consent when requested by law enforcement under certain circumstances or otherwise pursuant to applicable law.
7. **Customer rights.** As a customer, you may review your PII that Talkie maintains by contacting us and making an appointment to meet at our office during normal business hours. Talkie will need a reasonable amount of time to collect the PII and remove any references to other customers. You may request correction of any errors in PII that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

**B. Customer service**

1. **Service and Maintenance Procedures.** At Talkie, providing high-quality customer care and technical service is our top priority. Talkie aims to resolve any issues concerning Talkie TV service or other services as soon as possible. Initially, please review the Frequently Asked Questions (“FAQs”) on our website at <https://talkiefiber.com/StreamingTV.aspx> to see if the answers resolve your issue. If not, please do the following:
2. Contact our Customer Service Department at (844)-582-5543. Talkie’s call center is open weekdays from 8 a.m.–5:00 p.m ET.
3. During these hours, you may speak with a Talkie Customer Service Representative (“CSR”). The CSR will make a reasonable effort to resolve the issue. If the issue cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day and no later than 48 hours, unless conditions are outside of Talkie’s control.
4. If you do not call during our normal business hours, leave a complete message with the answering service or submit a trouble ticket through our support portal at <https://talkiefiber.com/Support.aspx>. Please leave your name, address, telephone number(s) and a brief description of the nature of the problem. If the issue cannot be resolved over the phone or internet, then, a Service Technician will be dispatched typically within 48 hours to investigate the problem (the 48-hour timeframe is the standard and will only be delayed if conditions are outside of Talkie’s control). When possible, a Service Technician will be dispatched even faster, or the next business day, to fix the problem.
5. Emergencies such as fallen trees or utility poles, violent storms, or other severe weather may interfere with Talkie TV service or its other services. Talkie promptly dispatches its crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area.
6. Talkie maintains complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.
7. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your local franchise authority at the address on the attached list. You may file a formal written complaint with Talkie, and a written response to your complaint will be provided within 30 days, which shall include the results of Talkie’s inquiry into the subject matter along with its conclusions and response. If you, in good faith, are disputing all or part of a bill, and have provided written notice of the dispute to Talkie, have paid all undisputed charges and are cooperating in determining the appropriateness of the disputed charge, your service will not be terminated until Talkie has investigated and made a determination that the charge in dispute is in fact owed.
8. **Services and prices.** Please contact us at (844)-582-5543 or visit our website at <https://talkiefiber.com/StreamingTV.aspx> for information on services and prices including:
* Products and services offered
* Prices and options for subscribing to services
* Installation and maintenance policies and prices
* Instructions for using Talkie’s TV service
* Channel positions

# C. Billing Information.

1. Services are billed monthly
2. Credits- Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

# D. Equipment compatibility

**Set-top boxes.** Talkie provides its TV services using a set-top box rented monthly from Talkie. You must subscribe to Talkie Internet service to receive Talkie TV’s service. Talkie’s TV service packages include 50 programs of Free Cloud DVR, Free On-Demand, and Free Catchup TV. You will need a set-top box for each TV on which you want to watch Talkie TV service.

**E**. **Equipment Return Required**

In the event you cancel Talkie  TV service or your service is terminated, any equipment provided by Talkie must be returned to our local business office. You will continue to be billed for the equipment until it is returned. If you have lost or are otherwise unable to return the equipment, you will be billed for the replacement cost of the equipment.

**F. Unauthorized use of cable service**

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Customer shall not intercept, receive, share or assist in the interception, receipt, or sharing of any Service offered by Talkie without the prior written authorization of Talkie. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. **Reception of Talkie TV services without Talkie’s express authorization is prohibited.**

**G. Franchise Authority Contact information**

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| **Franchise Authority** | **Address** |
| Queen Anne’s County | 107 N. Liberty Street, Centreville, MD 21617 |
| Kent County | 400 High Street, Chestertown, MD 21620 |
| Worcester County | 1 West Market Street, Room 1103, Snow Hill, MD 21811 |
| Cecil County | 200 Chesapeake Blvd, Elkton, MD 21921 |
| Town of Centreville | 101 Lawyers Row, Centreville, MD 21617 |
| Town of Queenstown | P.O. Box 4, Queenstown, MD 21658 |
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1. Talkie TV service referenced in this Notice is its Internet Protocol Television (“IPTV”) Cable Service that is delivered over Talkie’s Cable System, as defined in Talkie’s franchise agreements with various franchise authorities. A “franchise authority” is a local or state government entity that grants cable television franchises within a specific geographic area. These authorities regulate how cable companies operate in the area, including issues like customer service, public access channels, and franchise fees. [↑](#footnote-ref-1)