**IPTV Cable Customer Service**

**Service and Maintenance Procedures.**

At Talkie, providing high-quality customer care and technical service is our top priority. We aim to resolve any questions or issues concerning IPTV cable television or other services as soon as possible. If you experience a problem, please review the FAQs on our website at <https://talkiefiber.com/StreamingTV.aspx> to see if that might resolve your issue. There are also helpful video tutorials at: https://www.youtube.com/@talkiefiber/videos. If you still have a question or issue, please contact our friendly and helpful Customer Service Representatives (“CSR”) as indicated below:

1. Call Talkie at (844)-582-5543. Talkie’s call center is open weekdays from 8 a.m.–5:00 p.m., Eastern Time.
2. During these hours, you may speak with one of Talkie’s CSRs. Our CSRs will make every effort to answer your questions or resolve any issues. If the problem cannot be resolved over the phone, the CSR will schedule a service technician to visit your home, usually by the next business day or no later than 48 hours, unless conditions exist that are outside our control.
3. If you do not call during our normal business hours, please leave a complete message or submit a 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. A Talkie CSR will reply to you promptly during normal business hours, weekdays from 8 a.m.–5:00 p.m. ET.
4. When emergencies such as fallen trees or utility poles, violent storms, or other severe weather may interfere with IPTV Cable or other services, Talkie promptly dispatches its crews to address 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. That said, Talkie consistently strives to get service restored as quickly as possible in emergency situations.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may file a formal written, including electronic, complaint with us, and Talkie will respond in writing, including electronic, to your complaint within 30 days, which shall include the results of our inquiry into the subject matter, our 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. You may also contact your local franchise authority.

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.

**Billing Information.**

1. Talkie’s IPTV cable services are billed monthly.
2. Credits—Credits for service will be issued no later than your next billing cycle (following the determination that a credit is warranted).

**Equipment Return Required.**

In the event your service is terminated, any equipment provided by Talkie will need to 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. Please contact Talkie with any questions about returning equipment.