

Notice of Rights to Our Video Service Subscribers

1. For more information about the rights and obligations of both, Liberty and subscriber, please refer to the **Commercial Service Agreement**, which is available on our website <https://business.libertypr.com>.
2. Liberty will not discriminate against a subscriber or potential subscriber based on birth, age, race, creed, color, national origin, sex, sexual orientation, gender identity, social status or political or religious ideas.
3. Liberty will not sign agreements with natural or legal persons who control or manage apartment buildings or horizontal cluster villas served by the Company, which have the effect of discouraging or impairing the right of any tenant or other occupant to use an antenna common to the building or a single antenna.
4. Pursuant to a request from a cable subscriber, Liberty must, at no cost to the subscriber, reorder or completely block the visual or audio programming of each channel containing obscene or indecent programming, so that a person that is not subscribed to this programming, does not receive it.
5. Liberty will comply with the privacy rights of subscribers in accordance with Section 631 of the Communications Act of 1934, as amended (47 USC 551). Please refer to our Subscriber Privacy Policy.
6. Pursuant to regulations issued by the FCC, Liberty will provide maintenance and repair services for converters belonging to Liberty at no additional cost, as long as the repair or maintenance is not due to misuse or abuse of the equipment by the subscriber. The maintenance and repair services requiring intervention by Liberty of cables or other equipment located within the subscriber's home that do not belong to Liberty, may be charged by Liberty at its regular rate. Liberty will begin taking steps to correct any problem with the service on the next business day after notification of the inconvenience. If an appointment is necessary to correct the problem, it will be scheduled for a specific time, or at most, within a period of four (4) working hours in a day. If Liberty fails to comply with the appointment once it is scheduled for reasons ascribable to Liberty, then Liberty shall grant a twenty-five dollar (\$25.00) credit to Subscriber. Liberty will not be obligated to grant said credit when noncompliance is due to force majeure.
7. The installation of cable service shall be available no later than seven (7) business days from the date on which it was requested if the installation requires an aerial or underground outlet that is already installed. If the installation requires an underground outlet that is not installed, the period shall be twenty (20) business days. In case of default by Liberty of the terms stated herein, Liberty shall grant a twenty-five dollar (\$ 25.00) credit to subscriber. Liberty will not be obligated to grant said credit when noncompliance is due to force majeure. Liberty must keep a record of the date of the installation request and the date on which it was carried out. If the above terms have not been complied with, the reason for noncompliance must be stated.
8. Liberty will provide each new subscriber with a copy of the actual rates. If a change of rate occurs, Liberty will notify such change to all affected subscribers at least thirty (30) days in advance. Any change by Liberty in its billing procedures, including billing cycle

changes, will be notified in writing to all affected subscribers at least thirty (30) days in advance. No subscriber shall be billed for a service that has not been affirmatively requested. If Liberty requires a deposit or bond from a new subscriber, Liberty shall pay annual interest of 3%.

9. In cases of natural disasters such as hurricanes, earthquakes, flooding, or other similar events, Liberty will automatically credit the customer at a rate of 1/30th part of the monthly bill for each day with four (4) or more hours without service due to such events and in accordance with Liberty's records. For all other cases, Liberty will handle credits for service outages through its Customer Service Department, or pursuant to a written request from customer and in accordance with the particular days without the service claimed by the subscriber. After proper analysis, Liberty will grant applicable credits at a rate of 1/30th part of the monthly bill for each day with 4 or more hours without service in accordance with Liberty's records. Subscriber shall present any credit request due to service outages within thirty (30) days from the occurrence of such outage. Notwithstanding the foregoing, the subscriber will be responsible of notifying Liberty of the service outage in person, by telephone within three (3) days of such outage in order to consider the request.

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