FLO TV

Audiovox RSE TV User Interface

UI Specification v1.0

Tuesday, June 16, 2009



Allen Smith
FLO TV User Experience

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AUDIOVOX RSE TV USER INTERFACE SPECIFICATION
80-K0706-1
http://prc.qualcomm.com/wps/myportal/AgileMyActions?portletMessage=messageId=viewDataObject;classid=9141;objectId=305248115;objectType=2

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1 // Introduction

1.1 SCOPE

This document provides details for the FLO TV Audiovox RSE TV user interface and interaction design. The features listed in this document outline the functionality and behavior of the FLO TV Audiovox RSE TV User Interface; visual design and layouts are detailed in the FLO TV Auto Style Guide. Likewise, technical details are covered in additional documentation.

1.2 REQUIREMENTS

The FLO TV Audiovox RSE TV device is a hardware module that is designed to be used in a Rear Seat Entertainment system (RSE). It outputs the FLO TV UI and broadcast signal at VGA resolution (640x480 with bicubic upscaling) and converted to composite video, which is connected to an existing RSE as an auxiliary video input. The analog out signal can be displayed on a range of screen sizes, but recommended screens are no larger than 9” (due to video and UI distortion/degradation at larger sizes). Preferred screen sizes are less than 7”. Additionally, the FLO TV Audiovox RSE TV module requires support for analog audio output. The FLO TV Automotive product is controlled by a wireless RCU and a wired RCU. Wired RCU may or may not have a multiline display. How users access FLO TV will depend on individual RSE requirements.

Note:
- The FLO TV Audiovox RSE TV product is designed as a drop-in addition to any existing Audiovox RSE system, therefore FLO TV cannot make any assumptions about the end screen any content will be viewed on.
- More information can be found in the FLO TV Auto Receiver Module PRD.

1.3 DEFINITIONS

The following is a list of definitions, acronyms, and abbreviations that appear in this document.

Acronym/Abbreviation	Definition
CAS	Conditional Access System; used for verifying and maintaining subscription-related functionality
CSR	Customer Service Representative; person who handles consumer phone calls, including subscription-related management issues, for the end user
EULA	End User License Agreement
FLO	Forward Link Only; air interface transport for FLO TV service
FLO TV	Refers to linear broadcast service & content transmitted over the FLO network, operated by FLO TV
Key Press	Refers to pressing down a hardware button on the RCU
QVGA	Quarter VGA screen resolution, 320 x 240 pixels

Acronym/Abbreviation	Definition
UE/UX	User Experience; superset of UI, incorporates overall experience of product beyond just software UI
UI	User Interface; sometimes used to indicate User Interaction
WOI	Wide-area Operations Infrastructure; refers to broadcast streams for eastern or western time zone broadcasts, which have separate programming and Guide data
RCU	Remote Control Unit
RSE	Rear Seat Entertainment
VES	Vehicle Entertainment System
PIN	Personal Identification Number
VGA	VGA screen resolution is 640x480 pixels

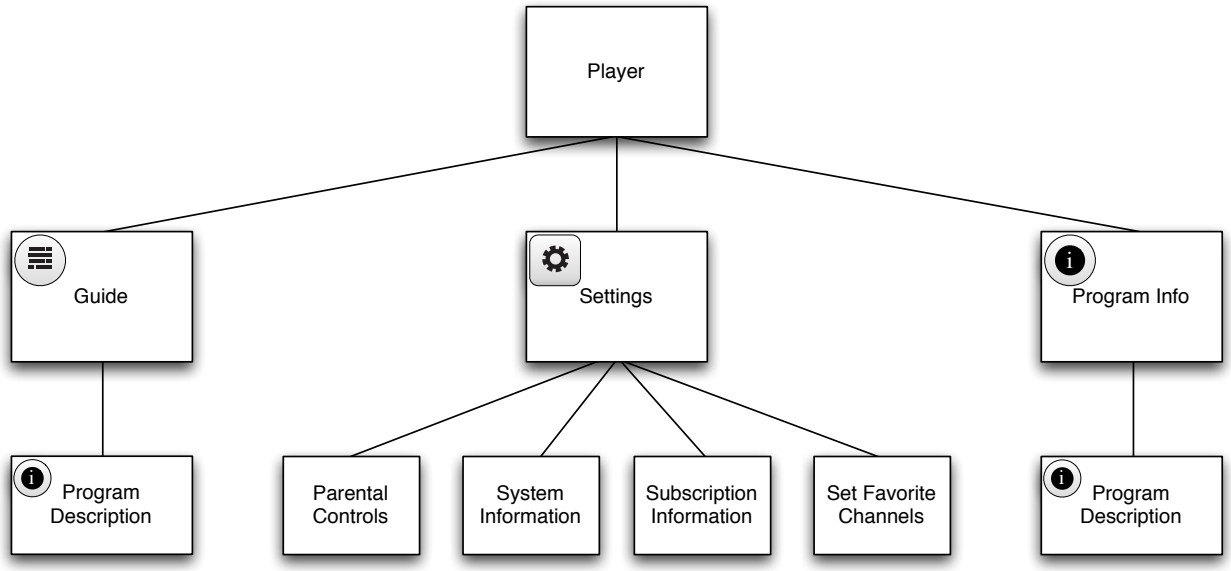
1.4 TERMINOLOGY

As a document that describes the user interface, it is common to use “real-world” terminology in place of accepted Systems Specification terms. For example, the terms “service” and “channel” mean distinctly different things in the FLO TV System Specification. However, from the standpoint of the user interface, it makes sense to use the term “channel” when describing a selectable object in the FLO TV Program Guide while “service” would refer the whole subscription service. Likewise, while the System Specification defines a presentation as an entity in the program Guide consisting of one or more programs, the user experience is that of a single scheduled program.

1.5 RELATED DOCUMENTS

- FLO TV Auto Receiver Module PRD
- FLO TV Auto Style Guide
- FLO TV Program Guide Technical Specification 80-T1786-1

1.6 General Overview

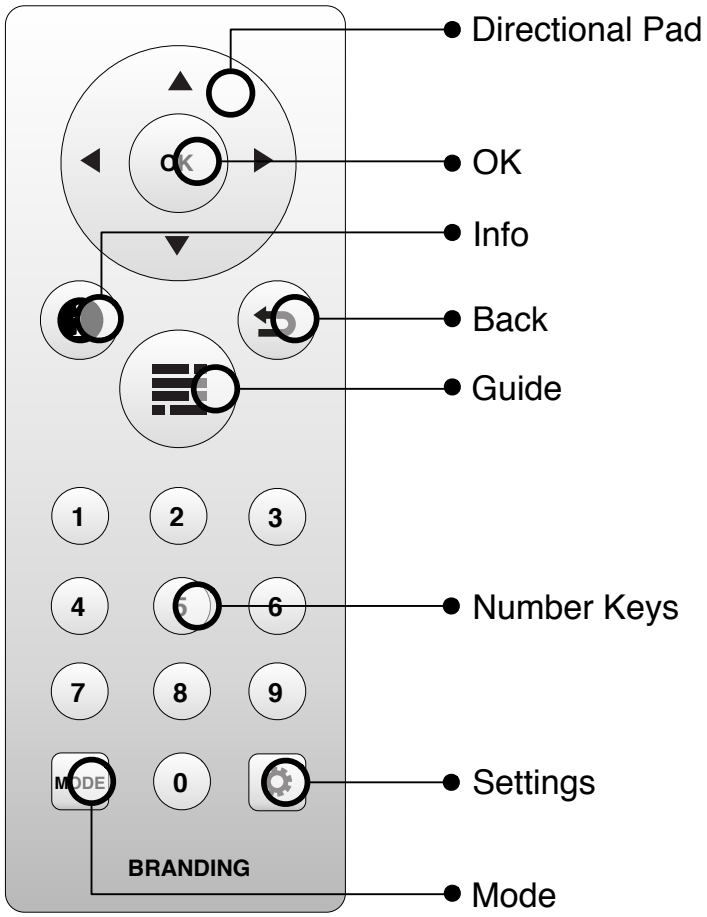


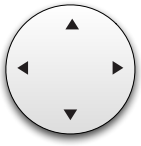
Note:

- When a user is in a mode, such as Guide or Settings, then the user must exit that mode to enter a different mode.

1.7 Wireless & Tethered RCU Configuration

The button mappings and layout of the wireless and tethered RCUs are identical. They are functionally equivalent. The sole difference between the two hardware pieces is the transport of events: the wireless uses RF and the tethered uses a cable connected to the FLO TV hardware.

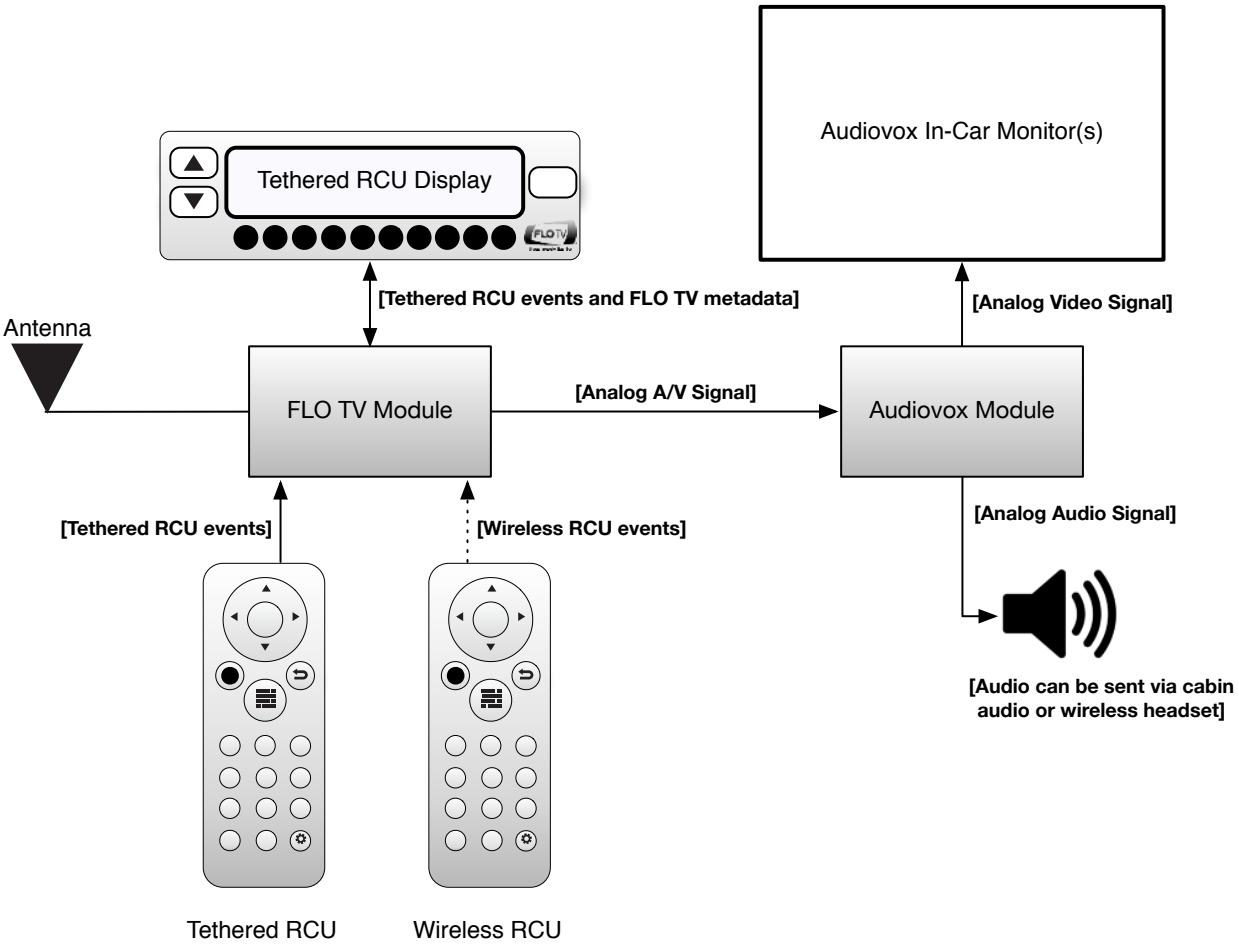


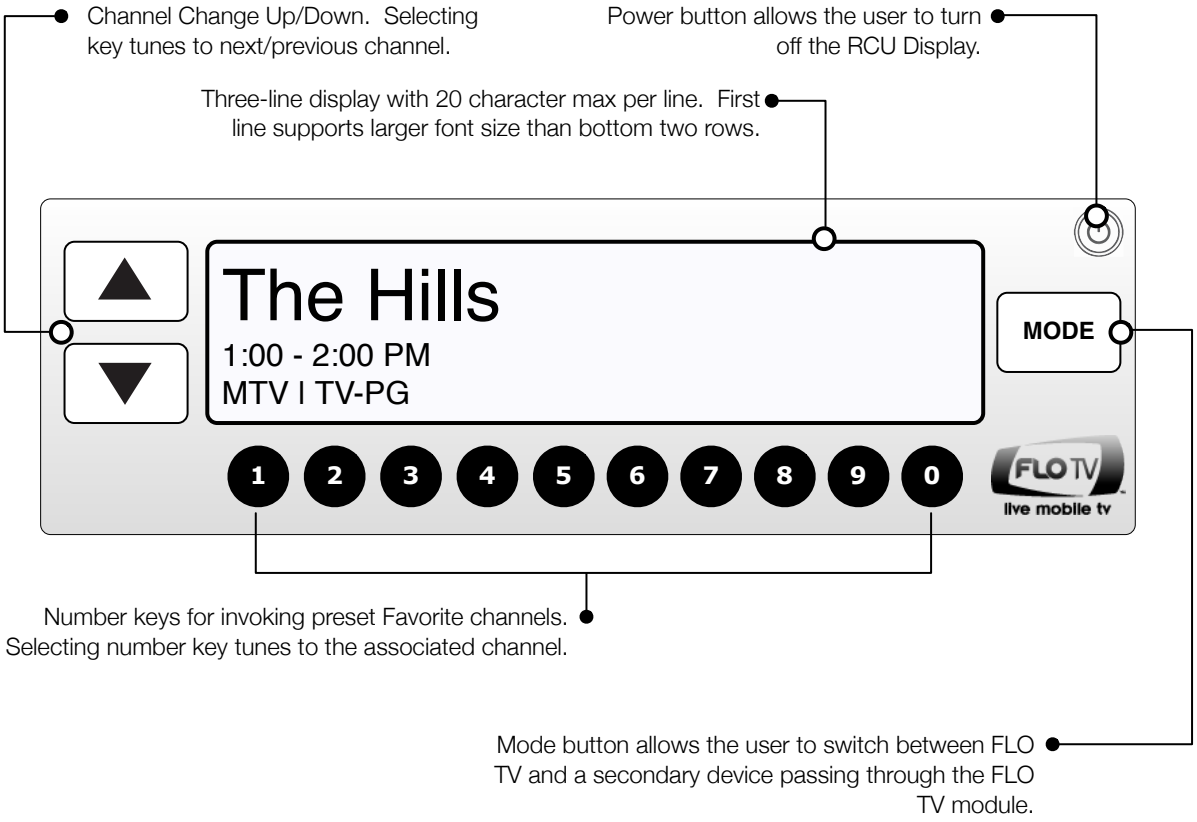
Icon	Icon Name	Behavior
	Directional Pad	Allows the user to navigate left/right and up/down. Up/Down serve as channel change controls while in the Player. A user can elect to hold down Directional Pad keys which the system will interpret as individual key presses.

	Ok	Center Ok key allows the user to select an item in focus.
	Info	Info icon invokes the Channel Info bar and the Program Description. When viewing video, first key press opens the Channel Info bar. If the Info icon is selected again while the Channel Info bar is displayed, the Program Description appears. Info icon can be selected again, with the Program Description open, to close it and return to full screen video.
	Back	Back button allows the user to go back a previous state with full screen video acting as the end point for any path.
	Guide	Guide icon toggles the Guide on and off. The Guide always opens with currently tuned show and channel in focus.
	Number Keys	Number keys are dual purpose. They are used for accessing and setting Favorite Channels and also used for PIN entry. Once a number key has been mapped to a Favorite Channel, the user need only to press it to tune to that channel.
	Settings	The Settings button allows the user to toggle the Settings menu on and off.
	Mode Toggle	The Mode button allows the user to toggle between FLO TV and any other external A/V device that is passing through the FLO TV control module.

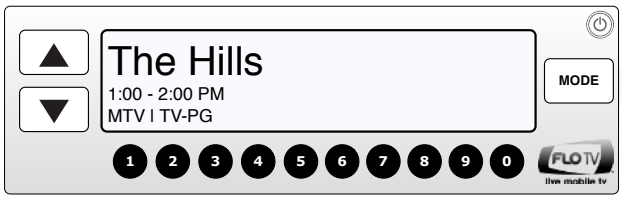
1.8 Tethered Display RCU Configuration

The Tethered Display RCU is designed to mount on the dashboard and provide info to the driver about the player state of the FLO TV UI. It contains a subset of the RCU controls.

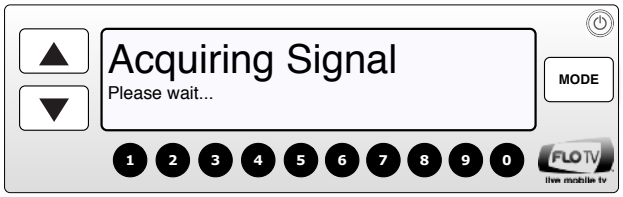




1.8.1 Fullscreen Video



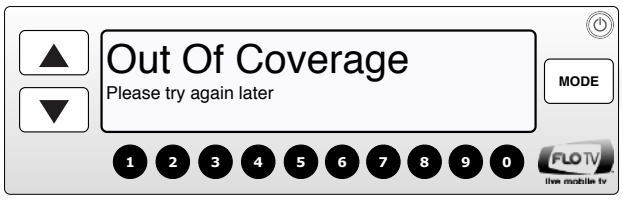
1.8.2 Acquiring Signal



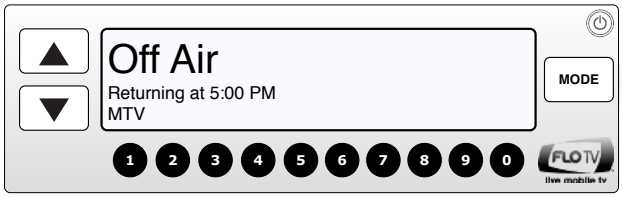
Notes

- The ellipsis in the Status Message text string animates while in the Acquiring Signal state.

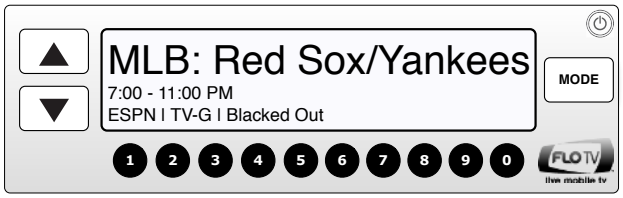
1.8.3 Out Of Coverage



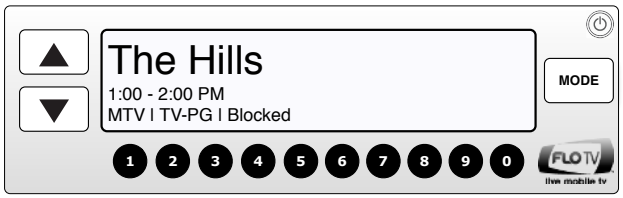
1.8.4 Off Air



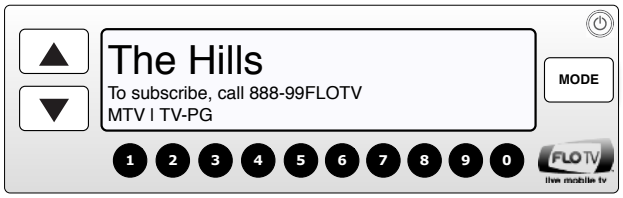
1.8.5 Blacked Out



1.8.6 Parental Control Block



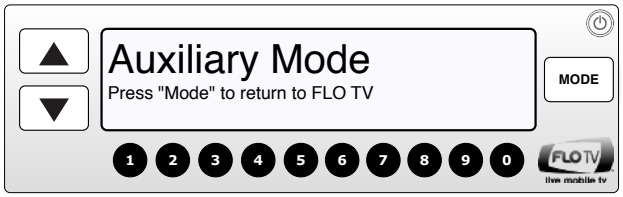
1.8.7 Unsubscribed Channel



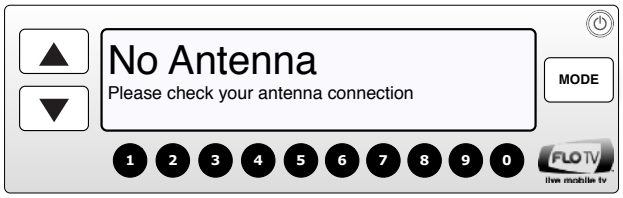
1.8.8 Favorite Hint



1.8.9 Auxiliary Mode



1.8.10 No Antenna



1.9 Startup

A static graphic appears when the FLO TV system powers up and remains until the FLO TV service tunes to last channel viewed.

Precondition
1. FLO TV is powered off.

Action
2. The automobile is powered on.

Postcondition
3. FLO TV displays the Startup screen until the FLO TV service is tuned. FLO TV defaults to last channel tuned.

Example



Notes
- Power up occurs when the car is turned on or is in auxiliary power mode.
- Default channel on first-ever power up is FLO Channel.
- Power up is the same whether the FLO TV device is in service or not.

1.10 Mode Toggle

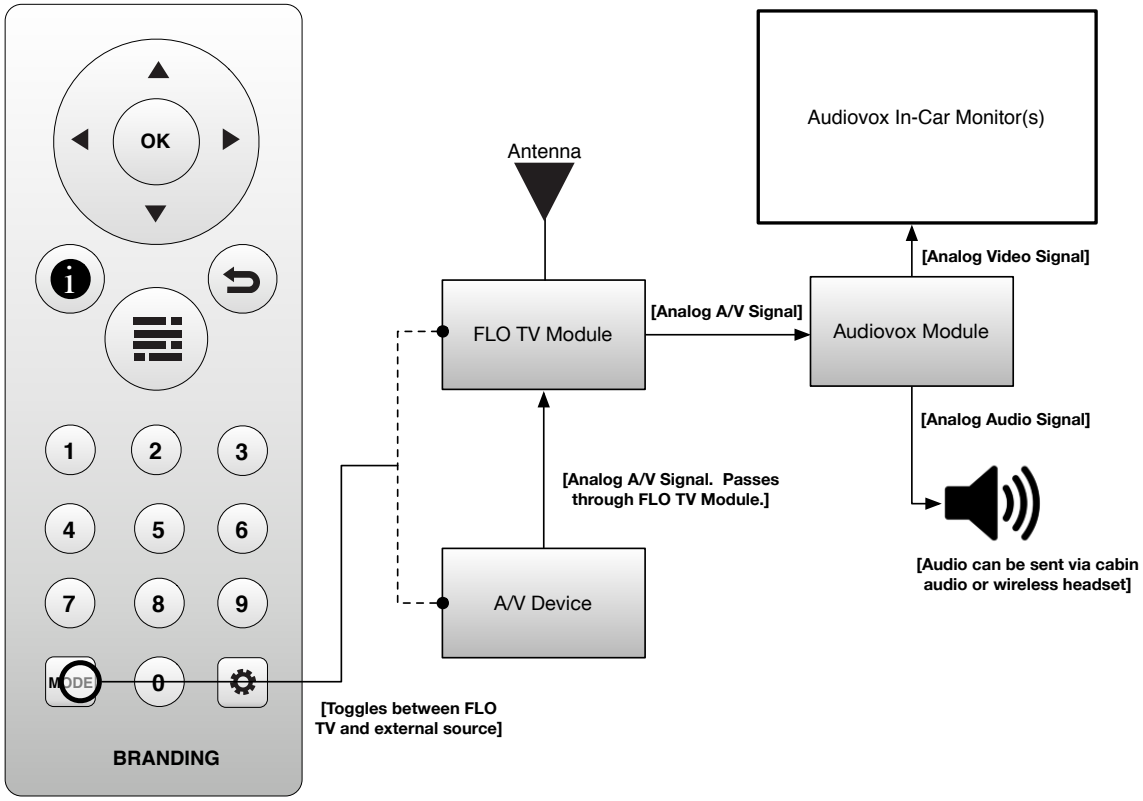
The RCU Mode Toggle allows the user to switch between two different A/V sources: FLO TV and any other compatible media source. Compatibility is determined by the hardware requirements of the FLO TV module for handling externally connected A/V devices.

Precondition
1. FLO TV is on.

Action
2. User performs an RCU Mode Key Press.

Postcondition
3. Screens switch to alternative media source connected to the FLO TV module A/V IN.

Example



Notes
- There is no feedback given to the user about which mode they are in other than what content appears on their display, unless the user has the optional Display RCU.
- UI state does not actually change, it's simply not visible while passing through an external signal.

1.11 Channels

Channels are identified by their name and call letters. The order they appear in the data is the order they are displayed in the broadcast carousel and the Guide. Call letters are an abbreviation of the Channel Name.

Example list

Channel Name	Call Letters
CBS Mobile	CBS
FOX Mobile	FOX
FOX News Channel	FNC
NBC 2Go	NBC
MSNBC	MSNBC
CNBC	CNBC
Comedy Central	COMDY
ESPN Mobile TV	ESPN
MTV	MTV
Nickelodeon	NICK

Note:

- The number of channels may be increased/decreased at anytime based on subscription package configuration changes. As a new channel is added its call letter counterpart will be included.

1.12 Ratings

FLO TV employs standard content ratings schemes in order to support filtered viewing of content. The following are ratings based on content type.

TV Ratings	Movie Ratings	Audiocast Ratings
TV-Y	G	Clean
TV-Y7	PG	Explicit
TV-Y7FV	PG-13	
TV-G	R	
TV-PG	NC-17	
TV-14		
TV-MA		

Notes

- Unrated content (NR) does not have a rating exposed in the UI, and the rating string value will be blank when this occurs (it is not an official rating). FLO TV blocks or allows unrated programs based on whether the unrated program is allowed to play with Parental Controls enabled.
- Specific programs identified as most restrictive must challenge the user to enter the PIN, even if parental controls are turned on at the least restrictive level.
- Specific programs identified as least restrictive must NOT challenge the userto enter the PIN, even if parental controls are turned on at the most restrictive setting.
- The number and value of ratings can change. The list above is representative of the current ratings schema, but not intended as a static list that cannot change.

2 // Player

2.1 PLAYER STATES

2.1.1 Fullscreen Video

All views are built at 320x240 (QVGA) and bi-cubicly upscaled to 640x480 (VGA) prior to NTSC conversion. End user screens will range in size. The Player is the default screen the user will see when entering the FLO TV service, and is the most common state. All other states hang off the player and are accessible via the RCU.



Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.2 Channel Info

Channel Info displays currently tuned channel information and times out at 3.5 seconds for all Player states.



Object		Data Type
1	Channel Logo	Graphic
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.3 Program Description

The Program Description provides information for a selected show. A Program Description can be accessed for a currently tuned channel, while future Program Descriptions are accessed via the Guide.

2.1.3.1 Program Description



Object		Data Type
1	Channel Logo	Graphic
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String
6	Episode Title	Text String
7	Episode Summary	Text String

Key Table

Directional Pad	*Up/Down allows for scrolling long Program Descriptions*
Ok	*N/A*
Info	*Displays Fullscreen Video*
Guide	*Displays Guide*
Back	*Displays Channel Info*
Number Key	*N/A*

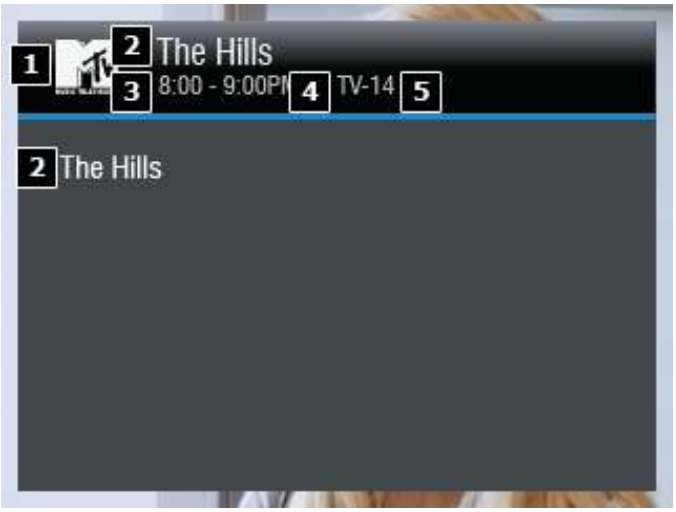
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes

- If an Episode Summary and Episode Title are not available, the Program Title will be used in its place.
- If only an Episode Summary or Episode Title are not available, the Program Title will be used in its place.

2.1.3.2 Program Description Default Episode Summary

A default Episode Description is used when it is missing. The default Episode Description is the Program Title.



	Object	Data Type
1	Channel Logo	Graphic
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down allows for scrolling long Program Descriptions*
Ok	*N/A*
Info	*Displays Fullscreen Video*
Guide	*Displays Guide*
Back	*Displays Channel Info*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.4 Acquiring Signal

Acquiring Signal occurs when the vehicle is in Fringe coverage and has just entered No Coverage. This state occurs when the device searches for the FLO TV signal and continues until the signal is found and Fullscreen Video returns; or, Acquiring Signal times out and the state changes to Lost Signal.

2.1.4.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	Acquiring signal, please wait...

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes

- The ellipsis in the Status Message text string animates while in the Acquiring Signal state.

2.1.4.2 Channel Info



Object		Data Type
1	Channel Logo	Graphic
2	Program Name	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

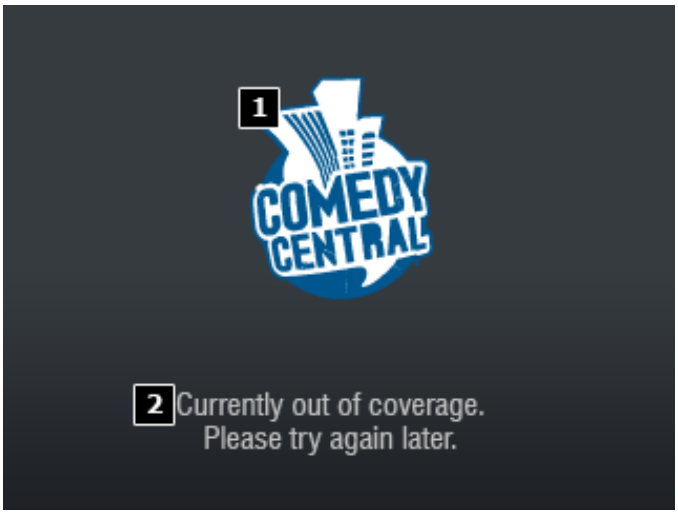
Notes

- Status Message is covered by Channel Info.
- See FLO TV Auto Style Guide for more information about visual design requirements for Channel Info states.

2.1.5 Out Of Coverage

Out Of Coverage occurs when the FLO TV module has left the coverage area. This state occurs when the device has been out of coverage for the time alloted for Acquiring Signal.

2.1.5.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	Currently out of coverage. Please try again later.

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.5.2 Channel Info



Object		Data Type
1	Channel Logo	Graphic
2	Program Name	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes

- Program Description behaves as detailed in 2.1.3.

2.1.6 Off-Air

Off-air states occur around part-time channels. When a part-time channel is off-air, it is not broadcasting content but is still viewable in the Guide and the Player.

2.1.6.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	Returns at <*Off-air End Time*> with <*Next Program Title*>.
3	Off-air End Time	Text String	N/A
4	Next Program Title	Text String	N/A

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.6.2 Channel Info



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Channel Name	Text String	N/A
3	Status Message	Text String	Off-air
4	Off-air Start Time	Text String	N/A
5	Off-air End Time	Text String	N/A

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*N/A*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes

- Program Description behaves as detailed in 2.1.3.

2.1.7 Blacked Out

Content may have a viewing restriction preventing viewers from watching in certain markets.

2.1.7.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	Due to programming restrictions <*Program Title*> has been blacked out.
3	Program Title	Text String	N/A

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.7.2 Channel Info



Object		Data Type
1	Channel Logo	Graphic
2	Program Name	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

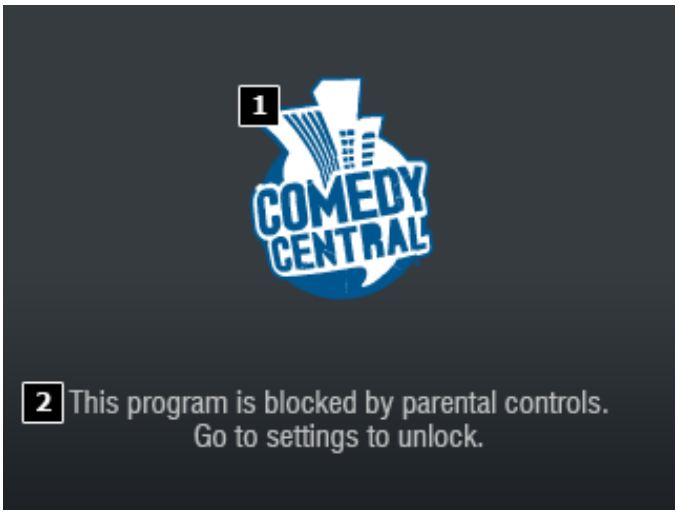
Notes

- Program Description behaves as detailed in 2.1.3.

2.1.8 Parental Control Block

This state appears when a user attempts to view content with a rating higher than that currently allowed.

2.1.8.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	This program is blocked by parental controls. Go to settings to unlock.

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.8.2 Channel Info



Object		Data Type
1	Channel Logo	Graphic
2	Program Name	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes

- Program Description behaves as detailed in 2.1.3.

2.1.9 Unsubscribed Channel

2.1.9.1 Rest State



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	You are not subscribed to this channel. Please call 888-99FLOTV or visit us at www.flotv.com to subscribe.
3	Device ID	Text String	Device ID: *<Device ID>*
4	Authorization Code	Text String	Authorization Code: *<Authorization Code>*

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.1.9.2 Channel Info



Object		Data Type	Static Text String Value
1	Channel Logo	Graphic	N/A
2	Status Message	Text String	You are not subscribed to this channel. Please call 888-99FLOTV or visit us at ww.flotv.com to subscribe.
3	Program Name	Text String	N/A
4	Program Start Time	Text String	N/A
5	Program End Time	Text String	N/A
6	Program Rating	Text String	N/A

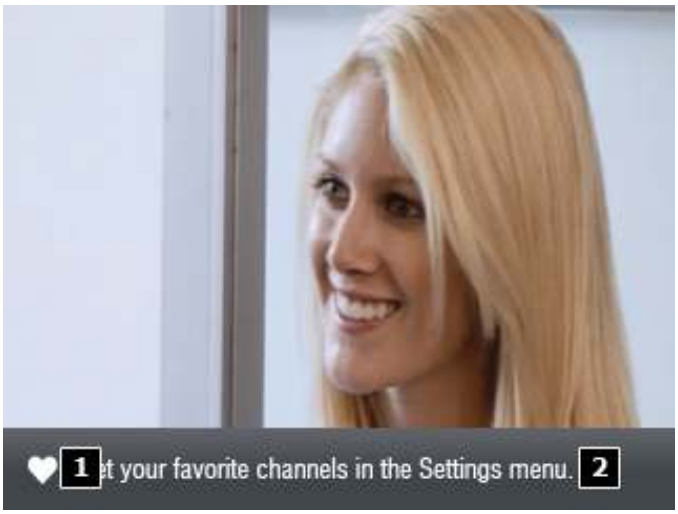
Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes
- Program Description behaves as detailed in 2.1.3.

2.1.10 Favorite Hint

Hints animate from the bottom up and appear when an RCU Number Key Press does not map to a channel.



Object		Data Type	Static Text String Value
1	Favorite Icon	Graphic	N/A
2	Status Message	Text String	Set your favorite channels in the Settings menu.

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

Notes
- The favorite hint can occur over any player state.

2.2 DEGRADED PLAYER STATES

This section details possible degraded states the Player may encounter due to missing assets and/or poor coverage.

2.2.1 Missing Logos

States with missing logos (or other graphic assets) behave the same from an interaction standpoint as their counterpart states with logos. Please refer to 2.1 key tables for their intended behavior.

2.2.1.1 Channel Info



Object		Data Type
1	Channel Call Letters	Text String
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String

2.2.1.2 Program Description



Object		Data Type
1	Channel Call Letters	Text String
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String
6	Episode Title	Text String
7	Episode Summary	Text String

Notes

- When an Episode Summary is not available the default Episode Summary will be used in its place. Default Program Descriptions duplicate the Program Title.

2.2.1.3 Acquiring Signal

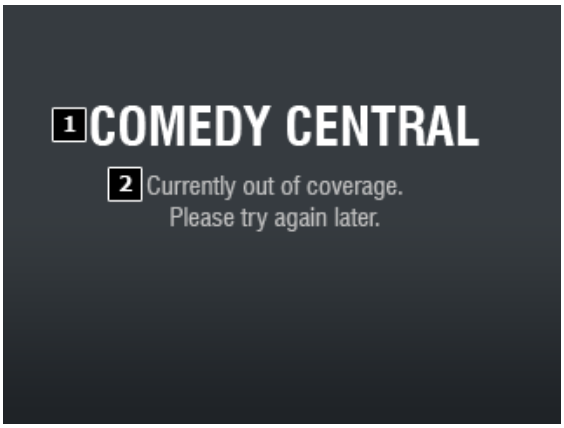


Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	Acquiring signal, please wait...
3	Channel Call Letters	Text String	N/A
4	Program Title	Text String	N/A
5	Program Start Time	Text String	N/A
6	Program End Time	Text String	N/A
7	Program Rating	Text String	N/A

Notes

- The ellipsis in the Status Message text string animates while in the Acquiring Signal state.

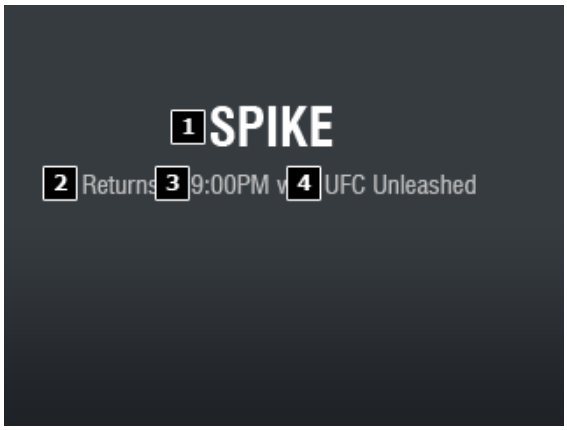
2.2.1.4 Out Of Coverage

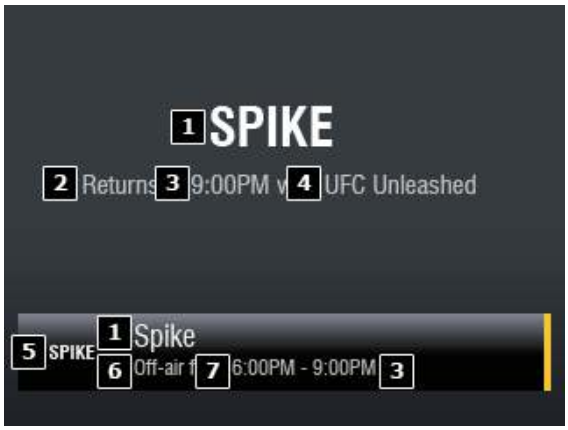




Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	Currently out of coverage. Please try again later.
3	Channel Call Letters	Text String	N/A
4	Program Title	Text String	N/A
5	Program Start Time	Text String	N/A
6	Program End Time	Text String	N/A
7	Program Rating	Text String	N/A

2.2.1.5 Off-Air





Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	Returns at <*Off-air End Time*> with <*Upcoming Program Title*>
3	Off-air End Time	Text String	N/A
4	Upcoming Program Title	Text String	N/A
5	Channel Call Letters	Text String	N/A
6	Status Message	Text String	Off-air
7	Off-air Start Time	Text String	N/A

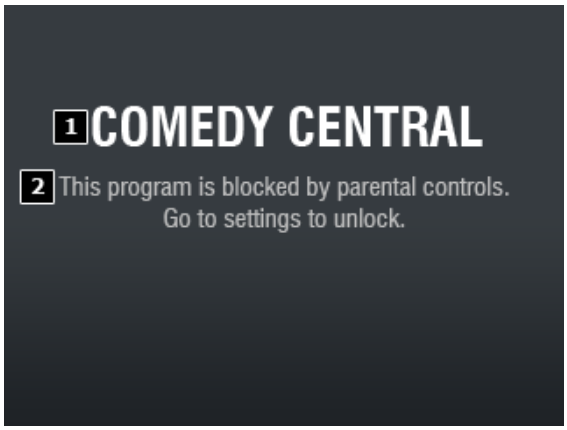
2.2.1.6 Blacked Out

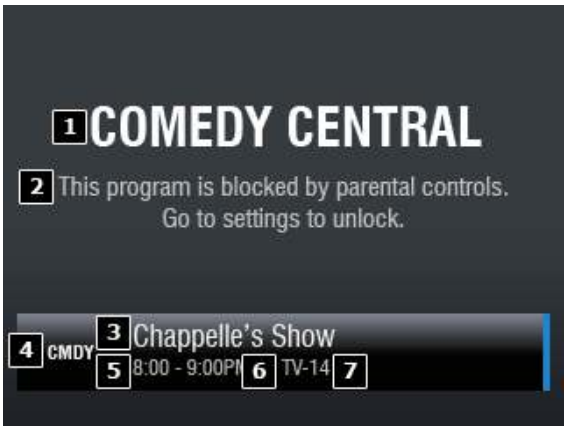




Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	Due to programming restrictions <*Program Title*> has been blacked out.
3	Channel Call Letters	Text String	N/A
4	Program Title	Text String	N/A
5	Program Start Time	Text String	N/A
6	Program End Time	Text String	N/A
7	Program Rating	Text String	N/A

2.2.1.7 Parental Control Block





Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	This program is blocked by parental controls. Go to settings to unlock.
3	Program Title	Text String	N/A
4	Channel Call Letters	Text String	N/A
5	Program Start Time	Text String	N/A
6	Program End Time	Text String	N/A
7	Program Rating	Text String	N/A

2.2.1.8 Unsubscribed Channel



Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	You are not subscribed to this channel.
3	Contact Information	Text String	Please call 888-99FLOTV or visit us at www.flotv.com to subscribe.
4	Device ID	Text String	N/A
5	Authorization Code	Text String	N/A

2.2.1.9 Unsubscribed Channel Info Bar

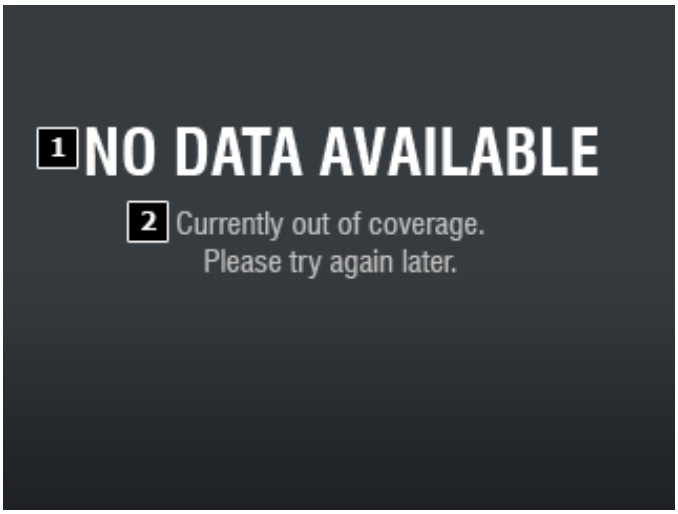


Object		Data Type	Static Text String Value
1	Channel Name	Text String	N/A
2	Status Message	Text String	You are not subscribed to this channel.
3	Contact Information	Text String	Please call 888-99FLOTV or visit us at www.flotv.com to subscribe.
4	Channel Call Letters	Text String	N/A
5	Program Title	Text String	N/A
6	Program Start Time	Text String	N/A
7	Program End Time	Text String	N/A
8	Program Rating	Text String	N/A

2.2.2 No Marketplace Data

User has powered FLO TV on out of coverage and there is no marketplace data.

2.2.2.1 Rest State

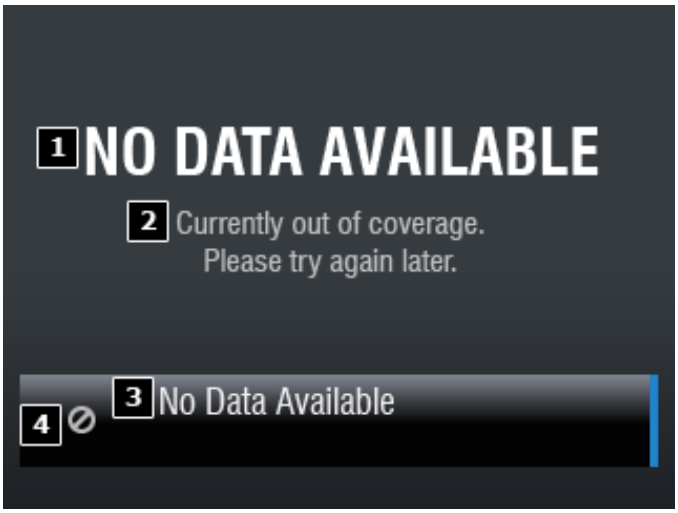


Object		Data Type	Static Text String Value
1	Status Message	Text String	No Data Available
2	Status Message	Text String	Currently out of coverage. Please try again later.

Key Table

Directional Pad	*N/A*
Ok	*N/A*
Info	*Displays Channel Info*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

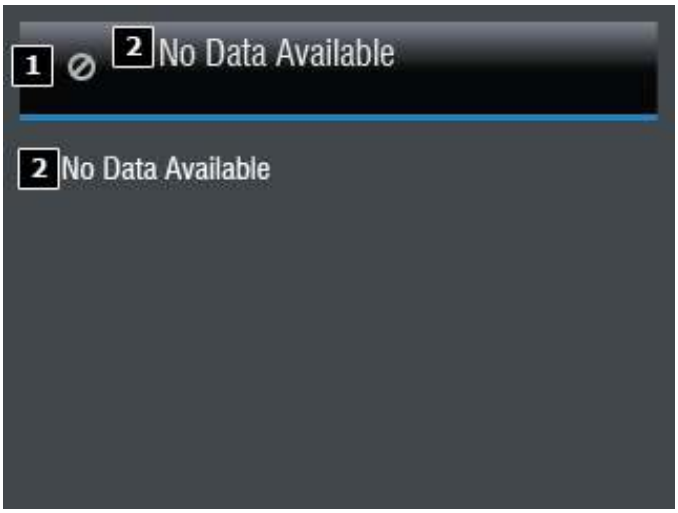
2.2.2.2 Channel Info



Object		Data Type	Static Text String Value
1	Status Message	Text String	No Data Available
2	Status Message	Text String	Currently out of coverage. Please try again later.
3	Status Message	Text String	No Data Available
4	No Data Icon	Graphic	N/A

Key Table	
Directional Pad	*N/A*
Ok	*N/A*
Info	*Displays Program Description*
Guide	*Displays Guide*
Back	*N/A*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.2.2.3 Program Description



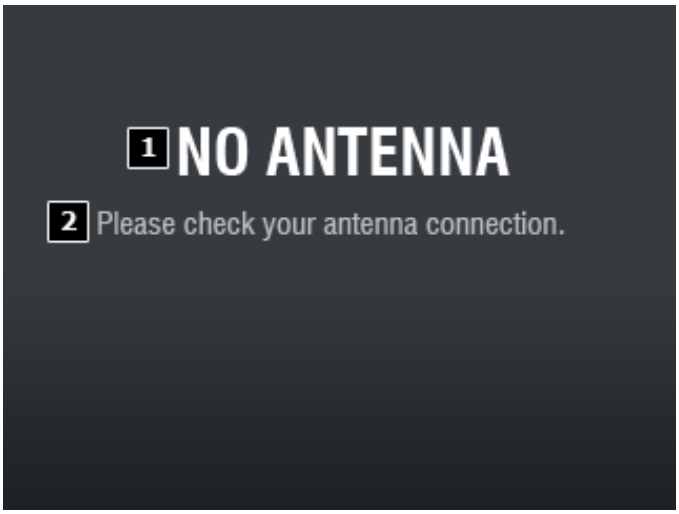
Object		Data Type	Static Text String Value
1	No Data Icon	Graphic	N/A
2	Status Message	Text String	No Data Available

Key Table

Directional Pad	*N/A*
Ok	*N/A*
Info	*Displays Fullscreen Video*
Guide	*Displays Guide*
Back	*Displays Channel Info*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.2.3 No Antenna

The FLO TV antenna has become disconnected from the hardware module and there is no FLO TV reception. When this state occurs no other state is accessible. The user may not access the Guide, Settings, Channel Info, or Show Description. Nothing may be done until the antenna is reconnected.



Object		Data Type	Static Text String Value
1	Status Message	Text String	No Antenna
2	Status Message	Text String	Please check your antenna connection.

Key Table	
Directional Pad	*N/A*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*N/A*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*N/A*

2.2.4 No Metadata

Device is in FLO TV coverage and can display video but metadata is not available.



Object		Data Type	Static Text String Value
1	Status Message	Text String	No Data Available
2	No Data Icon	Graphic	N/A

Key Table

Directional Pad	*Up/Down Key Press displays Next/Previous Channel*
Ok	*N/A*
Info	*Displays Fullscreen Video*
Guide	*Displays Guide*
Back	*Displays Fullscreen Video*
Number Key	*Conditional: Display Favorite Channel OR Favorite Hint*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Settings*

2.3 PLAYER USE CASES

Player behavior is the same in the case of degraded states.

2.3.1 View Channel Info

Precondition

1. FLO TV is in Fullscreen Video state.

Action

2. The user performs RCU Info Key Press.

Postcondition

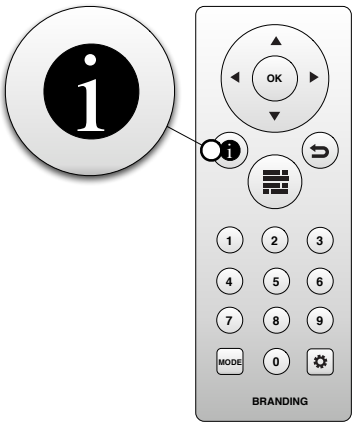
3. FLO TV is in Channel Info state.

Example

1. Full Video



2. RCU Info Key Press



3. Channel Info



Notes

- Display of Channel Info occurs upon making an RCU Info Key Press.
- Channel Info will also be displayed when changing channels using RCU Up/Down, tuning a channel from the Guide, or tuning from Favorites.
- FLO TV content will continue playing while the Channel Info is displayed.
- Channel Info times out at 3.5 seconds and returns to Fullscreen Video.

2.3.2 Dismiss Channel Info

Precondition

1. FLO TV is in Channel Info state.

Action

2. The user performs RCU Back Key Press.

Postcondition

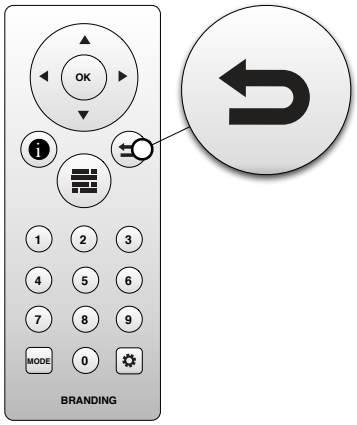
3. FLO TV is in Fullscreen Video state.

Example

1. Channel Info



2. RCU Back Key Press



3. Fullscreen Video



Notes

- Channel Info automatically closes at 3.5 seconds.

2.3.3 View Program Description

Precondition

1. FLO TV is in Channel Info state.

Action

2. The user performs RCU Info Key Press.

Postcondition

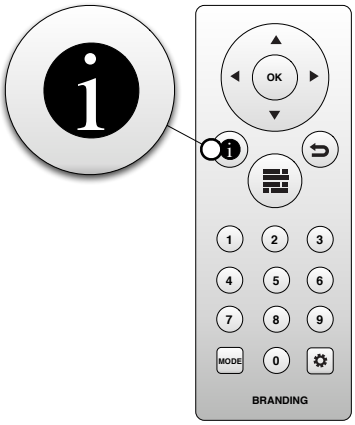
3. FLO TV is in Program Description state.

Example

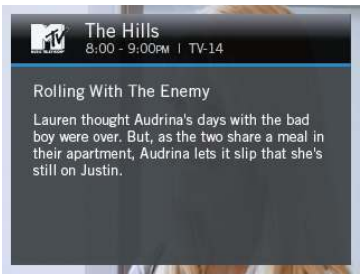
1. Channel Info



2. RCU Info Key Press



3. Program Description



Notes

- FLO TV content will continue playing while the Program Description is displayed.

2.3.4 Dismiss Program Description

Precondition

1. FLO TV is in the Program Description state.

Action

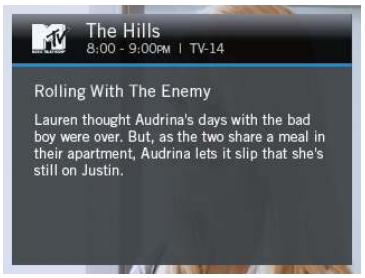
2. The user performs an RCU Info Key Press.

Postcondition

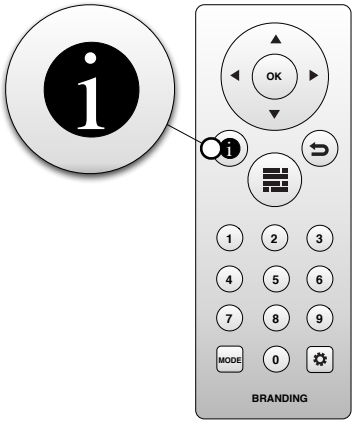
3. FLO TV displays Fullscreen Video.

Example

1. Program Description



2. RCU Info Key Press



3. Fullscreen Video



Notes

- A user can perform an RCU Back Key Press to close the Program Description and return to the Channel Info state.

2.3.5 RCU Up/Down Channel Change

Precondition

1. FLO TV is in the Fullscreen Video or Channel Info states.

Action

2. The user performs an RCU Up/Down Key Press.

Postcondition

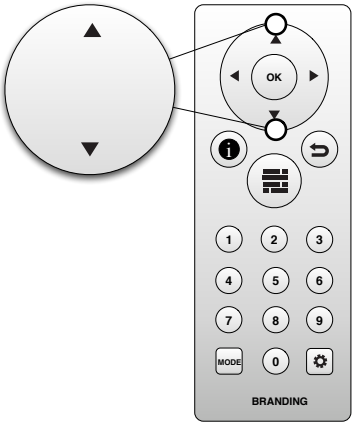
3. FLO TV displays next/previous Channel Info state.

Example

1. Fullscreen Video



2. RCU Up/Down Key Press



3. Channel Info



Notes

- Content will begin playing for the new channel after it has tuned.
- See FLO TV Auto Style Guide for more detail about the animation.
- Channel Info state times out at 3.5 seconds.

2.3.6 Favorites Channel Change

Precondition

1. FLO TV is in Fullscreen Video or Channel Info state and a Favorite Channel has been mapped.

Action

2. The user performs an RCU Number Key Press.

Postcondition

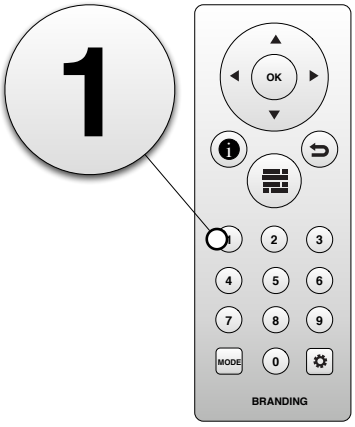
3. FLO TV tunes to the mapped channel and displays the Channel Info state.

Example

1. Fullscreen Video



2. RCU Info Key Press



3. Channel Info



Notes

- Channel Info does not animate from the top or bottom. Instead, it appears in the rest position. This is the same case with tuning from the Guide.
- If a number has not been set as a favorite, then a hint appears instructing the user on how to set a favorite.

2.3.7 Favorites Hint

Precondition

1. FLO TV is in either Fullscreen Video or Channel Info states and a Favorite has not been mapped to the number key selected by the user.

Action

2. The user performs an RCU Number Key Press not currently mapped to a Channel.

Postcondition

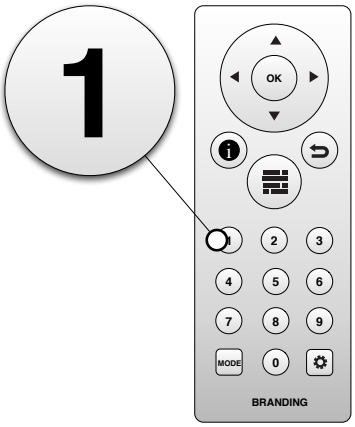
3. FLO TV displays the Favorites Hint.

Example

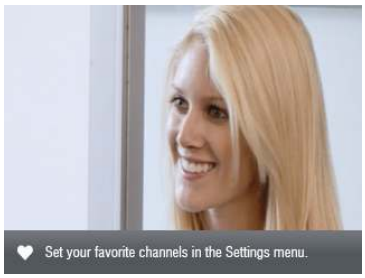
1. Fullscreen Video



2. RCU Number Key Press



3. Favorites Hint



Notes

- Channels tuned via a Favorite do not animate.
- FLO TV content continues playing while the hint is displayed.
- Hints time out at 3.5 seconds.

3 // Guide

3.1 GUIDE STATES

3.1.1 View Guide

The FLO TV Guide is a matrix of programs and their start times, organized by channel. A user can view the Guide and tune to a currently playing program or view program descriptions for future programs.



Object		Data Type
1	FLO TV Logo	Graphic
2	Guide Day	Text String
3	Guide Time	Text String
4	Current Time	Text String
5	Current Day	Text String
6	Channel Logo	Graphic
7	Program Title	Text String
8	Parental Block Icon	Graphic
9	More Icon	Graphic

Key Table

Directional Pad	*Up/Down/Right/Left move focus*

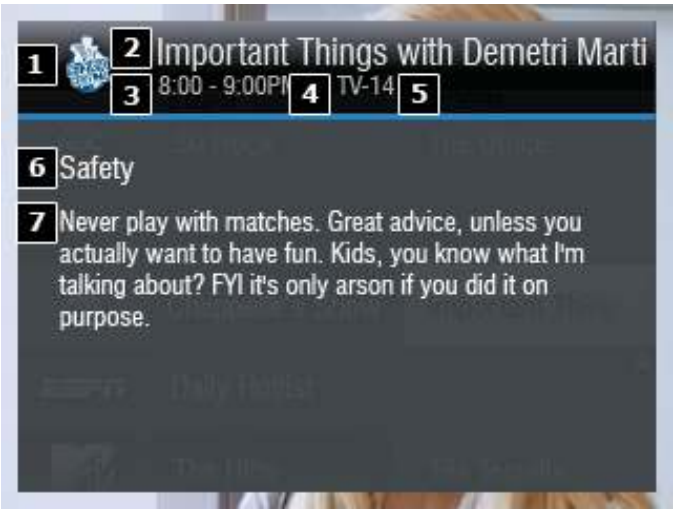
Ok	*Selects highlighted item*
Info	*Displays Program Description for item in focus*
Guide	*Displays Fullscreen Video*
Back	*Displays Fullscreen Video*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*N/A*

Notes

- Programs that are blocked due to Parental Controls display the locked icon.
- Channel logo column is not selectable.
- The Guide loops vertically.
- The Guide is bounded vertically by time. The user cannot navigate into the past or beyond the amount of guide data available.
- Current program tuned is designated by darker cell color and vertical right color bar when not in focus. Please refer to the FLO TV Auto Style Guide for more information about Guide visual presentations.
- Guide Day refers to the day within the guide data the user is currently viewing. Guide Time refers to the time within a particular day of guide data the user is currently viewing. These values change as the user scrolls right and left through guide data. Current Day and Current Time are independent of Guide Day and Guide Time.
- The More Icon is visible when a show's length extends beyond the bounds of the current guide view. They are visible when going forward in time and going back in time.

3.1.2 View Program Description

Program Descriptions for future and currently active Programs can be accessed via the RCU Info Key.



	Object	Data Type
1	Channel Logo	Graphic
2	Program Title	Text String
3	Program Start Time	Text String
4	Program End Time	Text String
5	Program Rating	Text String
6	Episode Title	Text String
7	Program Description	Text String

Key Table	
Directional Pad	*Up/Down allows for scrolling long Program Descriptions*
Ok	*N/A*
Info	*Displays Guide (with selected program in focus)*
Guide	*Displays Fullscreen Video*
Back	*Displays Guide (with selected program in focus)*
Number Key	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*

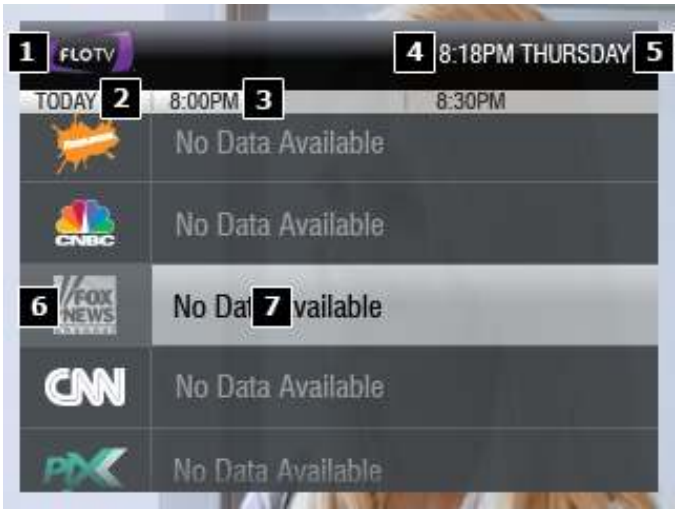
Settings	*N/A*

Notes

- RCU Ok Key Press displays Program Description for future shows, but tunes to a Channel for currently active programs.

3.2 GUIDE DEGRADED STATES

3.2.1 Missing Program Data



Object		Data Type	
1	FLO TV Logo	Graphic	N/A
2	Guide Day	Text String	N/A
3	Guide Time	Text String	N/A
4	Current Time	Text String	N/A
5	Current Day	Text String	N/A
6	Channel Logo	Graphic	N/A
7	Program Title	Text String	No Data Available
8	Parental Block Icon	Graphic	N/A

Key Table

Directional Pad	*Up/Down/Right/Left move focus*
Ok	*Selects highlighted item*
Info	*Displays Program Description for item in focus*
Guide	*Displays Fullscreen Video*
Back	*Displays Fullscreen Video*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*

Settings	*N/A*

3.2.2 Missing Channel Logos



	Object	Data Type
1	FLO TV Logo	Graphic
2	Guide Day	Text String
3	Guide Time	Text String
4	Current Time	Text String
5	Current Day	Text String
6	Channel Call Letters	Text String
7	Program Title	Text String

Key Table

Directional Pad	*Up/Down/Right/Left move focus*
Ok	*Selects highlighted item*
Info	*Displays Program Description for item in focus*
Guide	*Displays Fullscreen Video*
Back	*Displays Fullscreen Video*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*

Settings	*N/A*

3.2.3 No Marketplace Data

A user may see this state if the FLO TV device is started outside of FLO TV coverage, and the FLO TV device has never received marketplace data.



Object		Data Type	Static Text String Value
1	FLO TV Logo	Graphic	N/A
2	No Data Indicator	Graphic	N/A
3	Status Message	Text String	No Data Available

Key Table

Directional Pad	*Up/Down/Right/Left move focus*
Ok	*Selects highlighted item*
Info	*Displays Program Description for item in focus*
Guide	*Displays Fullscreen Video*
Back	*Displays Fullscreen Video*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*N/A*

Notes:

- FLO TV will operate as if there is no signal in the event that FLO TV has not received or interpreted marketplace data, particularly in the case of first time power-up of FLO TV.

3.3 GUIDE USE CASES

3.3.1 Toggle Guide Open

Precondition

1. FLO TV is displaying any Player state.

Action

2. The user performs an RCU Guide Key Press.

Postcondition

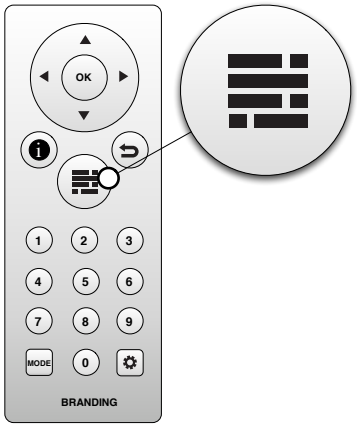
3. FLO TV is displaying the Guide with the current program highlighted in the vertical center of the screen.

Example

1. Fullscreen Video



2. RCU Guide Key Press



3. Guide



Notes

- FLO TV content will continue playing while the Guide is displayed.
- If the user reaches the end of guide data, the Guide will not scroll any further into the future.
- User navigates 30 minute increments within the Guide at a time, although users can press-hold for faster scrolling.
- The Guide loops vertically. See FLO TV Auto Style Guide for more information about vertical scrolling and Guide animations.

3.3.2 Toggle Guide Closed

Precondition

1. FLO TV is displaying any Guide state.

Action

2. The user performs an RCU Guide Key Press.

Postcondition

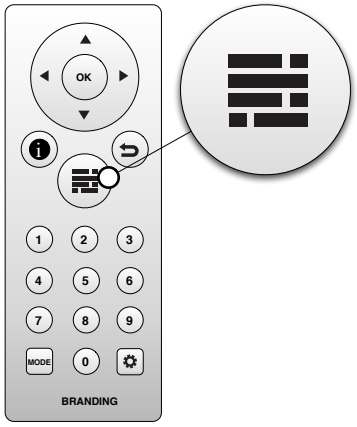
3. FLO TV is displaying Fullscreen Video.

Example

1. Guide



2. RCU Guide Key Press



3. Fullscreen Video



Notes

- Channel Info is not displayed when returning to the player via the Guide toggle.
- Channel Info is displayed if the user tunes to a show via an RCU Ok Key Press within the Guide.
- User can also perform an RCU Back Key Press to close the Guide and return to Fullscreen Video.
- A user can be in any Guide state and toggle the Guide closed with an RCU Guide Key Press to return to Fullscreen Video.

3.3.3 Back Out of The Guide

Precondition

1. FLO TV is displaying the Guide.

Action

2. The user performs an RCU Back Key Press.

Postcondition

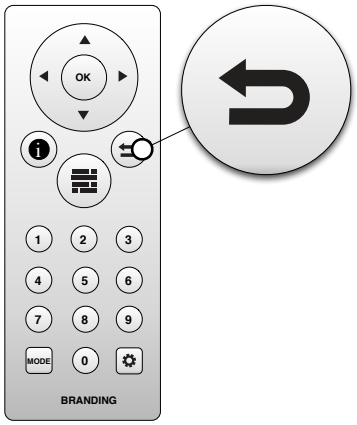
3. FLO TV is displaying Fullscreen Video.

Example

1. Guide



2. RCU Back Key Press



3. Fullscreen Video



Notes

- If the user is viewing a Future Program Description, RCU Back Key Press takes them to the Guide state with that show in focus. A second RCU Back Key Press will exit the Guide and return to Fullscreen Video.
- Channel Info is not displayed when returning to the player via an RCU Back Key Press.

3.3.4 Tune a Channel

Precondition

1. FLO TV is displaying the Guide and the user highlights any currently active program.

Action

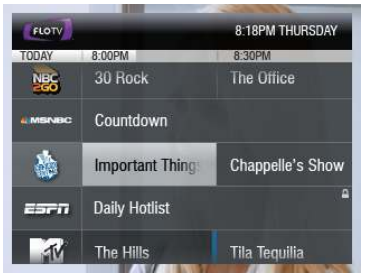
2. User performs an Ok Key Press.

Postcondition

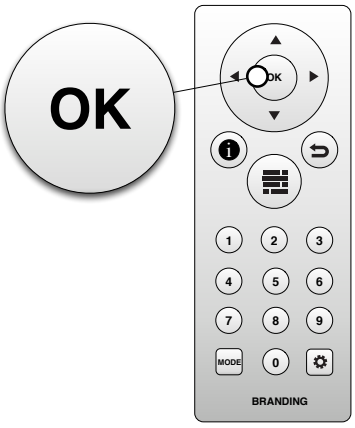
3. FLO TV displays Channel Info state of selected channel.

Example

1. Other Active Program



2. RCU Ok Key Press



3. Channel Info



Notes

- Selecting the currently playing program in the Guide will return the user to the current channel in the Channel Info state.
- If the user tries to access an expired program the selected channel will be tuned to currently playing program. Having access to an expired program may occur if the user leaves the Guide open as time changes to a new programming time period.
- Channel animation does not occur when tuning from the Guide.

3.3.5 View a Program Description

Precondition

1. FLO TV is displaying the Guide and the user highlights any current or future program.

Action

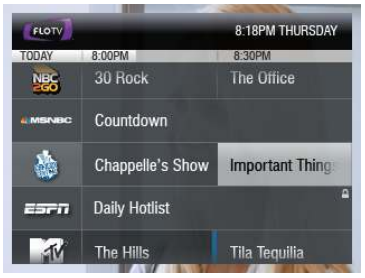
2. User performs an RCU Info Key Press.

Postcondition

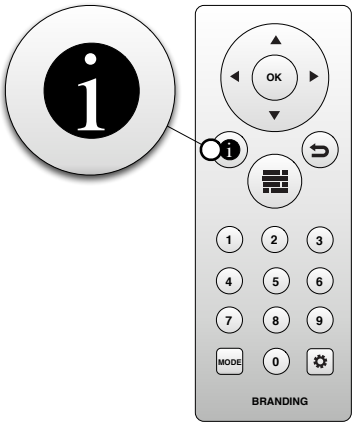
3. FLO TV displays the Program Description for the selected program.

Example

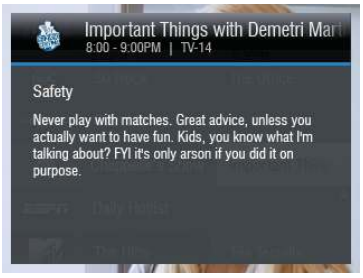
1. Highlight Program



2. RCU Info Key Press



3. Program Description



Notes

- RCU Ok Key Press will invoke Program Description for a future program.
- RCU Ok Key Press will tune to a Channel for a current program.

3.3.6 Exit a Program Description

Precondition

1. FLO TV displays Program Description.

Action

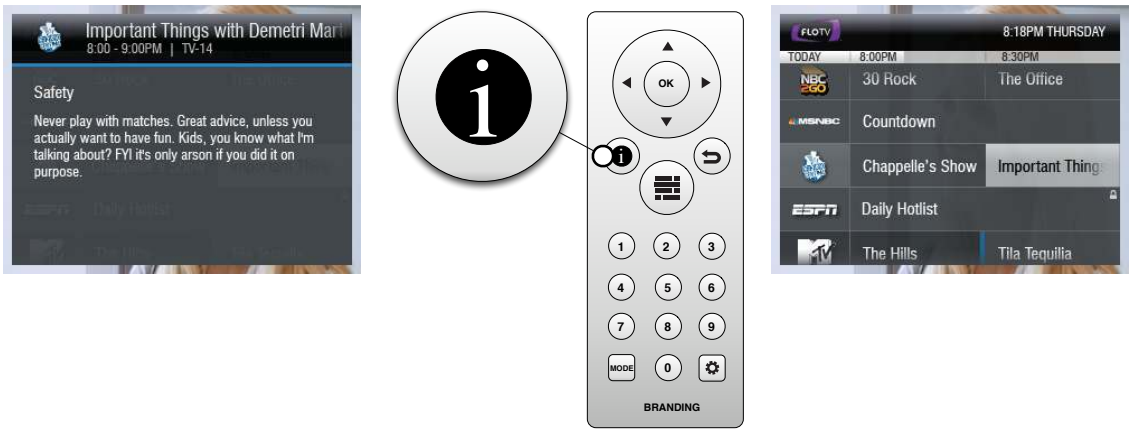
2. The user performs an RCU Info Key Press.

Postcondition

3. FLO TV displays the Guide with the selected program in focus.

Example

1. Program Description **2. RCU Back Key Press** **3. Guide**



Notes

- Users can also perform an RCU Guide Key Press to toggle the Guide closed and return to fullscreen video.
- RCU Back Key Press will also exit future Program Description and return the user to the Guide with the selected Program in focus.

3.3.7 End Of Guide

Precondition
1. FLO TV is displaying the Guide.

Action
2. The user performs an RCU Right Key Press until the end of the alloted guide data timeline is reached.
3. FLO TV stops scrolling horizontally once the end of the guide data timeline is reached

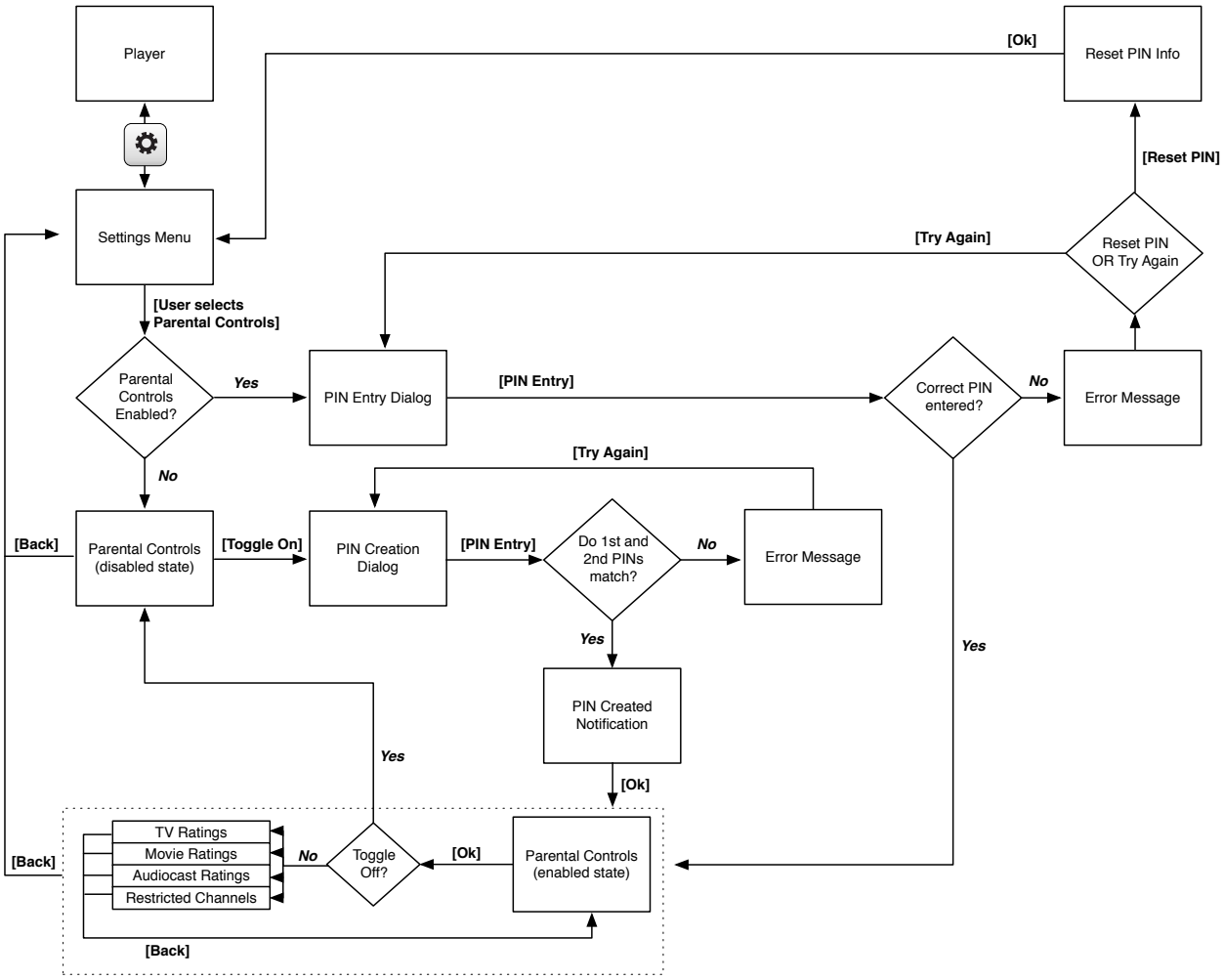
Postcondition
4. FLO TV is displaying the last available Guide data in the timeline and cannot scroll any further to the right.

Notes
- If not all guide data is present, channel cells display “No Programming” for each grid item in the Guide in which data is not known. It is not possible to know how many channels will have all guide data available.
- Current time column is the left most bounds of Guide data. When viewing the current time column, a user cannot scroll any further to the left. A user cannot scroll into past Guide data.

4 // Settings

4.1 PIN Entry Flow

Parental Controls require the creation of a four-digit PIN to enable and require PIN entry to edit or disable.



Can edit any parental settings without entering PIN again. Toggle Parental Controls off and on requires the user to create a new PIN.

4.2 SETTINGS STATES

4.2.1 Settings Menu



Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Settings
3	Menu List Item Icon	Graphic	N/A
4	Menu List Item Name	Text String	N/A

Key Table

Directional Pad	*Up/Down move focus*
Ok	*Selects highlighted item*
Info	*N/A*
Guide	*N/A*
Back	*Displays Fullscreen Video*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.2 Parental Controls Enabled



Object		Data Type	
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Parental Controls
3	Menu List Item	Text String	N/A
4	Toggle Control	Graphic	N/A
5	Active Content Rating Limit	Text String	N/A

Key Table

Directional Pad	*Up/Down move focus*
Ok	*Toggles Parental Controls off*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

Note

- Active Content Rating Limit for Restricted Channels displays the number of channels restricted.

4.2.3 Parental Controls Disabled



	Object	Data Type	
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Parental Controls
3	Menu List Item	Text String	N/A
4	Toggle Control	Graphic	N/A
5	Inactive Content Rating Limit	Text String	N/A

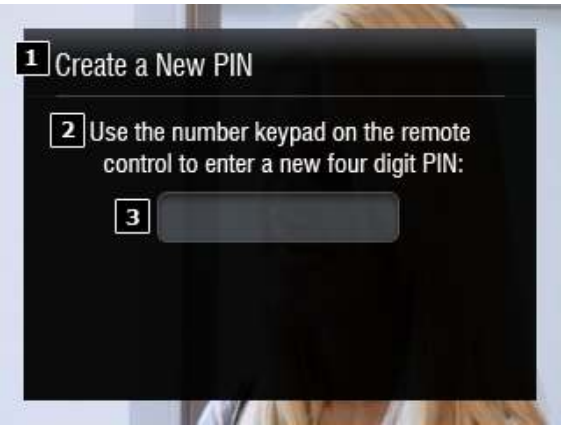
Key Table

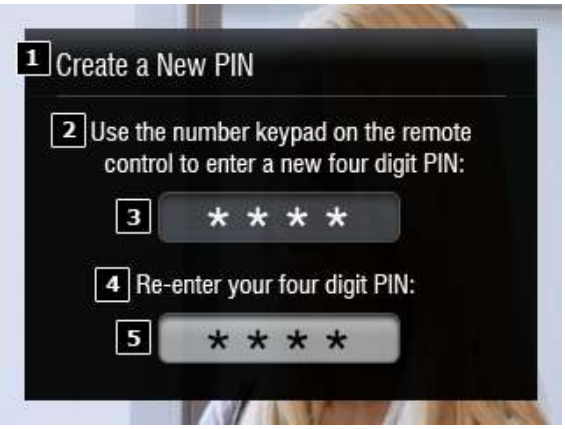
Directional Pad	*N/A*
Ok	*Toggles Parental Controls On*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

Note

- When Parental Controls are disabled, menu navigation is disabled. A user may enable Parental Controls or exit the menu. No content is blocked based on Parental Controls.

4.2.4 Create A New PIN





Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Create a New PIN
2	Direction Text	Text String	Use the number keypad on the remote control to enter a new four digit PIN:
3	PIN Entry Field	Text Field	N/A
4	Direction Text	Text String	Re-enter your four digit PIN:
5	PIN Re-entry Field	Text Field	N/A

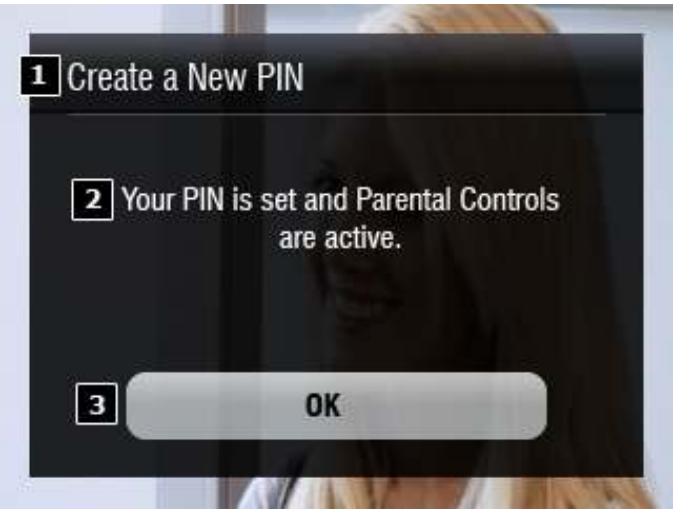
Key Table

Directional Pad	*N/A*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Conditional: Displays Parental Controls Disabled (if in first text field) OR Previous PIN Entry Field (if in second text field)*
Number Keys	*Any four character sequence creates PIN*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

Notes

- Upon fourth RCU Number Key Press, state changes to show re-entry text field.
- If the user performs an RCU Back Key Press with PIN Entry Field in focus, state changes back to Parental Controls Disabled.
- If the user performs an RCU Back Key Press with PIN Re-entry Field in focus, focus changes to PIN Entry Field and PIN Re-entry Field and text disappears.

4.2.5 Create A New PIN Confirmation

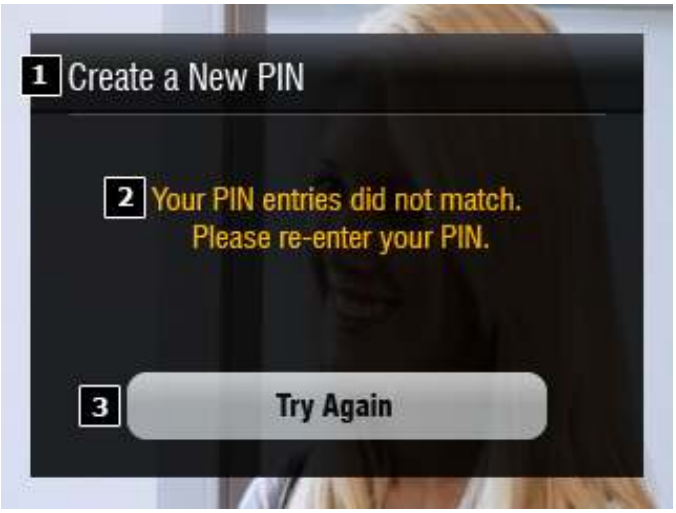


Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Create a New PIN
2	Status Message	Text String	Your PIN
3	Ok Button	Graphic	N/A

Key Table

Directional Pad	*N/A*
Ok	*Displays Parental Controls Enabled*
Info	*N/A*
Guide	*N/A*
Back	*Displays Parental Controls Enabled*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.6 Create A New PIN Error



Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Create a New PIN
2	Status Message	Text String	Your PIN entries did not match. Please re-enter your PIN.
3	Try Again Button	Graphic	N/A

Key Table

Directional Pad	*N/A*
Ok	*Displays Create A New PIN*
Info	*N/A*
Guide	*N/A*
Back	*Displays Create A New PIN*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

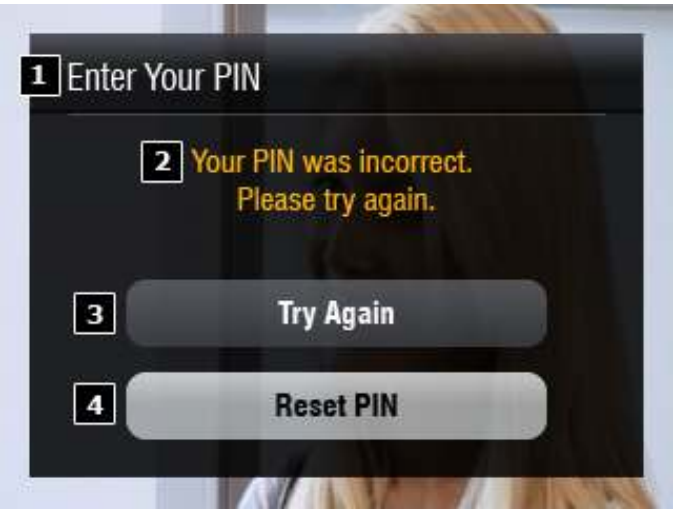
4.2.7 Enter PIN



Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Enter Your PIN
2	Status Message	Text String	Use the remote control number keypad to enter your four digit PIN:
3	PIN Entry Field	Text Field	N/A

Key Table	
Directional Pad	*N/A*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.8 Incorrect PIN Entry

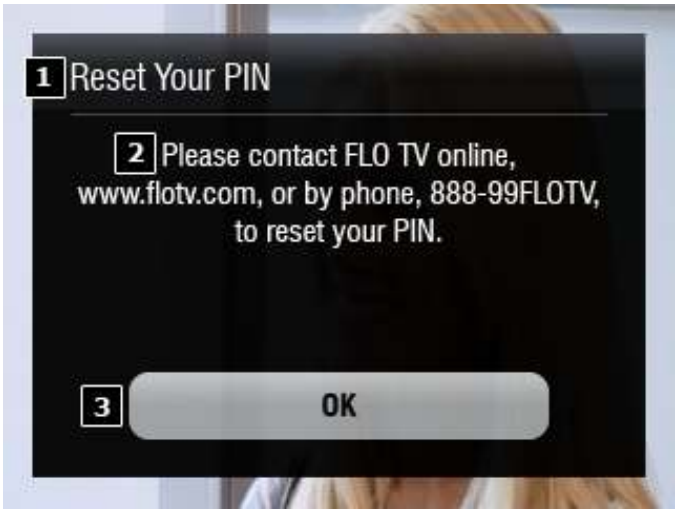


Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Enter Your PIN
2	Status Message	Text String	Your PIN was incorrect. Please try again.
3	Try Again Button	Graphic	N/A
4	Reset PIN Button	Graphic	N/A

Key Table

Directional Pad	*RCU Up/Down changes focus between the two buttons*
Ok	*Selects button in focus*
Info	*N/A*
Guide	*N/A*
Back	*Displays Enter PIN*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.9 Reset PIN



Object		Data Type	Static Text String Value
1	Menu Header Title	Text String	Reset Your PIN
2	Contact Information	Text String	Please contact FLO TV online, www.flotv.com, or by phone, 888-99FLOTV, to reset your PIN.
3	OK Button	Graphic	N/A

Key Table

Directional Pad	*N/A*
Ok	*Displays Settings*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.10 TV Rating Limit

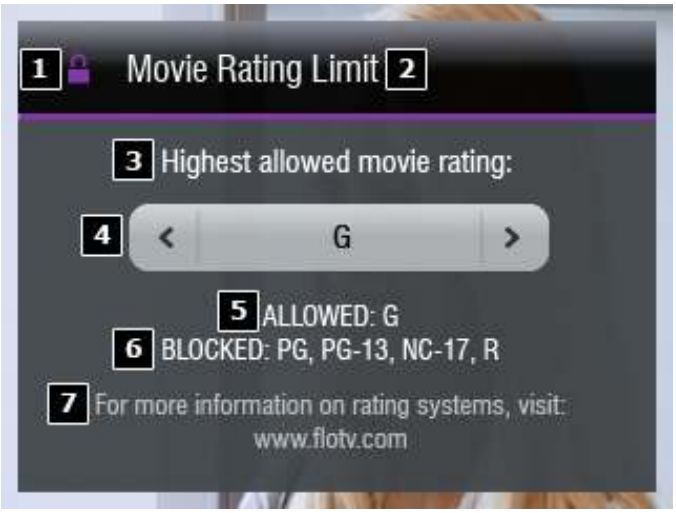


Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	TV Rating Limit
3	Explanatory Copy	Text String	Highest allowed TV rating:
4	Rating Tapbox	Graphic	N/A
5	Allowed Ratings	Text String	ALLOWED: *<Allowed Ratings>*
6	Blocked Ratings	Text String	BLOCKED: *<Blocked Ratings>*
7	Contact Information	Text String	For more information on rating systems, visit: www.flotv.com

Key Table

Directional Pad	*Left/Right selects lower/higher Rating Limit*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.11 Movie Rating Limit



Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Movie Rating Limit
3	Explanatory Copy	Text String	Highest allowed movie rating:
4	Rating Tapbox	Graphic	N/A
5	Allowed Ratings	Text String	ALLOWED: *<Allowed Ratings>*
6	Blocked Ratings	Text String	BLOCKED: *<Blocked Ratings>*
7	Contact Information	Text String	For more information on rating systems, visit: www.flotv.com

Key Table	
Directional Pad	*Left/Right selects lower/higher Rating Limit*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.12 Audiocast Rating Limit

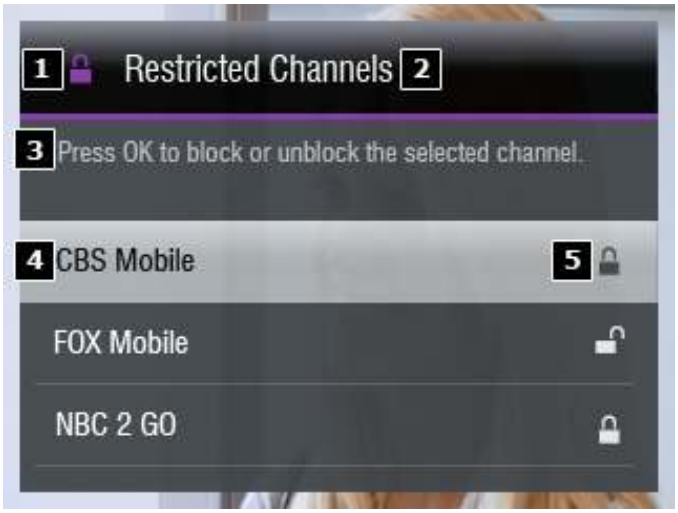


Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Audiocast Rating Limit
3	Explanatory Copy	Text String	Highest allowed audiocast rating:
4	Rating Tapbox	Graphic	N/A
5	Allowed Ratings	Text String	ALLOWED: *<Allowed Ratings>*
6	Blocked Ratings	Text String	BLOCKED: *<Blocked Ratings>*
7	Contact Information	Text String	For more information on rating systems, visit: www.flotv.com

Key Table

Directional Pad	*Left/Right selects lower/higher Rating Limit*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.13 Restricted Channels



Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Restricted Channels
3	Explanatory Copy	Text String	Press OK to block or unblock the selected channel.
4	Channel Name	Text String	N/A
5	Restrict Icon	Graphic	N/A

Key Table

Directional Pad	*Up/Down move focus*
Ok	*Toggles highlighted Channel between restricted/unrestricted states*
Info	*N/A*
Guide	*N/A*
Back	*Displays Parental Controls Enabled*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

4.2.14 Favorite Channels



Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Favorite Channels
3	Explanatory Copy	Text String	Press a number key next to a channel to set it as a favorite. After a favorite is set, you can change channels by pressing the number again while watching TV.
4	Channel Name	Text String	N/A
5	Favorite Entry Field	Text Field	N/A

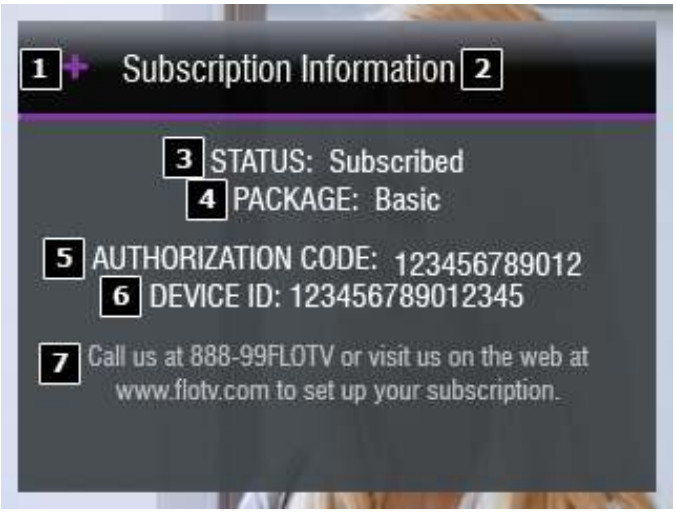
Key Table

Directional Pad	*Up/Down move focus*
Ok	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*Assigns a channel favorite to the number entered*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

Note

- Only single number values can be associated with a favorite channel.

4.2.15 Subscription Information



Object		Data Type	Static Text String Value
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Subscription Information
3	Subscription Status	Text String	STATUS: <*Subscription Status*>
4	Package Status	Text String	PACKAGE: <*Package Status*>
5	Authorization Code	Text String	AUTHORIZATION CODE: <*Authorization Code*>
6	Device ID	Text String	DEVICE ID: <*Device ID*>
7	Contact Information	Text String	Call us at 889-99FLOTV or visit us on the web at www.flotv.com to set up your subscription.

Key Table

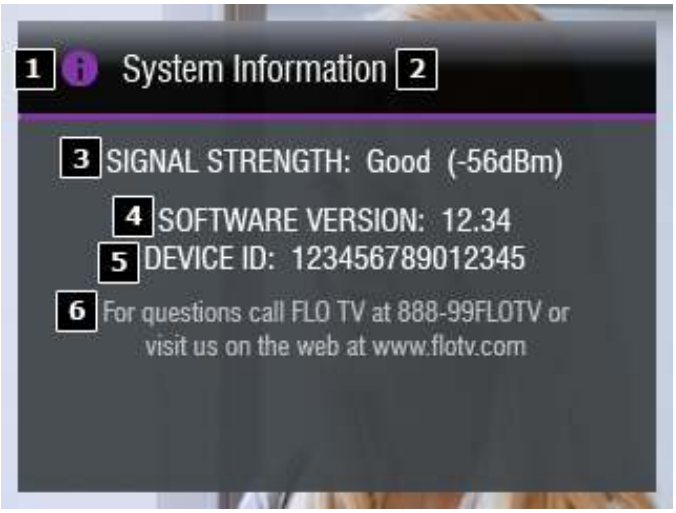
Directional Pad/Center Select	*N/A*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device*
Settings	*Displays Fullscreen Video*

Notes

- Authorization Code is a 12 digit number.

- Device ID is a 15 digit number.
- If the user is unsubscribed, Authorization Code displays a null value.

4.2.16 System Information



Object		Data Type	Static Text String Values
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	System Information
3	Signal Strength	Text String	Signal Strength: <*Signal Strength*> (<*dBm Level*>)
4	Software Version	Text String	Software Version: <*Software Version*>
5	Device ID	Text String	Device ID: <*Device ID*>
6	Contact Message	Text String	For questions call FLO TV at 889-99FLOTV or visit us on the web at www.flotv.com

Key Table

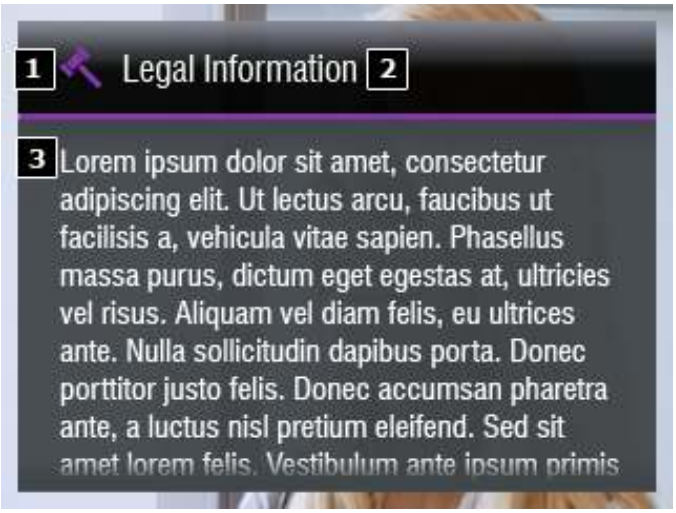
Directional Pad	*N/A*
Ok	*Selects OK Button*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*

Mode Toggle	*Displays analog signal from externally connected A/V device.*
Settings	*Displays Fullscreen Video*

Notes

- Signal Strength is indicated by three states: Good (> -62dBm), Fair, and No Coverage (<= -92dBm). An associated dBm level is also presented.

4.2.17 Legal Information



Object		Data Type	Static Text String Values
1	Menu Header Icon	Graphic	N/A
2	Menu Header Title	Text String	Legal Information
3	Terms & Conditions	Long Text	See Appendix 5.1

Key Table

Directional Pad	*N/A*
Ok	*Selects OK Button*
Info	*N/A*
Guide	*N/A*
Back	*Displays Settings*
Number Keys	*N/A*
Mode Toggle	*Displays analog signal from externally connected A/V device.*
Settings	*Displays Fullscreen Video*

Notes

- Legal text can be dynamically updated over the air when required.

4.3 SETTINGS USE CASES

4.3.1 Toggle Settings Open

Precondition
1. FLO TV is displaying any Player state.

Action
2. The user performs an RCU Settings Key Press.

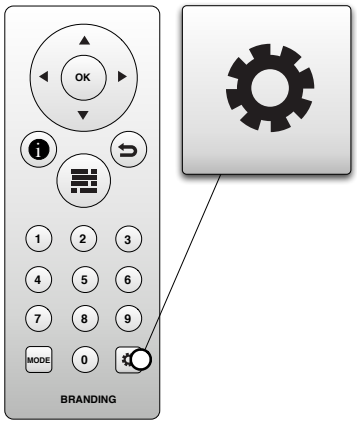
Postcondition
3. FLO TV displays the Settings Menu.

Example

1. Fullscreen Video



2. RCU Settings Key Press



3. Settings Menu



Notes
- FLO TV content continues to play under the menu.

4.3.2 Toggle Settings Closed

Precondition

1. FLO TV is displaying the Settings Menu.

Action

2. The user performs an RCU Settings Key Press.

Postcondition

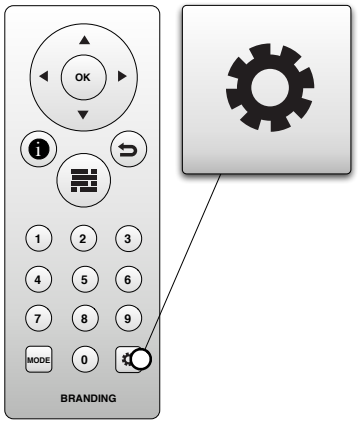
3. FLO TV displays Fullscreen Video.

Example

1. Settings Menu



2. RCU Settings Key Press



3. Fullscreen Video



Notes

- User can also perform an RCU Back Key Press to close the Settings Menu and return to Fullscreen Video.
- A user can be anywhere within the Settings section (and subsections) and toggle Settings closed to return to Fullscreen Video.

4.3.3 Back Out of Settings Menu

Precondition

1. FLO TV is displaying the Settings Menu.

Action

2. The user performs an RCU Back Key Press.

Postcondition

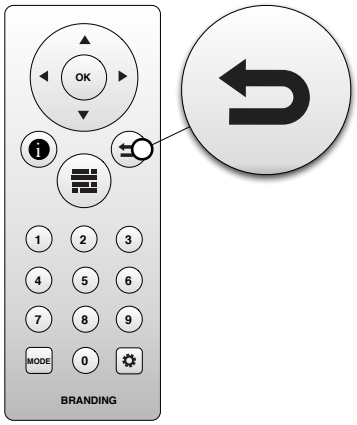
3. FLO TV displays Fullscreen Video.

Example

1. Settings Menu



2. RCU Back Key Press



3. Fullscreen Video



4.3.4 Enable Parental Controls

Precondition

1. FLO TV is displaying the Parental Controls Disabled state.

Action

2. The user toggles Parental Controls on by performing an RCU Ok Key Press.
3. FLO TV displays the Create A New PIN Dialog.
4. The user creates a new PIN by entering any four number sequence from the RCU number keypad.
5. On the fourth RCU Number Key Press, the confirm PIN text field is displayed.
6. The user confirms their PIN by entering the same four number sequence in the confirmation text field.
7. On the fourth RCU Number Key Press, the New PIN Confirmation Message appears.
8. User performs an RCU Ok Key Press in order to return to the Parental Controls Enabled state.

Postcondition

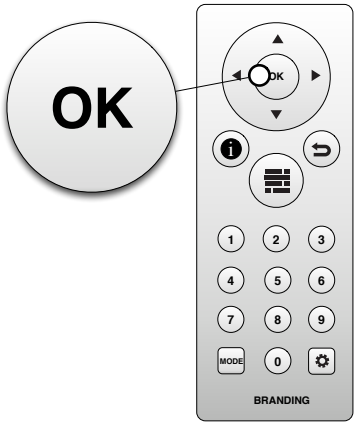
9. FLO TV is in the Parental Controls Enabled state with ratings defaulted to the lowest rating (if never enabled before) or the last rating set by the user. Programs with a higher rating will be blocked.

Example

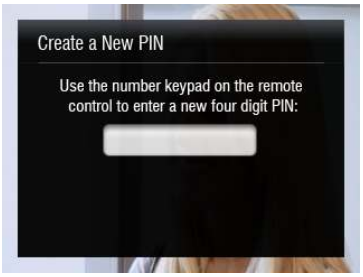
1. Parental Controls Disabled



2. RCU Ok Key Press



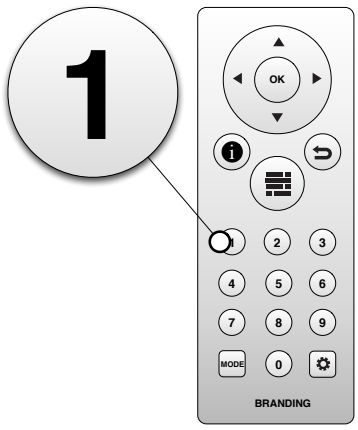
3. Create A New PIN



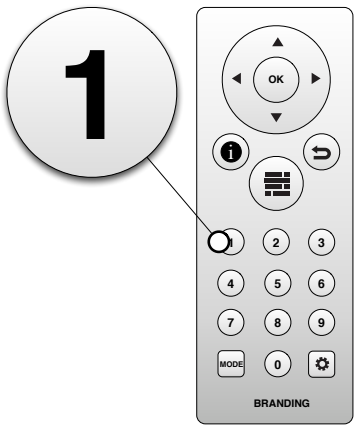
4. RCU Number Key Press Sequence

5. Confirm New PIN

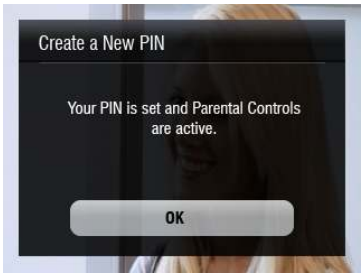
6. RCU Number Key Press Sequence



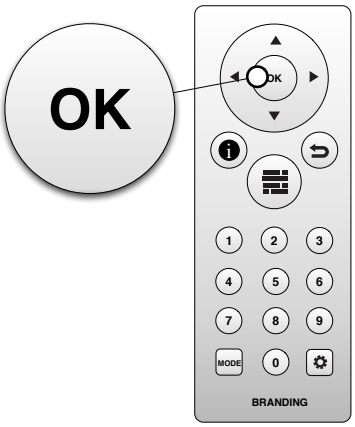




7. New PIN Confirmation Message



8. RCU Ok Key Press



9. Parental Controls Enabled



Notes

- The user will not be prompted to create or enter a PIN if the user decides to disable or enable the Parental Control setting after having created a PIN and not exited the Parental Controls state.
- The PIN is stored for as long as the Parental Controls are enabled. Disabling Parental Controls erases the PIN and requires the user to set a new PIN when enabling Parental Controls in the future.
- User can perform a Back key press to dismiss the PIN dialog and go back to the Parental Controls Disabled state.
- Enabling Parental Controls will automatically disable adult content channels by selecting it in the Restricted Channels list. Adult channels are always marked as a restricted channel in the Restricted Channels list and cannot be unlocked.
- If the user enters a second PIN that does not match the first, FLO TV will display the Create A New PIN Error state.

4.3.5 Disable Parental Controls

Precondition

1. FLO TV is displaying the Settings Menu and Parental Controls are enabled.

Action

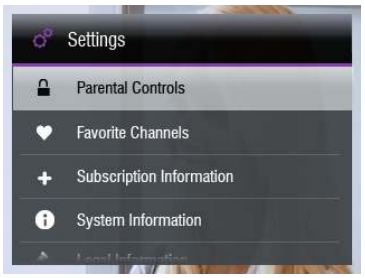
2. The user performs an RCU Ok Key Press with Parental Controls highlighted.
3. Enter Your PIN is displayed.
4. The user performs an RCU Number Key Press sequence to enter their four digit PIN
5. Parental Controls Enabled is displayed upon successful PIN entry.
6. The user performs an RCU Ok Key Press.

Postcondition

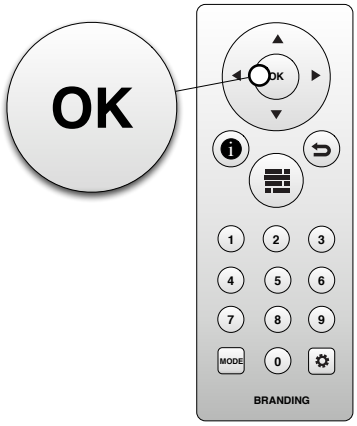
7. FLO TV is displaying the Parental Controls Disabled state. All programming and channels will be allowed for viewing.

Example

1. Settings



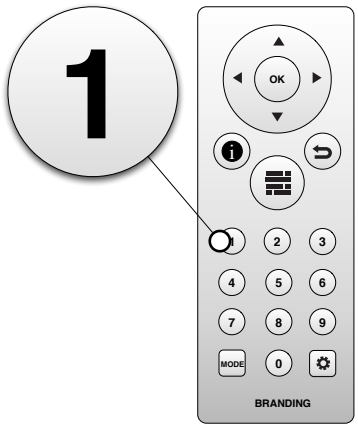
2. RCU Ok Key Press



3. PIN Entry



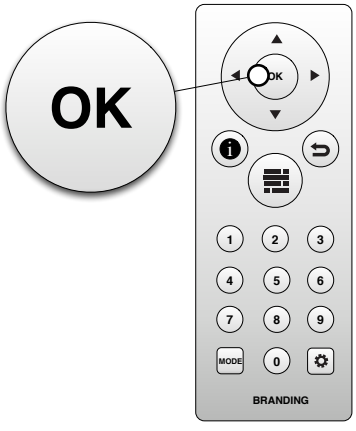
4. RCU Number Key Press Sequence



5. Parental Controls Enabled



6. RCU Ok Key Press



7. Parental Controls Disabled



Notes

- The user will not be prompted to create or enter a PIN if the user decides to enable or disable the Parental Control setting and the user has not exited the Parental Controls menu.
- Disabling the Parental Controls will require the user to create a new PIN when enabling Parental Controls again.
- Dismissing the PIN dialog will take the user back to the Settings menu.

4.3.6 View TV Ratings

Precondition

1. FLO TV is displaying the Parental Controls Enabled state.

Action

2. The user performs an RCU Ok Key Press with TV Rating Limit highlighted.

Postcondition

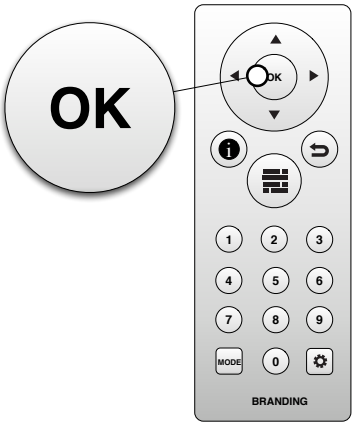
3. FLO TV is displaying the TV Rating Limit state.

Example

1. Parental Controls Enabled



2. RCU Ok Key Press



3. TV Rating Limit



4.3.7 Edit TV Ratings

Precondition

1. FLO TV is displaying TV Rating Limit state.

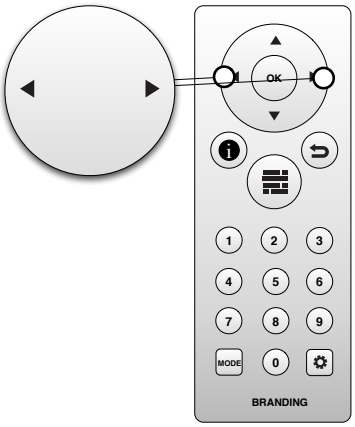
Action

2. The user performs an RCU Left/Right Key Press.

Postcondition

3. FLO TV is displaying the updated TV Rating Limit.

Example

1. TV Rating Limit	2. RCU Left/Right Key Press	3. Updated TV Rating Limit
		

Notes

- The tapbox arrows in the TV Rating Limit state will be disabled when it cannot be set any further in the given direction.
- The TV Rating Limit default setting is the lowest rating (e.g. TV-Y).
- The ratings options are sent over the air and the UI sets the available ratings options. If no TV ratings are sent, there will be no list item available for TV Rating Limit in the Parental Controls Enabled state or Parental Controls Disabled state.

4.3.8 Exit TV Ratings

Precondition

1. FLO TV is displaying TV Rating Limit state.

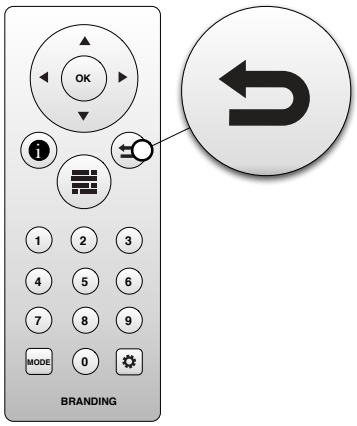
Action

2. The user performs an RCU Back Key Press.

Postcondition

3. FLO TV is displaying Parental Controls.

Example

1. TV Rating Limit	2. RCU Back Key Press	3. Parental Controls Enabled
		

Notes

- Parental Controls displays the updated TV Rating Limit.

4.3.9 View Movie Ratings

Precondition

1. FLO TV is displaying the Parental Controls Enabled state.

Action

2. The user performs an RCU Ok Key Press with Movie Rating Limit highlighted.

Postcondition

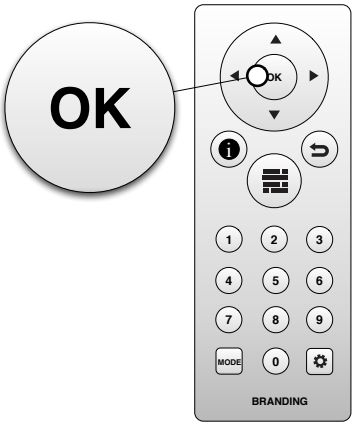
3. FLO TV is displaying the Movie Rating Limit state.

Example

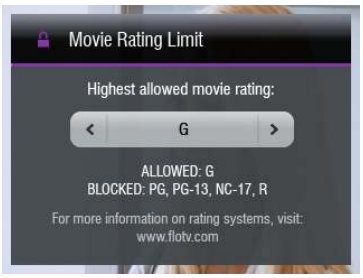
1. Parental Controls Enabled



2. RCU Ok Key Press



3. Movie Rating Limit



4.3.10 Edit Movie Ratings

Precondition

1. FLO TV is displaying Movie Rating Limit state.

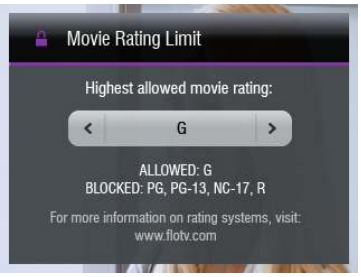
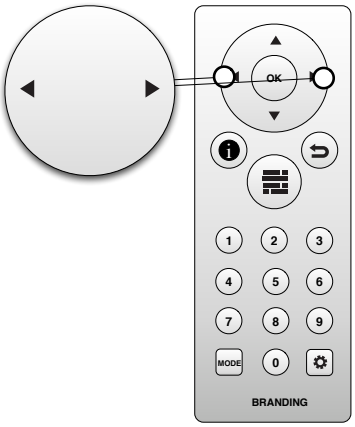
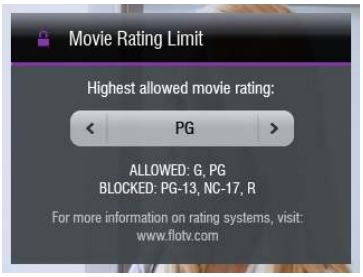
Action

2. The user performs an RCU Left/Right Key Press.

Postcondition

3. FLO TV is displaying an updated Movie Rating Limit.

Example

1. Movie Rating Limit	2. RCU Left/Right Key Press	3. Updated Movie Rating Limit
		

Notes

- The tapbox arrows in the Movie Rating Limit state will be disabled when it cannot be set any further in the given direction.
- The Movie Rating Limit default setting is the lowest rating (e.g. G).
- The ratings options are sent over the air and the UI sets the available ratings options. If no Movie ratings are sent, there will be no list item available for Movie Rating Limit in the Parental Controls Enabled state or Parental Controls Disabled state.

4.3.11 Exit Movie Ratings

Precondition

1. FLO TV is displaying Movie Rating Limit state.

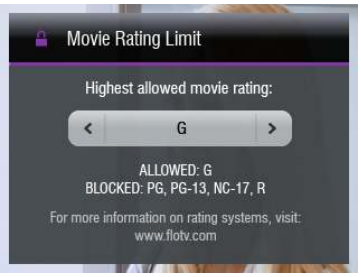
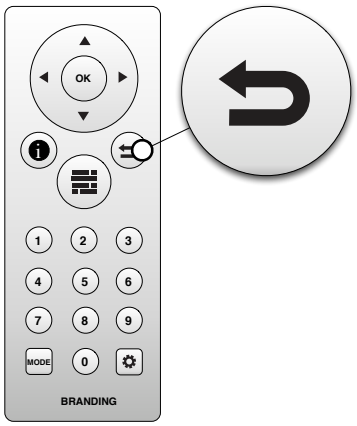
Action

2. The user performs an RCU Back Key Press.

Postcondition

3. FLO TV is displaying Parental Controls.

Example

1. Movie Rating Limit	2. RCU Back Key Press	3. Parental Controls Enabled
		

Notes

- Parental Controls displays the updated Movie Rating Limit.

4.3.12 View Audiocast Ratings

Precondition

1. FLO TV is displaying the Parental Controls Enabled state.

Action

2. The user performs an RCU Ok Key Press with Audiocast Rating Limit highlighted.

Postcondition

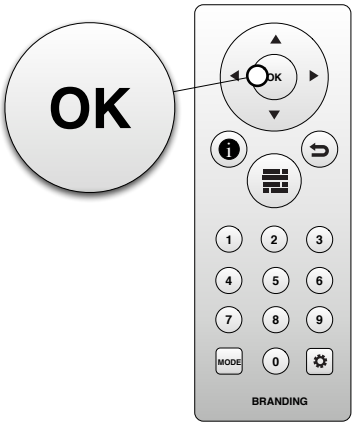
3. FLO TV is displaying the Audiocast Rating Limit state.

Example

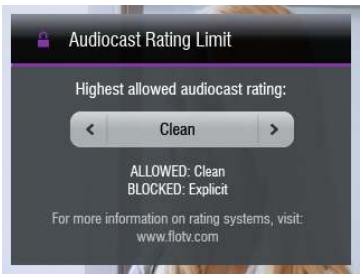
1. Parental Controls Enabled



2. RCU Ok Key Press



3. Audiocast Rating Limit



4.3.13 Edit Audiocast Ratings

Precondition

1. FLO TV is displaying Audiocast Rating Limit state.

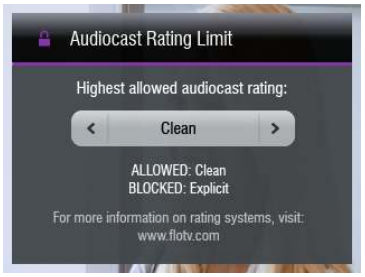
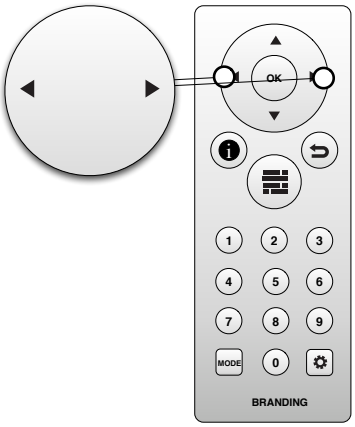
Action

2. The user performs an RCU Left/Right Key Press.

Postcondition

3. FLO TV is displaying an updated Audiocast Rating Limit.

Example

1. Audiocast Rating Limit	2. RCU Left/Right Key Press	3. Updated Audiocast Rating Limit
		

Notes

- The tapbox arrows in the Audiocast Rating Limit state will be disabled when it cannot be set any further in the given direction.
- The Audiocast Rating Limit default setting is the lowest rating (e.g. G).
- The ratings options are sent over the air and the UI sets the available ratings options. If no Audiocast ratings are sent, there will be no list item available for Audiocast Rating Limit in the Parental Controls Enabled state or Parental Controls Disabled state.

4.3.14 Exit Audiocast Ratings

Precondition

1. FLO TV is displaying Audiocast Rating Limit state.

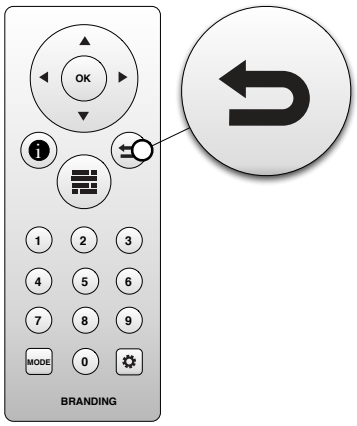
Action

2. The user performs an RCU Back Key Press.

Postcondition

3. FLO TV is displaying Parental Controls.

Example

1. Audiocast Rating Limit	2. RCU Back Key Press	3. Parental Controls Enabled
		

Notes

- Parental Controls displays the updated Audiocast Rating Limit.

4.3.15 View Restricted Channels

Precondition

1. FLO TV is displaying the Parental Controls Enabled state.

Action

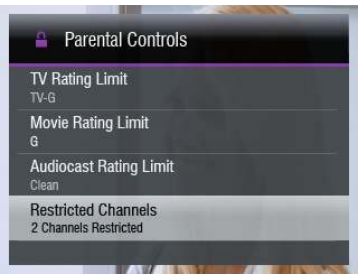
2. The user performs an RCU Ok Key Press with Restricted Channels highlighted.

Postcondition

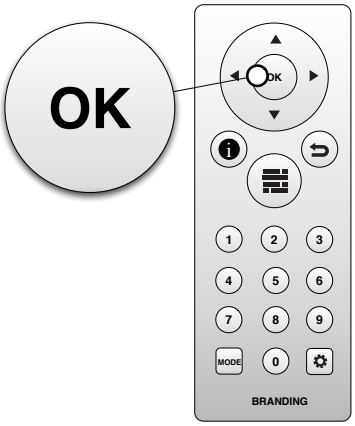
3. FLO TV is displaying the Restricted Channels state.

Example

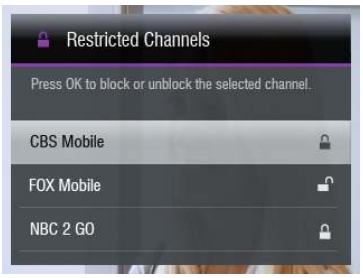
1. Parental Controls Enabled



2. RCU Ok Key Press



3. Restricted Channels



4.3.16 Edit Restricted Channels

Precondition

1. FLO TV is displaying Restricted Channels state.

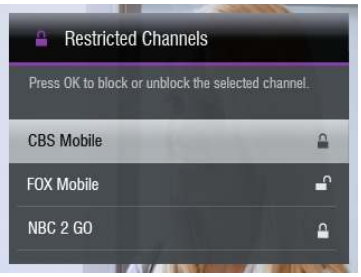
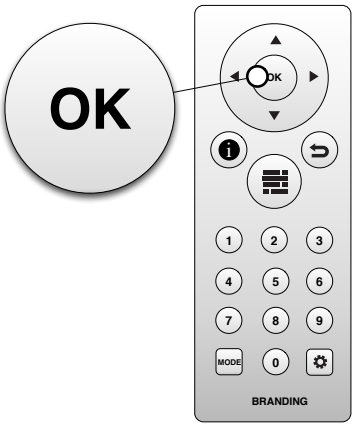
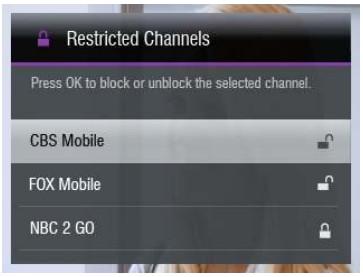
Action

2. The user performs an RCU Ok Key Press.

Postcondition

3. FLO TV is displaying an updated Restricted Channels.

Example

1. Restricted Channels	2. RCU Ok Key Press	3. Updated Restricted Channels
		

Notes

- Adult channels always default to a locked state.

4.3.17 Exit Restricted Channels

Precondition

1. FLO TV is displaying Restricted Channels state.

Action

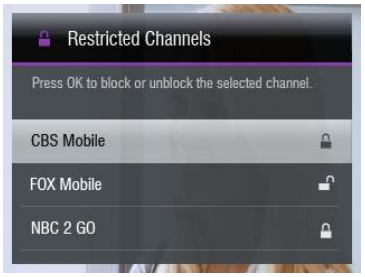
2. The user performs an RCU Back Key Press.

Postcondition

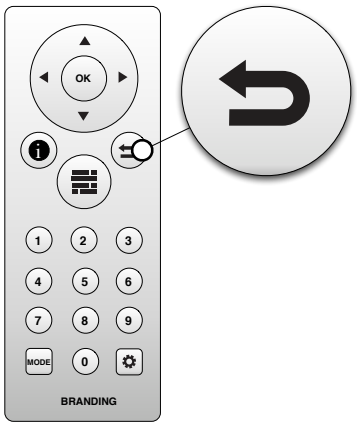
3. FLO TV is displaying Parental Controls.

Example

1. Restricted Channels



2. RCU Back Key Press



3. Parental Controls Enabled



Notes

- Parental Controls displays the updated Audiocast Rating Limit.

4.3.18 Reset PIN

Precondition

1. Parental Controls are enabled and FLO TV is displaying the Enter PIN dialog.

Action

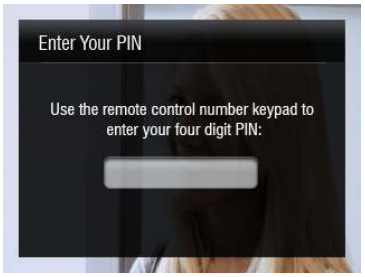
2. The user performs an RCU Number Key Press to complete a four number sequence.
3. FLO TV displays Incorrect PIN Entry state.
4. The user performs an RCU Ok Key Press with Reset PIN highlighted.
5. FLO TV displays Reset Your PIN state.
6. The user performs an RCU Ok Key Press to dismiss Reset PIN and return to the Parental Controls Enabled state.

Postcondition

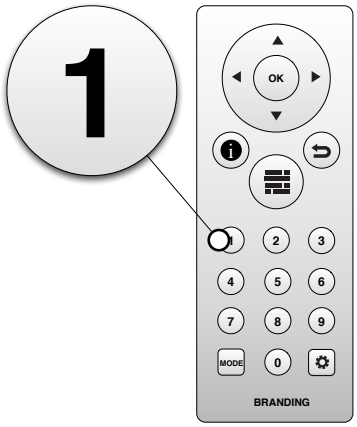
7. Conditional: The reset trigger has been received, the PIN is no longer set, and Parental Controls are disabled. All blocked programs and channels are now available for viewing; OR, Parental Controls are still enabled and the system has not received the reset trigger. In both cases however, the user is in the Settings Menu.

Example

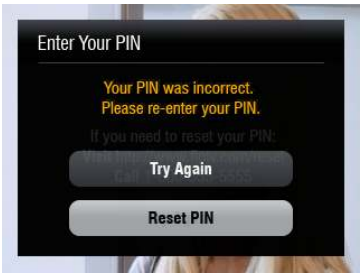
1. Enter Your PIN



2. RCU Number Key Press Sequence



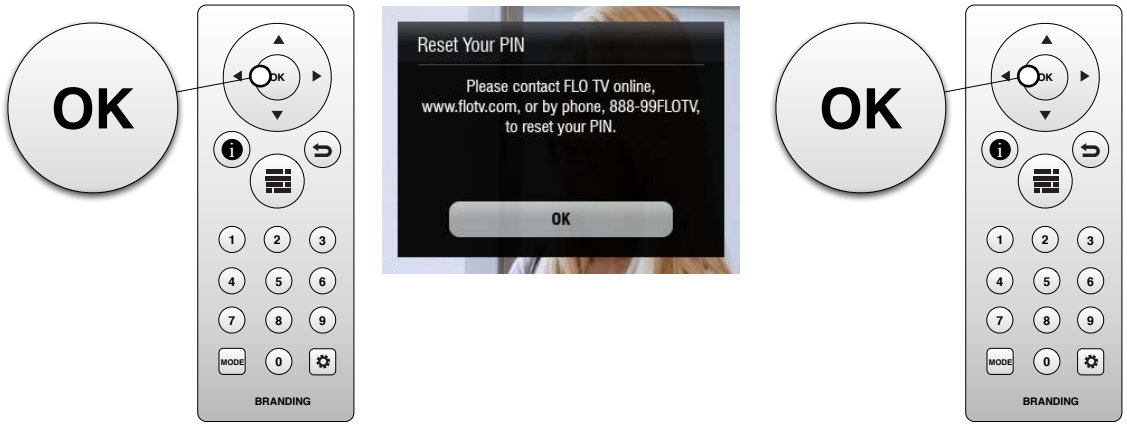
3. Incorrect PIN Entry



4. RCU Ok Key Press

5. Reset Your PIN

6. RCU Ok Key Press



7. Settings Menu



Notes

- The user only has the option of dismissing the PIN Reset dialog. The dialog will continue to display until the user dismisses it.
- There is no limit to the number of times a user can enter a PIN.
- When a user contacts FLO TV CSR and requests a PIN reset, the reset trigger is sent over the FLO TV network and within minutes the user's PIN is reset and Parental Controls reset to disabled.

4.3.19 View Favorite Channels

Precondition

1. FLO TV is displaying the Settings Menu.

Action

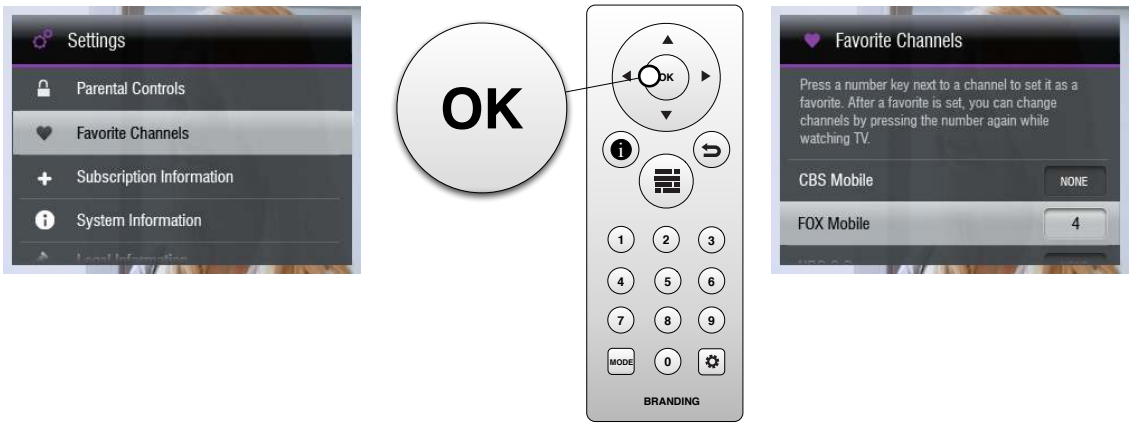
2. The user performs an RCU Ok Key Press with Favorite Channels highlighted.

Postcondition

3. FLO TV is displaying Favorite Channels.

Example

1. Settings Menu	2. RCU Ok Key Press	3. Favorite Channels



4.3.20 Edit Favorite Channels

Precondition

1. FLO TV is displaying Favorite Channels state.

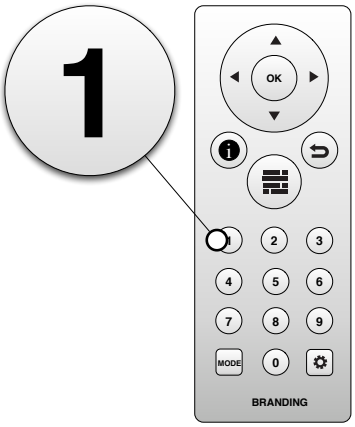
Action

2. The user performs an RCU Number Key Press.

Postcondition

3. FLO TV is displaying an updated Favorite Channels.

Example

1. Restricted Channels	2. RCU Number Key Press	3. Updated Restricted Channels
		

Notes

- A favorite channel can be mapped any number of times.
- A channel's mapping becomes "NONE" when a new channel is assigned its number.

4.3.21 Exit Favorite Channels

Precondition

1. FLO TV is displaying Favorite Channels state.

Action

2. The user performs an RCU Back Key Press.

Postcondition

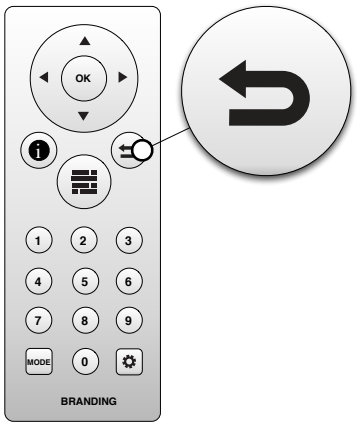
3. FLO TV is displaying Settings Menu.

Example

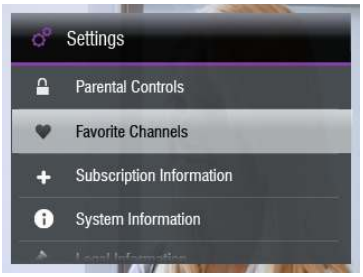
1. Favorite Channels



2. RCU Back Key Press



3. Settings Menu



4.3.22 View Subscription Information

Precondition

1. FLO TV is displaying the Settings Menu.

Action

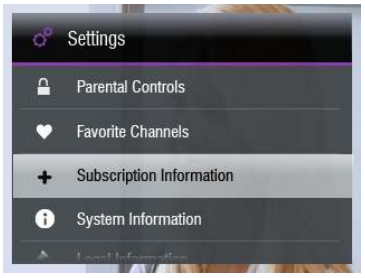
2. The user performs an RCU Ok Key Press with Subscription Information highlighted.

Postcondition

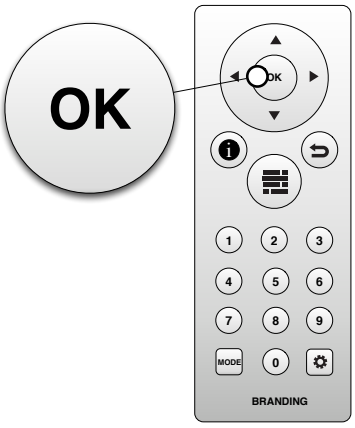
3. FLO TV displays Subscription Information.

Example

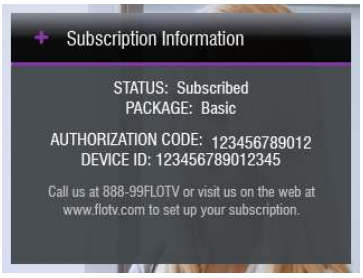
1. Settings Menu



2. RCU Ok Key Press



3. Subscription Information



Notes

- The user can also perform an RCU Settings Key Press to exit Settings and return to Fullscreen Video.

4.3.23 Exit Subscription Information

Precondition

1. FLO TV is displaying Subscription Information.

Action

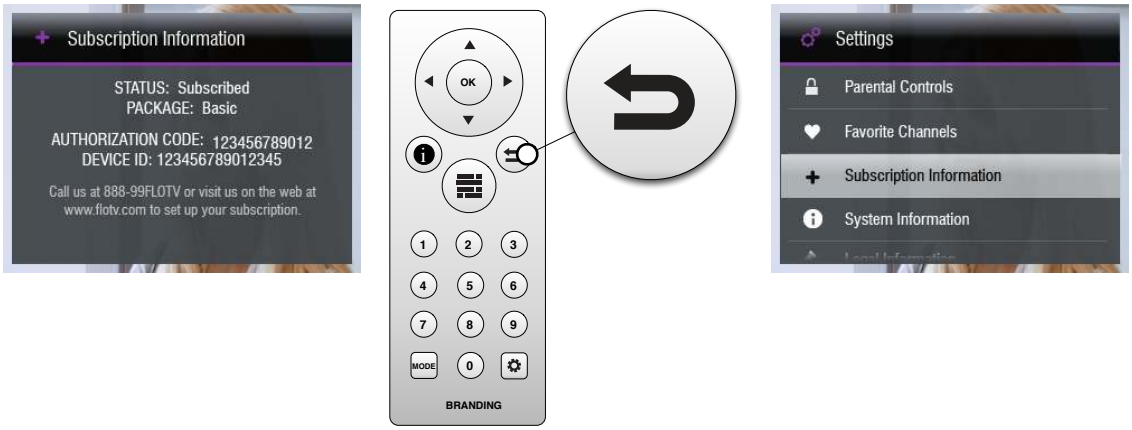
2. The user performs an RCU Back Key Press.

Postcondition

3. FLO TV is displaying the Settings Menu.

Example

1. Subscription Information **2. RCU Back Key Press** **3. Settings Menu**



Notes

- The user can also perform an RCU Settings Key Press to exit Settings and return to Fullscreen Video.

4.3.24 View System Information

Precondition

1. FLO TV is displaying the Settings Menu.

Action

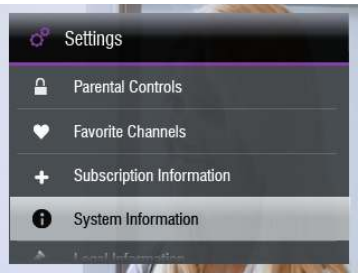
2. The user performs an RCU Ok Key Press with System Information highlighted.

Postcondition

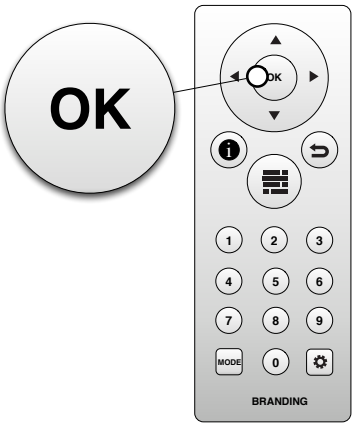
3. FLO TV displays System Information.

Example

1. Settings Menu



2. RCU Ok Key Press



3. System Information



Notes

- Signal Strength is updated in real-time.
- The user can return to the Settings Menu via an RCU Back Key Press.
- The user can also perform an RCU Settings Key Press to exit Settings and return to Fullscreen Video.

4.3.25 Exit System Information

Precondition

1. FLO TV is displaying System Information.

Action

2. The user performs an RCU Back Key Press.

Postcondition

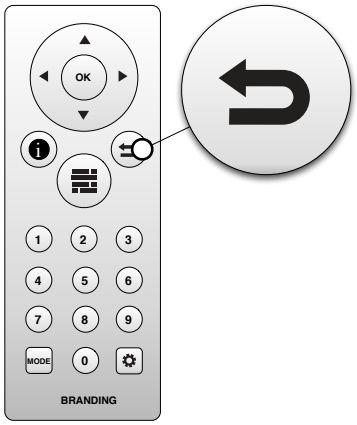
3. FLO TV is displaying the Settings Menu.

Example

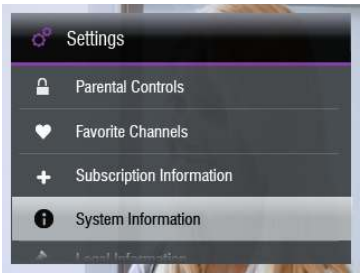
1. System Information



2. RCU Back Key Press



3. Settings Menu



Notes

- The user can also perform an RCU Settings Key Press to exit Settings and return to Fullscreen Video.

4.3.26 View Legal Information

Precondition

1. FLO TV is displaying the Settings Menu.

Action

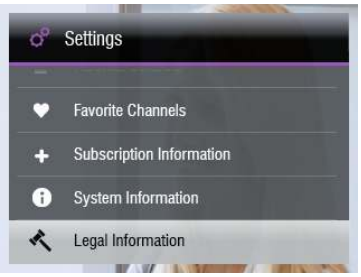
2. The user performs an RCU Ok Key Press with Legal Information highlighted.

Postcondition

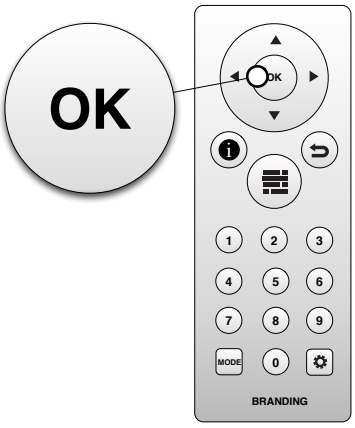
3. FLO TV displays Legal Information

Example

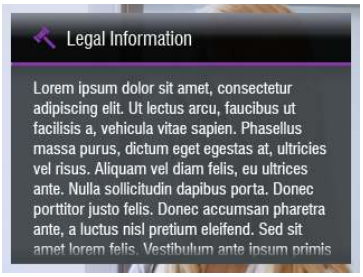
1. Settings Menu



2. RCU Ok Key Press



3. Legal Information



Notes

- User can scroll up/down through the legal text.

4.3.27 Exit Legal Information

Precondition

1. FLO TV is displaying Legal Information.

Action

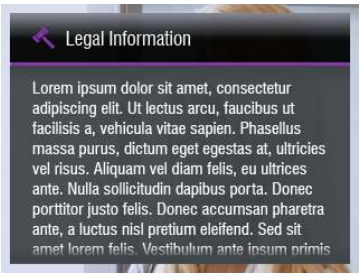
2. The user performs an RCU Back Key Press.

Postcondition

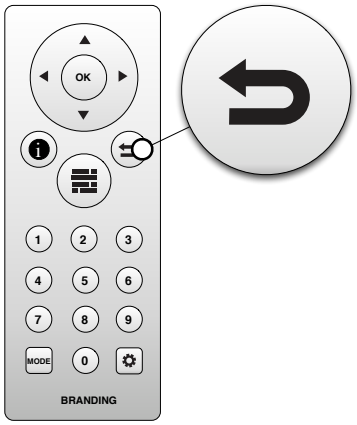
3. FLO TV is displaying the Settings Menu.

Example

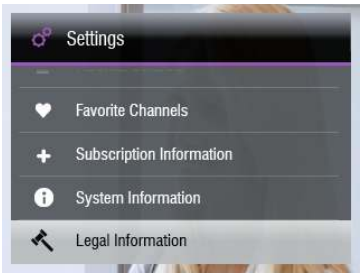
1. System Information



2. RCU Back Key Press



3. Settings Menu



Notes

- The user can also perform an RCU Settings Key Press to exit Settings and return to Fullscreen Video.

5 // Appendix

5.1 PIN Legal Text

Below is the full legal text required to be accessible within the FLO TV RSE System.

TERMS AND CONDITIONS:

The documents that govern your use of the **FLO TV™** service and the **FLO TV** software as well as how FLO TV Incorporated (FLO TV) uses, discloses and transfers data any time you interact with FLO TV, contact FLO TV or purchase or use FLO TV's products and services are set in these Terms and Conditions.

INDEX:

I. FLO TV Customer Agreement Terms and Conditions
II. FLO TV Privacy Policy
III. FLO TV End User License Agreement (EULA)

To view each document separately and print copies for your records, please visit the following websites:

FLO TV Customer Agreement Terms and Conditions at [URL]

FLO TV Privacy Policy at [URL]

FLO TV End User License Agreement at [URL]

FLO TV Incorporated ("FLO TV") Customer Agreement ([URL])

Terms & Conditions for FLO TV™ Subscribers

Effective as of: 5/19/09

Thank you for choosing the **FLO TV™** service ("FLO TV service"). Please carefully read this agreement. These are the terms and conditions that apply to your paid, trial, promotional and other FLO TV subscriptions and use of **FLO TV** service. By using the **FLO TV** service, you are accepting this agreement and you are bound by its conditions. These terms and conditions apply to all of the services we provide you and are in addition to and subject to the terms and conditions of the FLO TV Privacy Statement and the End User License Agreement ("EULA") for the FLO TV-enabled device ("Device") that you use to receive **FLO TV** service, both of which are incorporated herein and shall become a part of this agreement. To the extent any condition in your EULA or the FLO TV Privacy Statement expressly conflicts with this agreement, the condition in your EULA or the FLO TV Privacy Statement will govern. For a copy of the FLO TV Privacy Statement, please visit [insert URL]. A copy of the EULA may be found in the documents included in your Device package at the time of purchase or at [insert URL]. Please keep this agreement, a copy of the FLO TV Privacy Statement and the EULA for your records and visit our website periodically to review updates to such documents.

Acceptance of This Agreement:
THIS AGREEMENT STARTS WHEN YOU ACCEPT. You accept when you do any of the following things:

Give FLO TV a written or electronic signature;

Tell FLO TV or its representative orally or electronically that you accept;

Use the **FLO TV** service, including your use of the service after making any change or addition after FLO TV has notified you that the change or addition requires acceptance.

IF YOU DON'T WANT TO ACCEPT, DON'T DO ANY OF THESE THINGS. You can cancel, change or transfer your subscription only as set forth in Section D of this Agreement.

The FLO TV Service:

How the FLO TV Service Works: The **FLO TV** service is an over –the-air multicast service which provides various live TV and other content offerings and may be affected by location. We can't provide service when your Device isn't in range of a transmission site used to provide the service. You must be within the FLO TV coverage area for viewing and to perform certain functions from your Device, such as (without limitation) initial activation of the service, deactivation, and service changes. Even within a coverage area, there are many factors, including, without limitation, network capacity, your Device, terrain, proximity to buildings, foliage and weather, that may impact availability and quality of the service.

FLO TV Service Changes: We reserve the unrestricted right to change, rearrange, add, delete, or cancel any content, content providers, program schedules, menu order, programs and channel availability and service functionality with or without notice to you. Your continued use of the **FLO TV** service following any programming changes will constitute your acceptance of such changes.

Interrupted Service: The content available on the **FLO TV** service may change. The **FLO TV** service may be interrupted or restricted without notice, including, without limitation, for emergency broadcasts and alerts and blackout restrictions for sports and other programming offered as part of the **FLO TV** service. There will be no credits for interrupted service or your inability to use the service based on coverage and availability. Please call Customer Care if you have any questions regarding interruption of your service.

Terms of the Agreement and Your FLO TV Service Plan:

Changes to Terms of the Agreement:
UNLESS OTHERWISE PROHIBITED BY LAW, WE RESERVE THE RIGHT TO CHANGE THESE TERMS AND CONDITIONS AT ANY TIME. ANY CHANGES OR MODIFICATIONS WILL BE EFFECTIVE UPON PROVIDING NOTICE TO YOU OF SUCH REVISIONS OR POSTING OF THE REVISIONS ON OUR WEBSITE AT [INSERT URL] REFELCTING THE DATE THAT THIS AGREEMENT WAS LAST UPDATED OR BY SENDING YOU WRITTEN NOTICE. IF YOU CHOOSE TO USE YOUR SERVICE AFTER THAT POINT, YOU'RE ACCEPTING THE CHANGES. YOU SHOULD FREQUENTLY REVIEW THESE TERMS AND CONDITIONS (INCLUDING THE DATE AT THE BOTTOM OF THIS AGREEMENT REFLECTING WHEN IT WAS LAST UPDATED) AND APPLICABLE POLICIES FROM TIME TO TIME TO UNDERSTAND THE TERMS THAT APPLY TO YOUR USE OF THE SERVICE AND/OR THE DEVICE.

Your FLO TV Service Plan:

YOUR FLO TV SUBSCRIPTION PACKAGE AND RELATED TERMS (“PLAN”) are incorporated herein and shall become PART OF THIS AGREEMENT. These terms and conditions are in addition to and subject to your Plan. Your Plan includes your FLO TV subscription information, service allowances and features and, without limitation, the term, duration, billing information, payment due dates, price, costs, fees, taxes and recurring charges associated with those allowances and features, all as described in the materials made available to you at the time you accepted this agreement. To the extent any condition in your Plan expressly conflicts with this agreement, the condition in your Plan will govern. If at any time you change your service (for example, by accepting a promotional opportunity offered by FLO TV or subscribing to a new service offering), you'll be subject to the requirements, such as a new minimum term, associated with that change.

Service Included Offer (name TBD).

From time to time, FLO TV may offer up to three months of service included when a Device is purchased. For this offer to apply, you must be a subscriber for annual services using an included device and must subscribe during a period when such offer is made available. This offer is valid only one time per Device. Cancellation of the subscription before 1 year will result in a termination fee as detailed in this agreement. This offer cannot be combined with any other offers and FLO TV reserves the right to cancel or modify this offer at anytime. **Please check our website at [ENTER URL] from time to time to determine whether there are any Service Included Offers available regarding a specific device.**

Your Rights to Change, Transfer or End Your Service; Termination Fees; Automatic Renewals:

Except as explicitly permitted by this agreement, you're agreeing to maintain service with FLO TV for the minimum term set forth in your Plan (periods of suspension of service or free promotions don't count towards fulfillment of your minimum term). After that, your Plan will renew automatically for another period of the same length under the terms of this agreement unless you chose to cancel prior to that renewal or your service is cancelled, terminated or discontinued by FLO TV or if you select a different Plan**..** You will not be charged an early termination fee if you terminate during any Renewal Period though there may be an administrative or other fee for doing so. Your account will automatically be charged (or you will be billed, as applicable) at the rates in effect at the time of renewal. You have the right to change your subscription package and Plan. How the change will affect your charges will depend on the choices you make. If you select a different Plan during the term of your current Plan where the fee is less than or equal to the fee for your current Plan, you may be charged a Plan changing fee. FLO TV may, at our option, process your renewal on a month-to month basis instead of your chosen subscription term if there are issues on your account. AN EARLY TERMINATION FEE WILL ALSO APPLY IF YOU CHOOSE TO END YOUR SERVICE BEFORE YOUR FIRST RENEWAL OR ANY SUBSEQUENT RENEWAL, OR IF WE TERMINATE IT EARLY FOR GOOD CAUSE. If you terminate your service as of the end of your minimum term, you won't be responsible for any remaining part of your monthly billing cycle. Otherwise, and except as otherwise provided in the next sentence, all terminations by you during a monthly billing cycle become effective on the last day of that billing cycle. You'll remain responsible for all fees and charges incurred until then and won't be entitled to any partial–month credits or refunds (unless you terminate within the first 5 days of the month). SUBSCRIPTIONS AND FEES FOR Automotive pre-paid, monthly, and certain promotional SUBSCRIPTIONS are nonrefundable. There will be no cancellations, refunds, or credits allowed for day passes and event channel subscriptions. Day passes and event channel subscriptions are payable in full on the date of purchase and no reoccurring charges will apply to you. In the unlikely event that we cease broadcasting the service, whether as a result of liquidation, bankruptcy, or otherwise, all prepaid subscriptions will be treated as nonrefundable. Except as may be permitted by additional device terms, each subscription to **FLO TV** service is tied to one device. You may have multiple devices and multiple subscriptions. If you add additional devices to your account, you must purchase a separate subscription for each one. You are allowed to transfer subscriptions from one Device to another Device of the same "type." Each permitted transfer of a subscription is subject to a transfer fee. Because a subscription is tied to a Device, if your Device is lost, stolen, or otherwise transferred to another person, you must cancel or suspend your subscription or you will remain responsible for the payment of the subscription.

Charges, Fees and Taxes:

Charges and Fees We Set: By subscribing to the **FLO TV** service, you agree to pay all access, usage, activation/deactivation fees and other charges we bill you for or that the user of your Device accepts. We will charge you one or more of the following fees, all of which are subject to change without notice:

Activation Fee: We may charge a one-time activation fee that is payable with your first subscription fee payment. The activation fee is currently $25.00.

Late Fee:
IF WE DON'T RECEIVE PAYMENT IN FULL WHEN DUE, WE MAY, TO THE EXTENT PERMITTED BY THE LAW OF THE STATE OF THE BILLING ADDRESS WE HAVE ON FILE FOR YOU AT THE TIME, CHARGE YOU A LATE FEE OF UP TO 1.5 PERCENT A MONTH (18 PERCENT ANNUALLY) or the greatest amount permitted by law, OR A FLAT $5 A MONTH, WHICHEVER IS GREATER, ON UNPAID BALANCES. If your plan involves billing by a third party, LATE FEES WILL BE SET BY THAT PARTY OR BY ITS TARIFFS, WHICH MAY BE HIGHER THAN OUR LATE FEE RATE**.** WE MAY ALSO CHARGE YOU FOR ANY COLLECTION AGENCY FEES and costs incurred in COLLECTing FROM YOU as PERMITTED BY relevant LAW. We do not extend credit to customers and

you acknowledge that any collection fee is not an interest charge, finance charge, or other such charge or payment of a similar nature and it is reasonably related to the actual expense we incur due to unsatisfied payment and may be subject to limitations set forth by law in your state.

Returned Payment Fee: If any bank or other financial institution refuses to honor any payment of yours, we may charge you a collection fee that is the lesser of (i) $20.00 ($15.00 for residents of West Virginia); and (ii) the maximum amount permitted under applicable law. We do not extend credit to customers and you acknowledge that any collection fee is not an interest charge, finance charge, or other such charge or payment of a similar nature and it is reasonably related to the actual expense we incur due to unsatisfied payment and may be subject to limitations set forth by law in your state.

Plan Change Fee: If you select a different Plan where the fee is less than or equal to the fee for your current Plan on the same Device, you will be charged a $5.00 fee.

Transfer Fee: Each permitted transfer of a subscription is subject to a transfer fee of $15.00. No transfer fee will be charged if, in the sole discretion of FLO TV, the Device is defective.

Termination Fee: The Early Termination Fee is $75.00 which FLO TV may prorate based on when termination occurs, unless otherwise stated in your Plan and applies only to the extent permitted by law. Promotional offers may have different Early Termination Fees. If you buy your Device or purchase the **FLO TV** service from an authorized agent or third–party vendor, you should check to see if they charge a separate termination fee

Taxes: Usage charges, taxes and other fees may vary depending on where, when and how you use your Device or the **FLO TV** service.

Our failure to enforce any of these fees or any other provisions in this Agreement shall be at FLO TV's discretion and shall not be construed as a waiver of the right to assert any such fees and terms on any future occasion.

Taxes, Fees and Surcharges We Don't Set: You are responsible for, and agree to pay, all taxes, fees and surcharges set by any governmental agency or taxing authority. We may not always give advance notice of changes to these items.

Billing Statements, Bill Disputes and Payments:

Billing Statements: If you pay using a credit card or debit card, you will not receive any billing statements. Billing statements can be viewed online. The statement reflects the fees and charges in effect under your Plan at the time they're incurred. Your billing statement is FLO TV's notice to you of your fees, charges and other important information including, without limitation, payments, credits, purchases and any other charges to your account, your account balance and the payment due date. Charges may vary depending on which Plan(s) and viewing packages you have chosen. If a charge depends on an amount of time used, we'll round up any fraction of a minute to the next full minute. Billing for your service and related charges may be delayed from time to time. Please contact Customer Care at the contact information provided below for more detailed billing information. You must notify Customer Care or change your information via your online account immediately in the event of any change in your name, billing address, service address, email address, telephone number or credit card or other account information.

Bill Disputes: You can dispute your bill by contacting Customer Care, but only within 30 days of receiving the statement in question. Otherwise you waive your right to dispute the charge. Unless otherwise provided by state law, you must still pay any disputed charges until the dispute is resolved.

Payments: All payments must be made in U.S. Dollars. Payment is due in full each payment period. As a condition of your Plan, you may be obligated to pay in advance by credit card or debit card. All amounts due must be paid by the due date to avoid any late fees and possible deactivation of the service. We may, at our discretion, accept partial payments, which will be applied to the oldest outstanding charges on your account. If you are delinquent in any payment to us, we reserve the right to suspend or terminate your service, deactivate your Device immediately and

report any late payment or non-payment to credit reporting agencies. We may require an advance deposit (or an increased deposit) from you. We'll pay simple interest on any deposit at the rate the law requires. Please retain your evidence of deposit. You agree that we can apply deposits, payments or pre–payments in any order to any amounts you owe us on any account. You can't use a deposit to pay any bill unless we agree to do so in writing. We refund final credit balances of less than $1 only upon your request. We will not honor limiting notations you make on or with your checks.

Your Device, Safety and Parental Controls:
Your Device: Your device is any **FLO TV**-enabled device you use to receive the **FLO TV** service. Whether you buy your Device from FLO TV or someone else is entirely your choice. At times FLO TV may change your Device's software, applications or programming remotely and without notice. This could affect data you've stored on the Device, the way you've programmed the Device or the way you use your Device. FLO TV shall not be liable for any damages whatsoever resulting from or arising out the loss of data stored on your Device. Unless you purchased your Device through one of our direct channels, we are not responsible for the advertising, statements, practices, promises or services of sellers and manufacturers of the Devices.

Safety and Parental Controls: It is your responsibility to exercise discretion and observe all safety measures required by law and your own common sense. We assume no responsibility for accidents resulting from or associated with the use of the **FLO TV** service or Device. DO NOT USE YOUR DEVICE OR THE **FLO TV** SERVICE OR VIEW THE DEVICE SCREEN WHILE DRIVING A VEHICLE OR OPERATING MACHINERY. USE YOUR DEVICE AND THE **FLO TV** SERVICE ONLY WHEN YOU CAN SAFELY FOCUS ON WATCHING THE SCREEN. In addition, some programming may include explicit language and content. It is your responsibility to impose viewing and listening restrictions that you consider appropriate for your family members and guests. Some content may be inappropriate for some age groups and we are not responsible for content that you or anyone else may find inappropriate. Some services may be blocked to users under the age of 18. Furthermore, some packages, channels, passes, or events may contain age restrictions due to mature content and therefore unavailable for you to purchase. Please contact Customer Care to discuss available parental control options. Additional product warnings included with your Device should be followed.

Our Rights to Limit or End Service or This Agreement:

The **FLO TV** service is for personal, noncommercial use only. You agree not to resell or redistribute our service to someone else without FLO TV's prior written permission, which may be withheld in FLO TV's sole discretion. You also agree that your Device and the **FLO TV** service won't be used for any purpose that isn't allowed by your Plan or this agreement or that's illegal. You agree that you won't install, deploy or use any regeneration equipment or similar mechanism (for example, a repeater) to originate, amplify, enhance, retransmit or regenerate a transmitted radiofrequency signal(s). WE CAN CANCEL THE **FLO TV** SERVICE OFFERRINGS AT ANY TIME AND FOR ANY REASON. WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND OR END YOUR SERVICE OR ANY AGREEMENT WITH YOU FOR THIS OR ANY OTHER GOOD CAUSE, including, but not limited to: (i) if you: (a) breach this agreement; (b) pay late more than once in any 12 month period or, in the case of pre-paid subscriptions, if your credit or debit card is declined more than once during any 12 month period; (c) incur charges larger than a required deposit or billing limit (even if we haven't yet billed the charges); (d) provide credit information we can't verify; (e) become insolvent or go bankrupt; (f) lie to us; (g) allow anyone to tamper with your Device; or (ii) if you, any user of your Device or any authorized contact on your account: (a) threatens or commits violence against our representatives; (b) uses vulgar and/or inappropriate language toward our representatives; (c) harasses our representatives; (d) interferes with our operations; (e) "spam," or engage in other abusive activities; (f) modify your Device from its manufacturer's specifications; (g) use the Device or your service violate or infringe upon any rights of any kind of us or any third party, including, but not limited to, copyright, trademark, contract, defamation, right of privacy or publicity or any other right of any person or entity; or (h) use the service in a way that adversely affects us, our network or other customers, partners, representatives, agents or affiliates. We can also temporarily limit your service for any operational or governmental reason. If you file for bankruptcy, our rights to limit, suspend or end your service or any agreement with you will be governed by bankruptcy law.

- **Disclaimers/Limitation of Liability**:

- **Disclaimer of Warranties: EXCEPT AS OTHERWISE PROVIDED IN THE LIMITED WARRANTY APPLICABLE TO YOUR DEVICE,** WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, REGARDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR DEVICE. WE CAN'T PROMISE UNINTERRUPTED OR ERROR–FREE SERVICE AND DON'T AUTHORIZE ANYONE TO MAKE ANY WARRANTIES ON OUR BEHALF. THIS DOESN'T DEPRIVE YOU OF ANY WARRANTY RIGHTS YOU MAY HAVE AGAINST ANYONE ELSE OR FOR WARRANTIES WHICH MAY BE PROVIDED BY THE manufacturer of your device.

- **Waivers and Limitations of Liability**: UNLESS THE LAW FORBIDS IT IN ANY PARTICULAR CASE, WE EACH AGREE TO LIMIT CLAIMS FOR DAMAGES OR OTHER MONETARY RELIEF AGAINST EACH OTHER TO DIRECT DAMAGES. THIS LIMITATION AND WAIVER WILL APPLY REGARDLESS OF THE THEORY OF LIABILITY, WHETHER FRAUD, MISREPRESENTATION, BREACH OF CONTRACT, PERSONAL INJURY, PRODUCTS LIABILITY OR ANY OTHER THEORY. THIS MEANS THAT NEITHER OF US WILL SEEK ANY INDIRECT, SPECIAL, CONSEQUENTIAL, TREBLE OR PUNITIVE DAMAGES FROM THE OTHER. THIS LIMITATION AND WAIVER ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ONE OF OUR SUPPLIERS, TO THE EXTENT THAT WE WOULD BE REQUIRED TO INDEMNIFY THE SUPLIER FOR SUCH CLAIM. You agree that we are not liable for problems caused by you or a third party; by buildings, accidents, hills, network congestion, tunnels, towers, weather or other things we don't control; or by any act of God. You also agree we aren't liable for missed data or information or deletions of data or information from your Device, even if you've saved them, or for other information that may be lost or deleted if we service your Device. FLO TV and its affiliates and partners are not responsible and assume no liability for content or advertisements on the your Device or the **FLO TV** service, including, without limitation, any LIBEL, defamation, obsecenity or profanity you may encounter using the service. If another service provider is involved in any problem, you also agree to any limitations of liability in its favor that it imposes.

- DISPUTES AND MANDATORY ARBITRATION CLAUSE. IT IS IMPORTANT THAT YOU READ THIS ARBITRATION CLAUSE. IT PROVIDES THAT YOU MAY BE REQUIRED TO SETTLE ANY CLAIM OR DISPUTE THROUGH ARBITRATION, EVEN IF YOU WOULD PREFER TO LITIGATE SUCH CLAIMS BEFORE A JURY. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT, SUCH AS DISCOVERY OR THE RIGHT TO APPEAL THE DECISION, MAY NOT BE AVAILABLE IN ARBITRATION OR MAY BE MORE LIMITED.

- GENERAL ARBITRATION PROVISION. The Federal Arbitration Act applies to this Agreement. Any controversy or claim arising out of or relating to this Agreement, or any product or service provided under or in connection with this Agreement, or any advertising for such products or services, will be settled by one or more neutral arbitrators before the American Arbitration Association (“AAA”) or Better Business Bureau (“BBB”). You can also bring any issues you may have to the attention of federal, state, or local government agencies and they can, if the law allows, seek relief against us on your behalf. This arbitration provision is not mandatory in the event of claims below the applicable small claims jurisdictional limit in the county of your billing address. You or FLO TV may bring any such small claims matters outside of the arbitration setting, provided they are not brought in a court of general jurisdiction.

- FORUM SELECTION AND APPLICABLE PROCEDURE. Unless you and FLO TV agree otherwise, the arbitration will take place in the county of your billing address. For claims over $10,000 the AAA's Wireless Industry Arbitration ("WIA") rules will apply. In large/complex cases under the WIA rules, the arbitrators must apply the Federal Rules of Evidence and the loser may have the award reviewed by a panel of three new arbitrators. For claims of $10,000 or less, the complaining party can choose either the AAA's Supplementary Procedures for Consumer-Related Disputes, and individual action in small claims court or the BBB's Rules for Binding Arbitration. You can obtain procedures, rules and fee information from the AAA (www.ADR.org), the BBB (www.BBB.org) or from us. Each of us may be required to exchange relevant evidence in advance. For claims of $10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, by telephonic hearing, or by an in-person hearing. To initiate arbitration under this Agreement, contact the AAA or BBB, which will provide the necessary forms for you to submit.

- NO CLASS ARBITRATION. THIS AGREEMENT DOES NOT PERMIT CLASS ARBITRATIONS EVEN IF AAA, BBB OR WIA PROCEDURES OR RULES WOULD. The arbitrator may award monetary or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. IF THIS PROHIBITION ON CLASS ARBITRATIONS IS DEEMED UNENFORCEABLE UNDER APPLICABLE STATE LAW, THEN THE ENTIRE ARBITRATION CLAUSE SHALL BE DEEMED UNENFORCEABLE AND ANY CLASS CLAIMS SHALL BE BROUGHT AND ADJUDICATED IN A COURT OF COMPETENT JURISDICTION. IN NO CIRCUMSTANCE SHALL CLASS CLAIMS BE BROUGHT OR ADJUDICATED IN ARBITRATION

- OPTIONAL MEDIATION PROGRAM AND ARBITRATION FEES. In connection with your purchase of the product or services under this Agreement, FLO TV is providing you with a free internal mediation program. Mediation is a process for mutually resolving disputes. A mediator can help parties reach agreement, but doesn't decide their issues. In our mediation program, we will assign someone (who may be from our company) not directly involved in the dispute to mediate. That person will have the rights and protections of a mediator. Nothing said in the mediation can be used in a later arbitration or lawsuit. Contact us at [___] or through customer service to find out more. To initiate mediation under this Agreement, you must complete the mediation request form available at [____] or from customer service and mail it to us at the address provided on the form. If you request mediation under our program, participate in at least one telephonic mediation session, and the mediation doesn't resolve the dispute between us, we'll pay any filing fee later charged to you by the AAA or BBB for one arbitration of those disputes. If that arbitration proceeds, we'll also pay any further administrative and arbitrator fees later charged for it and (if the arbitration award is appealable under this Agreement) any appeal to a new three arbitrator panel. If, however, the arbitrator finds that your claim was frivolous or brought for improper purposes (as measured by the standards set forth in rule 11 of the Federal Rules of Civil Procedure) then the payment of all fees and expenses shall be governed by AAA or BBB rules, and we may seek to recover from you any fees and expenses that we have paid and for which you would have otherwise been responsible for under those rules.

- WRITTEN SETTLEMENT OFFERS. We may make you a written offer of settlement anytime before arbitration begins. If you do not accept the offer, or if we do not make you an offer, and the arbitrator issues an award in your favor for an amount that is greater than the amount of our offer but less than $5,000, then we agree to pay you $5,000 instead of the amount of the arbitrator's award. In addition, in such case we agree to pay your reasonable attorneys' fees and expenses (if any) regardless of whether you would be entitled to payment of attorneys' fees under the award of the law pursuant to which you have brought the case. If you arbitrator's award is greater than $5,000, then we will pay you the arbitrator's award.

- USE OF ARBITRATION AWARD OR JUDGMENTS IN SUBSEQUENT CASES. An arbitration award and any judgment confirming it only applies to the arbitration in which it was awarded and can't be used in any other case except to enforce the award itself.

- **Miscellaneous:**

    - **Your Privacy:** Important information – please read carefully before making your purchase decisions. Please visit to FLO TV Privacy Statement located at [insert URL]. By using the **FLO TV** service, you agree to the terms of our Privacy Statement located at [insert URL] and that we may collect and transmit information about your use of the service.

    - **Credit Cards:** Further, you authorize us to investigate your credit history at any time and to share credit information about you with credit reporting agencies and other FLO TV companies, affiliates, agents or representatives. If you ask, we'll tell you the name and address of any credit agency that gives us a credit report about you.

    - **Special Discounts:** You may be eligible for a discount on your monthly access or subscription fee based on your affiliation with an organization that has an agreement with us, or if you qualify under any government employee discount program. To validate that you meet the eligibility requirements for such a discount, we may require you to provide proof of your affiliation with your organization upon activation of service or when you make changes to your account or (other than for a government employee discount program) we may share certain information relating to your service (including, without limitation, your name and total monthly charge) with your organization to verify your affiliation. We may adjust your discount in accordance with your organization's agreement with us and remove your discount after your minimum term expires or if you end or change your affiliation with the organization. You agree that any change or removal of your discount, based on your affiliation with the organization or your organization's agreement with us, shall not be considered to have a material adverse effect on you.

    - **About You:** You represent that you're at least 18 years old, or the age of majority, as determined by the laws of your state of residency, and have the legal capacity to accept this agreement. If you're ordering for an organization, you're representing that you're authorized to bind it, and where the context requires, "you" means the organization. This Service is available for individuals aged 13 years or older. If you are 13 or older but under the age of 18, you should review these terms and conditions with your parent or guardian to make sure that you and your parent or guardian understand these terms and conditions.

    - **Intellectual Property Rights:** You may not, and you agree that you shall not, copy, decompile, disassemble, reverse engineer or manipulate any technology in, or otherwise modify or tamper with, any Devices and equipment used to receive the **FLO TV** service. Neither your access to and use of the service nor these terms grant you any right, title or interest or license in or to any programming and content available on the **FLO TV** service. Neither your access to and use of the service nor these terms grant you any right, title or interest or license to reproduce or otherwise use our or any third party trademarks, service marks, graphics, or logos.

- **Survival**: Except as provided for in this Section, all Sections shall survive the termination or earlier expiration of this Agreement. The following Sections shall not survive the termination or earlier expiration of this Agreement: Subsection 1 and 3 of Section B; Section H; and Subsection 3 of Section K.

- **About This Agreement:** A waiver of any part of this agreement in one instance isn't a waiver of any part or any other instance. You can't assign this agreement or any of your rights or duties under it. We may assign all or part of this agreement or your debts to us without notice, and you agree to make all subsequent payments as instructed. NOTICES ARE CONSIDERED DELIVERED WHEN WE SEND THEM BY EMAIL OR FAX TO ANY EMAIL OR FAX NUMBER YOU'VE PROVIDED TO US, OR 3 DAYS AFTER MAILING TO THE MOST CURRENT BILLING ADDRESS WE HAVE ON FILE FOR YOU. NOTICES ARE CONSIDERED DELIVERED TO US 3 DAYS AFTER MAILING TO THE CUSTOMER CARE ADDRESS BELOW OR ON YOUR MOST RECENT BILLING STATEMENT. If any part of this agreement, including any part of its arbitration provisions, is held invalid, that part may be severed from this agreement while the remainder of the agreement continues in effect. This agreement and the documents to which it refers form the entire agreement between us on their subjects. You can't rely on any other documents or statements on those subjects by any sales or service representatives, and you have no other rights with respect to service or this agreement, except as specifically provided by law. This agreement is not for the benefit of any third party except our parents, affiliates, subsidiaries, agents, assigns and predecessors and successors in interest. Except to the extent we've agreed otherwise in the provisions on late fees, collection costs and arbitration, or as required by Federal law, this agreement and disputes covered by it are governed by the laws of the state of California, USA, without regard to California's conflict of laws principles.

- **Contact Information:** If you have a question about your service, subscription, Plan, fees, charges or bill, or if you would like to change or reactivate your Plan, please contact the FLO TV's Customer Care from [Insert times] on [insert days], by calling 888-99FLOTV or by writing to FLO TV Incorporated at Customercare@flotv.com, Attention: Customer Care. For training or quality assurance, we may also monitor or record our calls with you.

II. FLO TV Privacy Statement ([URL])

(Effective ____, 2009)

In this Privacy Statement ("statement"), we, FLO TV Incorporated, provide information about how we and/or those working on our behalf (collectively, "we" or "us") collect, use, disclose and transfer data any time you interact with us, such as when you visit www.flotv.com and/or other web sites that we or our distributors post a direct link to from this statement, when you purchase or use our products and services (*for example,* your device and the **FLO TV™** service), or when you contact us for any reason.

We recognize that you may have concerns regarding the information that we obtain about you. This statement describes what data about you that we collect, what we do with it, and what choices you can make.

Scope

This statement applies to data and information that you actively submit to us as well as data that we passively track. This statement does not apply to any other data collection or processing, including, without limitation, data collection practices of other web pages to which we link (but do not display a direct link to from this statement), data that we or our affiliates collect offline or through web sites that do not display a direct link to this statement (for example, www.qualcomm.com) or to our processing on behalf of wireless carriers and other data controllers on whose behalf we may process personal data in connection with the **FLO TV** service. Occasionally, we may refer to this statement in notices and consent requests related to requests for information, other agreements or terms and conditions; under such circumstances, this statement applies as modified in the particular agreements, terms and conditions, notice or consent request (e.g., with respect to types of data collected or purposes of collection).

Types of Data and Collection Methods
We receive data that you actively submit as well as data that we passively track. We may collect certain information that is made available to us solely by virtue of our relationship with you, including, without limitation, information about the quantity, technical configuration, type, destination and amount of your use of this site or the **FLO TV** service. Examples include but are not limited to the following:
Actively Submitted Data: When you request information (for example, through mail forms or on our website) we usually collect data such as your name, email address(es), mailing address(es), telephone number(s), and certain information related to your inquiry. When you contact us with a service or billing-related inquiry, we may collect personal information in connection with the inquiry, such as the **FLO TV** product you own and its serial number, address, birthdate or your credit card information. Similarly, when you sign up for the **FLO TV** service or purchase one of our products, we may collect personal and other information, such as your contact information, the date you activate the service, and the product serial number and date purchased. In each such instance, you will know what data we collect because you actively submit it.
Our websites may also offer interactive services, such as chat rooms, forums and message boards. Please remember that any information that you disclose in these areas becomes public information, and you should exercise caution when deciding to disclose personally identifiable information in these areas.
By providing your telephone number to us, you agree that such action constitutes a purchase, inquiry and/or application for purposes of telemarketing laws. Regardless of the fact that your telephone and/or cell phone number may be listed with the Federal Do-Not-Call Registry, or your local State Do-Not-Call list, you expressly consent to receive future information about products and services from FLO TV Incorporated via telephone and sms/msm text messaging campaigns, unless you ask us not to do so [Provide link to Contact Us section below].
From time to time we may provide you the opportunity to participate in sweepstakes, contests or other promotions promoted on our website or through mail, email, sms/mms text messaging or in person campaigns, which might be sponsored or conducted by FLO TV Incorporated or by a third party. If you participate, we will request certain personally identifiable information from you. Participation in these promotions is completely voluntary and you will have a choice whether or not to disclose this information. The requested information typically includes contact information. Except as explained otherwise in the official rules for a particular contest, giveaway, or promotion, such as in a paragraph entitled "Privacy Notice" or similar, any personal information you provide will be used in accordance with this policy. Some contests or promotions may be offered jointly with another company which may have different a privacy policy; these will be indicated and you should review that third party's privacy policy. In addition, from time to time you may be able to participate in our surveys to help us improve the **FLO TV** service, which may involve your voluntary submission of personal information.
Passively Tracked Data: We may automatically collect certain types of information or data from your device, such as when you connect it to your computer. This information and data generally will be anonymous and will not personally identify you. For example, when you tune in to watch the **FLO TV** service on your device, we may anonymously track, without limitation, (i) activation, deactivation and subscription changes, (ii) date, time, duration and content viewed, (iii) how often and when you tune in to watch the **FLO TV** service on your device, (iv) what channels you watch and how long you watch a particular channel or program, (v) viewing of presentation events, such as changes to screen modes and interruption due to other features, (vi) what types of files you are storing on your device and your total tune-in time and (vii) other site or **FLO TV** service impacting events such as delivery failures, time zone changes and system initiated transactions.
When you visit our site, we record the anonymous information your browser automatically sends to view any web site including, without limitation, the IP address of your computer and/or Internet service provider, the date and time you access our web sites, the Internet address of web sites from which you link to our site, the computer technology you are using, your parental controls, your "MyMedia" files and your movements and preferences on our site.
Unless you also actively submit personal information such as your name or address, passively tracked data does not typically allow us to identify you personally (even though it can theoretically be done, we do not have the means or an interest to find out who you are, unless you identify yourself voluntarily through an active submission of data).
We may from time to time use various outside ad-serving companies and affiliates to serve advertisements on the site or the **FLO TV** service. In the process of serving advertisements, the ad serving companies may place a cookie in your browser's cookie file or other interactivity and may use information about your visits to the site and other websites in order to provide advertisements on the site and the **FLO TV** service about products and service that may be of interest to you. In addition, we may include our own third-party advertising in the **FLO TV** service, and we may collect non-personally identifiable information about you and your use of the **FLO TV** service. **We may share that non-personally identifiable information with other FLO TV Incorporated companies, affiliates, partners, customers, representatives, agents, vendors and third party agencies to provide relevant advertising.** Again, personally identifiable information such as name, address, phone number, or email address is not collected unless you voluntarily supply this data to FLO TV Incorporated or to a third party partner.

Cookies: We use technology that many other web sites employ, including, without limitation, "cookies" or small data files stored on your computer's hard drive, to collect information such as the aforementioned. In some instances, we also use cookies to collect information in connection with future visits from that site, to recognize you as a previous visitor and to track your activity at the site. You do not need to have cookies turned on to participate in our surveys or to visit our site. You can refuse cookies by turning them off on your browser.
Combining Data: To the extent permitted by applicable law, we reserve the right to combine passively tracked data with personal data that you actively submit.
We also may receive information from the retailer, dealer, or other third party from whom you obtained our products or services which may be combined with other data described herein.
Links
Our websites may contain links to other websites. We are not responsible for the content or privacy practices of those websites, including the use of personally identifiable information about you collected by those websites. We do not intentionally transfer any personally identifiable information about you to websites that we link to.
Collection Purposes, Use of Data
We use passively tracked data primarily for purposes of billing, maintenance, administering, protecting and improving our site, our service, our program offerings, our products and our systems, to better understand the preferences of our visitors and customers, troubleshooting, to identify server, service and/or distribution problems, to compile aggregated statistics about the site, product and service usage, to perform market research, to share with other current and prospective distributors of our **FLO TV** service, content providers and other trusted business partners, to help personalize your experience of our site, our products and our service, to protect ourselves and as required by law, legal process or exigent circumstances.
We use actively submitted data primarily for two purposes: the purpose for which you originally sent us the data (e.g., to mail information to you that you requested) and to inform you about products and services (you can opt out of receiving marketing emails as explained below).
Where We Store and Process Data
We keep the data we collect in the United States of America and we may have contractors and employees around the world in various locations, including, without limitation, Asia and the European Economic Area.
Disclosures of Personal Information
We are not in the business of selling or renting your information to telemarketers and do not share your personally identifiable information with others, except as follows: We may share your information with our affiliates in the Qualcomm group of companies. We may disclose your information to third parties, including, without limitation, to agents, advertisers and service providers, who use the data only on our behalf and for our purposes under confidentiality obligations, which means that these service providers and agents cannot share your information with any other third parties without authorization. We may share aggregated data that does not reveal your personally identifiable information with current and prospective promoters and distributors of our **FLO TV** service, content providers and other trusted business partners. We may share your information as required by law, or where we believe in good-faith that disclosure is necessary or in the interest of protecting or exercising our or others' legal rights e.g., without limitation, in connection with requests from law enforcement officials or in connection with court proceedings. We may share or transfer your information in connection with a prospective or actual sale, merger, transfer or other reorganization of all or parts of our business. Also, we reserve the right to fully use and disclose any information collected via any means that is not in personally identifiable form or if you opt-in and allow us to do so.
Opt-Out
Even if you register via e-mail, mail or other means and provide your personal information, you may opt out of receiving promotional materials by contacting us by email at [flotv@flotv.com] or by postal mail at FLO TV Incorporated, 5775 Morehouse Dr., San Diego, CA 92121, Attn: Web Marketing Admin. Please specify whether you wish to opt-out of receiving all promotional materials from FLO TV Incorporated, otherwise we assume you just wish to opt-out of receiving the certain type of communications at issue, such as direct mail sent to your home.
FLO TV Incorporated reserves the right to communicate through email with online users, including those who have opted out of receiving solicitation-based emails, to notify you about service or product affecting changes, respond to your email inquiry, confirm transactions, orders, payments and registrations placed online, send information that you have requested and provide emergency, security and online account maintenance information.
Access
If personal information you have submitted is no longer accurate, current, or complete and you wish to update it, please send an e–mail to flotv@flotv.com, contact us by telephone or postal mail (see Contact Us below) or click on the "Update Profile" link that may be included at the bottom of email newsletters and promotional email communications. Upon appropriate request we will usually be glad to update or amend your information, but we

reserve the right to use information obtained previously to verify your identity or take other actions that we believe are appropriate.
Security
Transmissions over the Internet are never 100% secure or error–free. However, we take reasonable steps to protect your personal information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction.
Children´s Privacy
The site is intended for adults in the United States. We do not intentionally or knowingly collect personally–identifiable information from children under the age of 13. We request that individuals under the age of 13 not submit any personal information on the site.
Amendments
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Contact Us
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Phone: (800) 888-8723 toll free or (858) 651-6200 direct
Fax: (858) 845-8300] Attn: Website Admin
Email: flotv@flotv.com
Postal Address: FLO TV Incorporated, 5775 Morehouse Dr., San Diego, CA 92121, Attn: Website Admin
Web site URL: www.flotv.com flotv@flotv.com

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