



BROADBAND TELECOM SERVICES, INC.

EMPLOYEE / CONTRACTOR MANUAL

Broadband Telecom Services, Inc. will inform employees and contractors of policy and procedure updates through system office leadership.

Policy manuals are available online at: www.btscable.com under Manuals tab

Broadband Telecom Services Employee Handbook

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Nothing contained in or implied by this manual creates or shall be deemed to create or constitute a contractual obligation to employees or contractors on the part of Broadband Telecom Services, Inc. The policies, procedures and guidelines contained in this manual are subject to change at any time do not confer any obligation on the part of Broadband Telecom Services, Inc. and do not create any right to employment on the part of Broadband Telecom Services, Inc.

Welcome from the President...

It is my distinct pleasure to welcome you to Broadband Telecom Services, Inc (BTS). I look forward to personally meeting and working with you soon. You should know BTS is a growing organization with an excellent reputation for achieving excellence in job performance and customer satisfaction.

I know that our people are the most important asset of our company and strength of this organization. I am committed to offer you opportunities to grow and learn if you are willing to perform. BTS will supply you access to tools and resources needed to get the job done right.

Personally, I bring you over fifteen years of national telecommunications experience with an uncompromising commitment to excellence. I believe your opportunity with BTS is golden if you demonstrate hard work, personal/professional integrity and a willingness to learn new skills to keep up in the telecommunications world.

Sincerely,

Ben L. Boutwell
President
Broadband Telecom Services, Inc.

Welcome to the team and always remember that Broadband Telecom Services' philosophy is centered on integrity, excellence and pride in service.

About Our Organization

Overview

At Broadband Telecom Service, Inc., the foundation of the culture is based on a common value known as: *integrity*. This is not just a word used within the company as a point of focus but the keystone of our infrastructure for existence and the secret to our growth over time with each other, clients, customers, vendors and the public in general.

The telecommunication industry has seen dramatic changes over the years and, progressed forward in “renaissance” tradition to set new goals and reach new heights. We take great pride in having successfully ridden the waves of change and look forward to the future as technology continues to meet Moor’s Law and beyond. Broadband Telecom Service, Inc. continually meets new challenges with the same dedicated focus on providing quality, safety and value to customers while maintaining total integrity in the process from start to finish on each and every project.

Broadband Telecom Services, Inc. is committed to being the best in the communications service industry. We perform complete quality design, build, installation, operation, and maintenance of municipal, private, and publicly owned coax, copper and fiber broadband networks, data systems, microwave links, radio systems, uplink/downlink feeds, and direct satellite systems to residential and commercial customers.

Mission Statement

Professional groups of technicians, installers, project managers, estimators, logistic teams, accountants, clerical support and leadership at Broadband Service, Inc. provide superior customer service and support seven days a week to meet the needs of our clients and their customers.

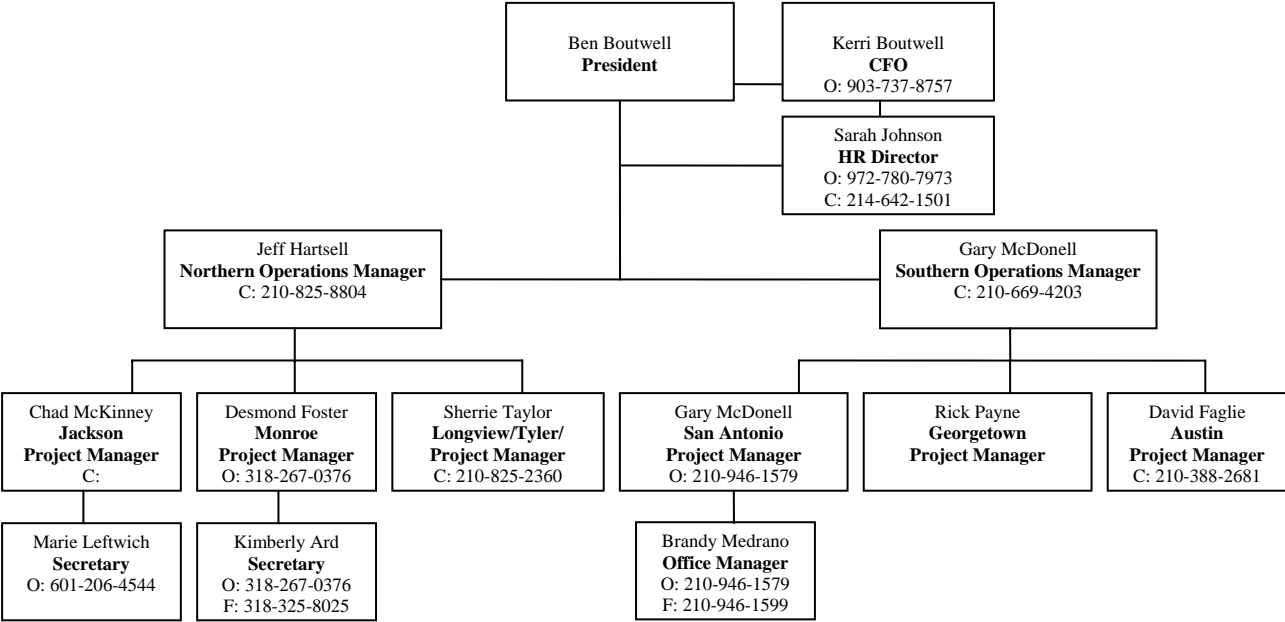
Vision Statement

- Live, Work and Play with Integrity
- Achieve and Pursue Excellence
- Seek New Horizons

History

Broadband Telecom Services was founded by Ben Boutwell in 2003. He founded the company in Texas and has expanded into markets across the nation. Ben and his wife Kerri maintain the corporate office in Paris (TX) and oversee contractors and offices in San Antonio (TX), Austin (TX), Monroe (LA), Jackson (MS) and teams working nationwide.

Organizational Structure



Broadband Telecom Services operates nationwide in several expanding markets. Our system offices are in San Antonio (TX), Austin (TX), Georgetown (TX), Monroe (LA), and Jackson (MS). BTS personnel are comprised of two groups 1) leadership and office teams 2) field contractors and installers.

Leadership and Office Teams

Strong management and office support is critical to the success of our business and directly benefits our clients and customers through accurate reporting of: schedules, timetables, timelines, project progress, budgets and various forms of compliance documentation. Human resource and accounting functions are essential to ensure the integrity of our data and that value is added to the clients and customers bottom line.

Field Contractors and Installers

Field Contractors and Installers at Broadband Telecom Service, Inc. consist of experienced personnel within several sectors of the communications industry including CATV, telephone, satellite and microwave systems. Each is equipped as needed with the tools and safety equipment required to perform quality work safely and in a timely manner.

Hiring Procedures

Equal Opportunity

Broadband Telecom Services, Inc. is committed to providing equal employment opportunity regardless of race, color, age, national origin, religion, sex, disability or sexual orientation. Broadband Telecom Services, Inc. provides equal opportunity in accord with federal and state laws.

Reference & Background Checks

Multiple reference and background checks will be conducted. It is imperative to the success of Broadband Telecom Services, Inc. that we investigate employee and contractor's backgrounds due to contractual obligations to Time Warner Cable, Comcast and other clients of Broadband Telecom Services, Inc.

Background and Drug Check Process

BTS five tiered system to test and check applicants for employment:

1. National Criminal Background Check
2. Personal Information & Residency History Check
3. County Court Search - events judgments or court dates pending, dismissed cases
4. DMV Check
5. Drug Test

Why You Were Selected...

You were chosen to join Broadband Telecom Services because of your knowledge and experience or your willingness to learn the skills necessary to achieve great results with integrity and excellence.

Orientation

New Employee / Contractor Overview

The new employee/contractor orientation is time to learn the policies, procedures and skills necessary to be successful at Broadband Telecom Services. Your position will determine the nature of your orientation and training needs. This section will include policies that cover: payroll, training, tools, tool payment plan, phones, drug testing, equipment requirements, professionalism and appearance.

Payroll Schedule

BTS is on a bi-weekly payroll paid on a two week delay. If you start on the first of the month your first paycheck will be at the end of the fourth week. Ask your supervisor when your first pay check will arrive.

Training and Training Pay

Employees and Contractors will have different training periods and pay schedules.

Employees

Employee's training will be "on the job" at regular pay rate. Job training and orientation will be conducted by immediate supervisor and will be conducted on an as needed basis.

Contractors

Contractor's training period is three to four weeks consisting of classroom and on the job training. Typically there are two to four days of classroom instruction and two weeks of on the job training.

Training Pay - \$50.00 advance per day for training.

Training pay will be retracted if the contractor doesn't make the 90 day probationary period.

Tools and Tool Payment Plan

Employees will use office machines, additional supply needs should be communicated to your immediate supervisor. Contractors are responsible for their own tools and equipment.

Contractor Tools and Tool Payment Plan Policy

BTS requires contractors to own the proper tools to perform required job procedures. In the event that contractors do not own all or some tools BTS offers access to tools with a payment plan through payroll deduction.

Tool Payment Plan

BTS will deduct \$50.00 the first two pay periods then 10% or \$100 minimum thereafter until tools are paid for.

Phones

Employees will be issued company phones and PDAs on an as needed basis. Contractors will be issued a Nextel phone with direct connect that costs \$15.00 per pay period automatically removed as a payroll deduction.

Drug Testing

ALL EMPLOYEES AND CONTRACTORS ARE SUBJECT TO DRUG TESTING. Drug tests are mandatory upon employment and conducted sporadically throughout employment. Drug tests are required randomly and upon significant accidents, injuries and damage at job sites. *Management retains the ability to request a test at any time.*

Equipment Requirements

Tools and equipment must be in proper working order, if replacements or repairs are necessary contact your immediate supervisor.

Contractor Equipment Requirements:

- Truck
- Ladder
- Specialty Tools BTS will provide access to necessary tools
- Security Tools - penalty if lost \$500 - 1,000

Contractor Tool Buyback Policy:

If contractor leaves BTS before tools are paid for in full. BTS will buy back the tools at 50% of the purchase price if they are in good condition.

Example: if total tools purchased from BTS is \$4,000 and contractor has paid back 2,000 at the time he/she leaves. BTS cable will pay \$1,000 for the tools to be returned if they are in good condition.

Professionalism and Appearance

BTS requires excellence from both employees and contractors in your professional disposition, dress, job performance and customer service.

Employees Dress Code

Employees are expected to maintain business casual and appropriate dress for professional meetings.

- ✓ Boots
- ✓ Belts
- ✓ Badges

Contractors Dress Code

It is critical for contractors to adhere to the dress code to project a professional image for Broadband Telecom Services, Inc. The following requirements are necessary to maintain contractual compliance.

- No visible tattoos or body piercing
- Clean uniforms
- BTS shirts cost \$25.00 each
- Khaki or denim pants (No holes)
- Work boots with a defined heel
- Facial hair must be trimmed and maintained
- Approved headwear...BTS hats with company name, logo or channel sponsored hats
- Magnetic Signs for truck \$18.00 each

General Rules

BTS cable is committed to providing excellence in customer service and cable installation. In achieving these goals BTS knows the importance in communicating clear expectations of job performance. These rules are to serve as a guide in maintaining excellence in the office and out in the field.

Business Image

It is critical for contractors to adhere to the dress code to project a professional image for Broadband Telecom Services. The following requirements are necessary to maintain contractual compliance. Please refer to the Professionalism and Appearance section above.

Telephones and Handheld Computers

Employees and Contractors will be responsible for all electronic items they use. If telephones, computers or other items are lost or stolen the employee / contractor will be responsible for the replacement cost.

Contractor's Fiduciary Responsibilities

Contractors collect payments for services and are responsible for collected funds until they are turned in to the system office.

- C.O.D. - If cash is lost the amount will be withdrawn from the contractors check.
- Checks - If checks are lost contractor is responsible for check cancellation fee.

Parking

Refer to the safety manual...not in the customer driveway, with on-going traffic, etc.

Internal Communication

All concerns, recommendations and requests are to be communicated to your immediate supervisor.

Policies and Procedures

Alcohol and Drug Abuse

Broadband Telecom Services, Inc. maintains a zero tolerance policy for drug and alcohol abuse. Mandatory drug tests are administered at the time of employment or signing of contract, drug testing may also be given randomly and after accidents or injuries. *Management retains the ability to request a test at any time.*

Payroll

BTS employees are paid weekly basis and contractors are on a biweekly pay schedule. ***Payroll deductions and advances are automatically withdrawn the next pay period.* Advances are taken out of the next check in full unless other arrangements have been made through management.

Confidential Information

Employees

Broadband Telecom Services respects and honors each customer, client and employee. Information is to be use for specific business purposes only. BTS employees are expected to maintain professionalism in their interactions and usage of information at all times respecting privacy issues and compliance with company policy.

Contractors

Please refer to your contractor's agreement for the confidential information policy. Contractors are to honor and respect the privacy of customers and clients. Information is to be used for professional business purposes only.

Company Property

Contractors and employees are to use company property for company use and needs only. Company property beyond the use of routine activities must be approved by management. This includes computers, office machines and additional company resources.

Computer Usage Policy

Computers are to be used for BTS transactions only. Employees and contractors should not use or check personal email on company time. Internet access should only be used for BTS related business.

Tool Payment Plan

Broadband Telecom Services requires contractors to own the proper tools to perform required job procedures. In the event that contractors do not own all or some tools BTS provides purchase of tools with a payment plan through payroll deduction.

BTS will deduct \$50.00 for the first two pay periods and then 10% or \$100 minimum thereafter until tools are paid for.

Attendance

Attendance to job disbursement and safety meetings are mandatory to receive routes and work. Meetings are system specific. Please consult your immediate supervisor for your system's protocol.

Gas Fill-up Policy

If you need an advance to fuel your vehicle there will be an administration fee of \$20.00 (per fill-up).

Training

Employees and Contractors will have different training periods and pay schedules.

Employees

Employee's training will be "on the job" at regular pay rate. Job training and orientation will be conducted by immediate supervisor and will be conducted on an as needed basis.

Contractors

Contractor's training period is three to four weeks consisting of classroom and on the job training. Typically there are two to four days of classroom instruction and two weeks of on the job training.

Training Pay - \$50.00 advance per day for training.

Training pay will be retracted if the contractor doesn't make the 90 day probationary period.

Personnel Records

Records will be kept in the system office and electronic copies will be kept in password protected files.

Non-Competition Agreement Concerning Confidential Information

Non-Competition and Confidential agreements are explained in system specific contracts.

Internet Guide and Computer Usage Policy

Broadband Telecom Services computers are to be used for company business only.

Performance Appraisals

Employee performance appraisals will be conducted annually and payroll employee increases will be based on performance reviews. Criteria important to these reviews include, but are not limited to:

- Overall Attendance and Punctuality
- Attitude
- Meeting and Honoring deadlines
- Compliance with company policies and procedures

Termination

Contractors can be released from their contracts if they violate terms and conditions of company policy or their contractor's agreement. Employees can be terminated from their positions for performance that violate rules, regulations and expectations of Broadband Telecom Services. This manual is not to be considered as a complete list that could lead to employee discipline.

Benefits

Employee and Contractor Benefits

Employees and Contractors are eligible for benefits after 90 days of successful employment with Broadband Telecom Services, Inc. Details regarding the insurance will be provided to the employee or contractor upon completion of 90 day waiting period.

Paid Holidays

Employees will be paid for Thanksgiving and Christmas Day at regular salary rate after employees have been with Broadband Telecom Systems for at least one year.

Vacations

After one year of employment with BTS employees earn one week of paid vacation. Thereafter every other year the employee earns another week of vacation up to six weeks of paid vacation. Please view the following table for the vacation schedule.

Vacation Plan	
Years of Employment	Total Weeks of Vacation Earned
1	1
3	2
5	3
7	4
9	5
11	6

Group Term Life Insurance

Group Term Life Insurance is provided by Broadband Telecom Services, Inc. at no cost to the employee for the first \$25,000 coverage upon the completion of the 90 day waiting period.

Employee Referral Award Program

BTS offers a \$250 bonus for referring technicians that are hired and remain with our company for at least ninety (90) days. Another \$250 is paid to referring employees after the technician has been with BTS six (6) months. In order to receive the bonus both the referring employee and the referred employee must still be employed on the bonus eligibility date.

Sick Leave Policy

Broadband Telecom Services pays two day sick leave per year.

Family and Medical Leaves

CRITERIA AND PURPOSE

Under the Family Medical Leave Act (FMLA) 29 U.S.C. 2611, an employee who has been employed by Broadband Telecom Services for at least 12 months and for 1,250 hours during the previous 12-month period shall be entitled to a total of 12 work weeks of leave without pay, without loss of any employment benefit accrued prior to the beginning of the leave, during any 12-month period for one or more of the following reasons:

1. Because of the birth or adoption, including placement for foster care, of an employee's child and in order to care for the child, provided the leave is taken within 12 months of the birth, adoption, or placement of the child. By written agreement between an employee and the District, this leave may be taken intermittently or on a reduced leave schedule.
2. To care for the employee's spouse, child, or parent if the spouse, child or parent has a serious health condition.
3. Because of the employee's serious health condition that makes the employee unable to perform functions of his or her position.

SERIOUS HEALTH CONDITIONS

A "serious health condition" that entitles an employee to FMLA leave means an illness, injury, impairment, or physical or mental condition that involves:

1. Inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacitation (inability to work, attend school, or perform other regular daily activities due to the serious health condition, treatment therefore or recovery there from) of any subsequent treatment in connection with such inpatient care; or
2. Continuing treatment by a health care provider for a period of incapacity (as described above) for:
 1. More than three consecutive calendar days, and any subsequent treatment or period of incapacitation relating to the same condition.
 2. Pregnancy and/or prenatal care.
 3. Treatment for such incapacity due to a chronic serious health condition (one that requires periodic visits for treatment by a health care provider, continues over an extended period of time, and may cause episodic rather than a continuing period of incapacity).
 4. A condition for which treatment may not be effective and for which the employee or family member is under continuing supervision of health care provider (i.e., Alzheimer's, a severe stroke, or the terminal stages of a disease).
 5. The purpose of receiving multiple treatments by a health care provider, either for restorative surgery after an accident or other injury, or for a condition that would likely result in a period of incapacity of more than three consecutive calendar days in the absence of medical intervention or treatment, such as cancer, severe arthritis, or kidney disease.

HEALTH CARE PROVIDER

For FMLA leave purposes, a "health care provider" is defined as any of the following:

1. A doctor of medicine or osteopathy who is authorized to practice medicine or surgery (as appropriate) by the state in which the doctor practices.
2. Podiatrists, dentists, clinical psychologists, optometrists, and chiropractors (limited to treatment consisting of manual manipulation of the spine to correct a subluxation as verified by X-ray to exist) authorized to practice in the state (meaning that the provider must be authorized to diagnose and treat physical or mental health conditions without supervision by a doctor or other health care provider) and performing within the scope of their practice as defined by state law.
3. Nurse practitioners, nurse-midwives, and clinical social workers who are authorized to practice under state law and who are performing within the scope of their practice as defined under state law.
4. Christian Science Practitioners who are listed with the First Church of Christ, Scientist in Boston, Massachusetts.
5. Any health care provider from whom an employer or the employer's group health plan's benefits manager will accept certification of the existence of a serious health condition to substantiate a claim for benefits.
6. A health care provider listed above who practices in a country other than the United States, who is authorized to practice in accordance with the law of that country, and who is performing within the scope of his or her practice as defined under such law.

MAINTENANCE OF HEALTH BENEFITS

During any period that an eligible employee takes FMLA leave, the District shall maintain coverage under any "group health plan" for the duration of the leave at the level and under the conditions coverage would have been provided if the employee had continued in active duty with the District. Any share of group health plan premiums that had been paid by an employee before FMLA leave may continue to be paid by the employee during FMLA leave. Payment of the premium is due at the same time as if made by payroll deduction.

FAILURE TO RETURN FROM LEAVE

Broadband Telecom Services, Inc. may recover its share for health care premiums paid during a period of FMLA leave if an employee fails to return to work after the employee's FMLA leave entitlement has been exhausted or expires, unless one of the following conditions exist:

1. The continuation, recurrence, or onset of a serious health condition that entitles the employee to leave under FMLA; or
2. Other circumstances beyond the employee's control.

When an employee fails to return to work, except for the reasons stated above, health premiums paid by the District during a period of FMLA leave are a debt owed Broadband Telecom Services, Inc. by the non-returning employee, and may be recovered by Broadband Telecom Services through deduction of any sums due the employee or through legal action.

NOTICE BY EMPLOYEES FORESEEABLE LEAVE

An employee shall provide at least 30 days' notice before FMLA leave is to begin if the need for leave is foreseeable based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the employee or of a family member.

Jury Duty Leave

Employees shall be excused from work with pay while serving on a Jury with appropriate documentation from the court validating service dates.

Medical, Prescription and Dental Insurance Plan Summaries

Benefits are available to employees and contractors upon the completion of the 90 day waiting period. Details of the plans can be viewed online at www.principal.com

Medical Benefit Overview		
ALL MEMBERS		
Medical	PPO	Non-PPO
Primary Physician Office/Clinic Services	\$30 copay up to a \$500 per visit maximum FOLLOWED BY \$1,000 calendar year deductible PLUS 20.0% of covered charges	\$2,000 calendar year deductible PLUS 30.0% of covered charges
Specialist Physician Office/Clinic Services	\$30 copay up to a \$500 per visit maximum FOLLOWED BY \$1,000 calendar year deductible PLUS 20.0% of covered charges	\$2,000 calendar year deductible PLUS 30.0% of covered charges
Outpatient Hospital Services	\$1,000 calendar year deductible PLUS 20.0% of covered charges	\$2,000 calendar year deductible PLUS 40.0% of covered charges
Emergency Room Services	\$1,000 calendar year deductible PLUS 20.0% of covered charges	\$100 copay PLUS \$2,000 calendar year deductible PLUS 40.0% of covered charges
Inpatient Hospital Services	\$1,000 calendar year deductible PLUS 20.0% of covered charges	\$500 copay PLUS \$2,000 calendar year deductible PLUS 40.0% of covered charges
Outpatient Physician Hospital Services	\$1,000 calendar year deductible PLUS 20.0% of covered charges	\$2,000 calendar year deductible PLUS 40.0% of covered charges
Inpatient Physician Hospital Services	\$1,000 calendar year deductible PLUS 20.0% of covered charges	\$2,000 calendar year deductible PLUS 40.0% of covered charges

For information regarding pre-authorization of services, please refer to the ID card. The above benefits are for other than Mental Health, Behavioral, Alcohol or Drug Abuse Treatment Services. Please refer to the benefit booklet for details on benefits for those conditions.

Medical Plan Maximums		
	PPO	Non-PPO
Individual Calendar Year Deductible	\$1,000	\$2,000
Family Calendar Year Deductible	\$3,000	\$6,000
Individual Out-of-Pocket	\$2,000	\$4,000

Expense Limit		
Family Out-of-Pocket Expense Limit	\$4,000	\$8,000

Prescription Drugs Benefit Overview

Class Description

ALL MEMBERS

- Administered by: Caremark
- Tier 1 Copay: \$10.00
- Tier 2 Copay: \$30.00
- Tier 3 Copay: \$45.00
- The above Copays apply if filled at a participating pharmacy. Please refer to your benefit booklet-certificate for benefits if a non-participating pharmacy is used.

- Administered by: Caremark Mail Service
- Tier 1 Copay: \$25.00
- Tier 2 Copay: \$75.00
- Tier 3 Copay: \$112.50
- The above Copays apply if filled at a participating pharmacy. Please refer to your benefit booklet-certificate for benefits if a non-participating pharmacy is used.

Dental Coinsurance Summary

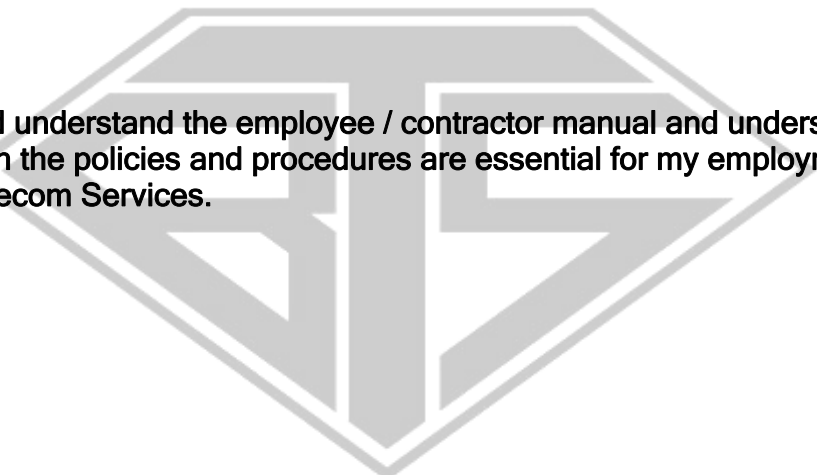
Unit of Coverage	PPO		Non-PPO	
	Insurance pays	Insured pays	Insurance pays	Insured pays
Unit 1 Preventive & Routine Services	100.0%	0.0%	100.0%	0.0%
Unit 2 Basic Restorative	80.0%	20.0%	80.0%	20.0%
Unit 3 Major Restorative	50.0%	50.0%	50.0%	50.0%

Dental Calendar Year Maximum

Unit of Coverage	PPO	Non-PPO
Unit 1 Preventive & Routine Services	\$1,500	\$1,500

BROADBAND TELECOM SERVICES, INC

I have read and understand the employee / contractor manual and understand that my compliance with the policies and procedures are essential for my employment at Broadband Telecom Services.



Signature

Date