

CAN TV Access User Manual
Chicago Access Network Television

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Table of Contents

Page Mission Statement 1

CAN TV GOALS 1

I. ELIGIBILITY 2

A. To Submit Programming to Channels 19, 21 and 36 2 B. To Use
Production Facilities and Equipment and
Register for Training 2 C. To Participate on CAN TV21's
HOTLINE Service,
and on CAN TV42 2 D. Proving Eligibility 2

II. PROGRAM SUBMISSION AND SCHEDULING 3

A. Scheduling Guidelines 3 B. Program Submission 3 C. Single Program
(Non-Series) 4
D. Series Programs 4 E. Nonprofit Services 8 F. CAN TV 21's HOTLINE
Eligibility and Scheduling 9

III. PROGRAM OWNERSHIP 11 IV. PROGRAM CONTENT 11 V.

PROGRAM UNDERWRITING 13 VI. PROGRAM TECHNICAL AND
PLAYBACK REQUIREMENTS 14

VII. CERTIFICATION 14 A. What is Certification? 14 B. Obtaining
Certification 15 C. What Types of Equipment and Facility Certification
are Available? 15 D. What are the Levels and Privileges of
Certification? 16

VIII. TRAINING 16

A. Requirements and Scheduling 16 B. Scholarships 17

IX. SPECIFIC RULES FOR EQUIPMENT AND FACILITIES USE 17

A. Overall Requirement for Equipment Use 17 B. Prerequisites 17 C.
Limitations 18 D. Reservation Priorities 19 E. Reservations for
Equipment/Facilities 19 F. Completion of Projects 20 G. Production Studio 20
H. Field Equipment 23 I. Studio-in-a-Box 24 J. Field/Studio in a Box
Check-out and Check-in Procedures 24 K. Editing 25 L. Character
Generation Composition 26 M. Teleprompter Composition 26 N. Capture
Station 26 O. Main Corridor and Conference Room 27 P. Props and Sets for
Studio Productions 27

X. GENERAL RULES FOR FACILITIES AND EQUIPMENT USE 28

A. Conduct and Behavior 28 B. Facility Operations and Upkeep 29

XI. PENALTIES 30

A. Conduct and Behavior 30 B. Equipment and Facilities 30 C. Loss, Theft of or Damage to Equipment/Facilities 31 D. Insufficient Funds 31 E. Suspension 31

XII. USER SUGGESTIONS AND COMMENTS ABOUT OPERATIONS AND SERVICE 33

XIII. COMPLAINT PROCEDURE 33

XIV. EXEMPTIONS AND WAIVERS OF POLICIES AND PROCEDURES 34

A. Exemptions 34 B. Waivers 34

XV. EXHIBITS 34

A. CAN TV Policy Agreement 34 B. Program Scheduling Request Form 34

CHICAGO ACCESS CORPORATION

MISSION STATEMENT

Chicago Access Corporation (CAC) administers the use of public access channels, which comprise Chicago Access Network Television (CAN TV). CAN TV offers Chicagoans the opportunity to exercise their First Amendment right of freedom of speech by providing technical training, equipment, facilities and programming opportunities on Chicago's public access television channels. CAN TV promotes and develops maximum public awareness of, use of and involvement in television for cultural, educational, health, social service, civic, community and other nonprofit purposes.

CAN TV GOALS:

* to protect and extend people's right to speak and be heard;

* to ensure broad public access to the media on a nondiscriminatory basis; * to adapt and

promote an accessible, prominent public forum to match media changes;

* to encourage programming by, about and for all of Chicago's diverse communities, institutions and organizations, including people and voices

missing from the “mainstream;”

- * to give a digital lifeline to people lacking the means to access the latest digital tools by providing training, equipment, facilities and technical assistance for nonprofit and noncommercial purposes;
- * to help people adapt to a changing multi-media environment by teaching skills toward independent use of media, and building technological literacy in the community;
- * to program channels with timely, relevant programming that reflects the local community;
- * to extend the reach of CAN TV content via other viable platforms;
- * to develop and implement services that respond to the community’s needs and interests;
- * to develop a constituency willing to support the mission and financial viability of the organization.

1

I. ELIGIBILITY

A. To Submit Programming to Channels 19, 21 and 36

1. Programming must be submitted by an individual or organization with a Chicago street address who shall be referred to hereafter as a "user."

2. The user must be at least 18 years of age.

B. To Use Production Facilities and Equipment and Register for Training 1.

An individual user must:

- a. have a City of Chicago street mailing address; or
- b. be a staff member or authorized representative of a nonprofit organization or institution that has a City of Chicago street address.
- c. be at least 18 years of age. Exceptions can be made for a minor at least 13 years of age, enrolled by a responsible adult who takes the same training or has already completed the certification process. The adult must assume supervisory, legal and financial responsibility for

the minor, be present during all phases of participation and must co sign all applications and agreements.

C. To Participate on CAN TV21's HOTLINE Service, and on CAN TV42

CAN TV21's live HOTLINE call-in shows and CAN TV42's interactive bulletin board are available for nonprofit use by authorized representatives of Chicago organizations, agencies or institutions with current nonprofit status, provided they are CAN TV Organizational members and have a Chicago street address.

D. Proving Eligibility

1. An individual user must submit proof of residency and age.
2. A user representing a nonprofit organization or institution will be responsible for submitting and maintaining up-to-date:
 - a. proof of the nonprofit's Chicago street address and local phone number; and
 - b. proof of nonprofit status.

2

II. PROGRAM SUBMISSION AND SCHEDULING

A. Scheduling Guidelines

1. Channel time will be made available on a reasonable, nondiscriminatory basis. CAN TV may impose reasonable limitations to facilitate:
 - a. representative diversity of programming,
 - b. fair and equitable access by local residents and nonprofit organizations,
 - c. overall composition and flow,
 - d. building viewership with a viable program schedule,
 - e. scheduling flexibility with regard to series, live programs, special events and time-sensitive programming.

2. CAN TV will schedule programming in a manner to ensure access to the channels for all local residents and nonprofit organizations and to avoid the monopolization of channel time by users, hosts, guests.

B. Program Submission

1. In order to request channel time, the user must submit a completed CAN TV Policy Agreement with or prior to submission of the program. CAN TV will schedule programs on the channels as follows:
 - a. All programs will be scheduled according to scheduling priorities established in Section II. Any date(s) beyond the first play will be determined by CAN TV, based on channel time availability.
2. Scheduling priorities on CAN TV channels are as follows:
 - a. Programs produced within the city limits have first priority.
 - b. Programs produced within the Chicago Standard Metropolitan Area limited to Illinois are second priority.
 - c. Within each of those categories, the following will be taken into consideration as scheduling priorities:
 1. timely programs
 2. users making their initial requests
 3. new locally produced programs
 - d. On CAN TV19, 21, 27, 36 and 42, a minimum of 90% of scheduled time will be reserved for local programming.
 - e. CAN TV reserves the right to schedule non-local programming that is of relevance to the community.
3. All scheduling decisions made by CAN TV are final.
4. Pre-recorded programs containing telephone or "call-in" segments must indicate the date that the program was pre-recorded so that viewers do not call the listed phone number.
5. Once a program has passed a technical check, no additional editing or other changes can be made to the program.

6. Only program copies are to be submitted to CAN TV, no original masters. CAN TV is not responsible for erasure, damage to or loss of programming.
7. CAN TV maintains a policy of openness and therefore will disclose the names of users. CAN TV will not reveal confidential information such as addresses and phone numbers without authorization of the user. Upon express written request of a user, CAN TV will make a reasonable effort, to the extent allowed by law, not to reveal their name. However, CAN TV is not liable for any unauthorized release of users' names, addresses or phone numbers.

C. Single Programs (Non-Series)

Scheduling is subject to the availability of time slots. A program accompanied by a Program Scheduling Request Form must be submitted no later than the 10th of the month to be eligible for scheduling in the following month. If there is no channel time available or if a program is submitted after the 10th of the month, programs will be scheduled in subsequent months. The user will be notified of scheduled dates for their program.

D. Series Programs

1. A series privilege provides the opportunity for the presentation of programs by a user of a consistent program length on a uniform schedule for a specified period of time on a designated channel.

To the extent dictated by channel time or other resources, the following policies shall apply to series.

a. A user and/or organization will have only one series shown at a time. b. The host(s) of a series can only appear on one series at a time.

c. Series which are playing or have played on broadcast or cable channels in Chicago will not be eligible for a series on CAN TV.

d. Series produced outside the Chicago Standard Metropolitan Statistical Area limited to Illinois will not be eligible for a series on CAN TV.

- e. CAN TV reserves the right to determine channel placement for series programming.
- f. CAN TV reserves the right to schedule non-local series programming if the following criteria are met:
 - 1. adds to the diversity of speech and expression on the channels as outlined in the CAN TV mission statement;
 - 2. is sponsored by a Chicago based nonprofit organization or is a programming partner with CAN TV;
 - 3. provides underwriting or in-kind value as determined by CAN TV based on costs and other contributing factors;
 - 4. does not exceed the total allotment of time for non-local series of 4% of combined programming hours on CAN TV19, CAN TV21 and CAN TV36.

2. Series Program Criteria

The following procedures outline the basic requirements for mini-series and long-term series. (See Section F for CAN TV21's Hotline service):

- a. Users must demonstrate through the application process that they can commit to submitting programs on a regular basis and meet technical requirements. It is required that users adhere to the rules in the CAN TV Access User Manual to maintain a series.
- b. All episodes must be new, original programs submitted on deadline.
- c. All episodes must pass technical check, be the approved length and be submitted with a Program Scheduling Request form.
- d. A series can be approved for a weekly or bi-weekly format. A weekly series consists of four new episodes per month. A bi-weekly series consists of two new episodes per month. The user must commit to either a weekly or bi-weekly schedule.

- e. Re-run, re-submitted and re-edited programs will not be counted as new episodes.
- f. A violation of CAN TV policies that results in a warning or suspension may result in ineligibility for a series, or the cancellation of an existing series or series application.
 - g. First-time series receive scheduling priority over an individual or organization that previously had a series on CAN TV. If no time slot is available, CAN TV will prioritize series scheduling based on CAN TV's scheduling guidelines (Section II.). The user applying for a series may be put on a waiting list until a time slot can be made available.
- h. Only the designated user may produce for the series.
- i. A user whose series was cancelled by CAN TV cannot re-apply for another series for twelve (12) months.
- j. Users who have had a series cancelled twice by CAN TV will no longer be granted a series.
 - k. A user granted a series will be limited to producing and submitting only episodes or promos for that series. New projects unrelated to the series may not be started until the series is completed or cancelled.
- l. A time slot for a series is not guaranteed.

3. Applying for a Mini-Series

To apply for a mini-series the user must:

- a. have a minimum of 4 new episodes and maximum of 8 new episodes.
- b. complete a mini-series application form.
- c. work with a program services coordinator to determine the deadlines for episode submissions.
- d. a mini-series application will be deactivated after 12 months if no episodes have been submitted.

- e. There must be a minimum 2-month time period between one mini series before being granted another series. Transition into a

long-term series requires a new application.

4. Applying for a Long-Term Series

To apply for a long-term series the user must:

- a. Have produced and submitted a minimum of 6 new programs that successfully passed technical check within the last 6 month period.
- b. Speak with the program director and complete a Series Proposal form. Once approved, the series application will be placed on the waiting list.
- c. When channel time becomes available the user will be notified.
- d. Attend a meeting with a program services coordinator to review CAN TV policies and procedures for maintaining a series privilege.

5. Maintaining the Long-Term Series Privilege

- a. A long-term series is allotted 6 repeat dates for bi-weekly and 8 repeat dates for weekly series per calendar year. A repeat is defined as the rescheduling of an episode after its premiere play. Repeats can be from episodes that are still in the CAN TV library, a resubmission of an older episode or an episode consisting of re-edited content that previously aired on CAN TV.
- b. If a user misses 3 submission deadlines within a consecutive 6-month period, the series may be cancelled. A "miss" is defined as:
 1. No submission and no communication with the program services coordinators regarding the submission by the submission deadline.
 2. A submission does not pass technical check by the submission deadline and there is no option to run a different program.
 3. A series has exceeded its allotment of reruns, resubmissions or re edits for the year.
- c. Each episode must be scheduled by the user within 4 months after it is submitted.

- d. Program Services department staff will regularly evaluate the series status to determine if the series agreement will continue according to:
 1. the ability of the user to deliver new, original programs and to communicate with program services coordinators in a timely and consistent manner about submissions, deadlines, etc.
 2. other requests for channel space, production time or post production time to be utilized for the series;
 3. consistent adherence to CAN TV's technical and playback requirements, including completed forms and schedules;
 4. consistent adherence to CAN TV rules and policies including, but not limited to the program content rules; and
 5. CAN TV's commitment to maintain a representative diversity of programming on the access program channels.
 - e. The user can cancel the series agreement at any time with at least 2 weeks notification to the program services department.
6. CAN TV reserves the right to schedule non-local series programming outside of the parameters outlined in Section II. D.1. (d.) if the following criteria are met:
- a. adds to the diversity of speech and expression on the channels outlined in the CAN TV mission statement;
 - b. is sponsored by or affiliated with a Chicago based nonprofit organization;
 - c. provides underwriting or in-kind value as determined by CAN TV based on costs and other contributing factors;
 - d. does not exceed the total allotment of time for non-local series of 4% of combined programming hours on CAN TV19, CAN TV21 and CAN TV36.

E. Nonprofit Services

In order to fairly allocate CAN TV's limited resources, CAN TV21 and CAN TV42 have been dedicated to the promotion of cultural, educational, health, social, civic, community and other nonprofit organizations, excluding religious and inspirational services and programming. CAN TV reserves the right to decide on which channel nonprofit programming will be shown.

8

F. CAN TV21's Hotline Eligibility and Scheduling

The Hotline service is a live, interactive service that is simulcast on cable and online. The purpose is to provide an immediate opportunity for viewers to call in with questions/comments for the host group(s). Interactivity with viewers is an integral and expected part of this service use. Organizations may choose to do a series or individual programs. Fees, training and time slots will coincide with the type of Hotline programming that is chosen.

1. Hotline users must:

- a. meet user eligibility requirements and have nonprofit status in good standing;
- b. complete Hotline training and be certified;
- c. submit a completed CAN TV Policy Agreement;
- d. have no overdue invoices;
- e. submit a letter of request.

2. Hotline Series

- a. A weekly series will be scheduled quarterly, excluding CAN TV business holidays. A monthly series will have a set schedule based upon arrangements made between the organization and CAN TV.
- b. If a user fails to produce any two installments of a series, the series will be cancelled, and the user will not be granted a series time in the future without the permission of the department manager.
- c. Only certified Hotline users will be allowed to function as host or telephone technician.

- d. Individuals may represent only one organization on Hotline, this includes hosting and/or telephone technician duties.
- e. Hotline users will not be eligible to appear in or produce other programming while working on a Hotline series that is in progress.
They will only be able to serve as crew in other areas in which they are certified or enroll in additional CAN TV training sessions.
- f. Hotline users must have two certified Hotline users at each show:
 - a host and a phone technician.

9

3. Hotline Rentals

A Chicago nonprofit, educational institution, governmental entity or elected official may rent the Hotline studio for any number of individual programs provided such rentals do not conflict with CAN TV scheduling and series policies and requirements outlined under Section II F. 1. (a., c, d. and e.) are met. A user with past policy violations will require permission from the department manager in order to rent the Hotline studio. Rentals will be scheduled in available Hotline time slots as determined by CAN TV staff.

4. Hotline Renewals

- a. Returning users can apply for Hotline use based on an evaluation process that includes:
 - 1. the track record of the user to deliver programs in a timely and consistent manner in adherence with the rules for Hotline use;
 - 2. other requests for channel time; and
 - 3. maintaining a representative diversity of Hotline programming.
- b. Scheduling Priorities for renewals
 - 1. First time Hotline users are first priority.
 - 2. Returning users will be prioritized based upon dates of last use, the least frequency of use in the previous 12

months, and
order of renewal requests on a first come, first served basis.

5. Scheduling and Use of CAN TV42

- a. CAN TV42 users must read and agree to follow the Program Content portion of these rules in order to use the service.
- b. Messages may not include prices or solicit donations but may state, "For more information, call _____."
- c. Messages may not use the CAN TV logo, phone number or address and may not use the words "CAC," "Chicago Access Corporation," "Chicago Access Network" or "CAN TV," unless approved by the department manager.

- d. CAN TV reserves the right to limit the number of simultaneous messages posted by an organization.

10

III. PROGRAM OWNERSHIP

A. Users submitting programs shall retain full responsibility for, rights to and ownership of their program content, subject to the policy statements set forth below:

1. The user is responsible for securing any copyright, trademark rights or other intellectual property rights.
2. Programs produced with CAN TV equipment and facilities must premiere on CAN TV channels.
3. Programs produced with CAN TV equipment and facilities must be for noncommercial purposes.
4. If CAN TV equipment and facilities are used for commercial or private purposes or other violations of this program ownership section occur, users forfeit the right to program ownership and CAN TV may confiscate the video.

B. CAN TV may retain copies of programs produced with CAN TV facilities and equipment for subsequent use.

1. CAN TV will not duplicate or distribute user programs for any commercial purposes.

2. CAN TV may use any program submitted to be shown on the channels to promote the access channels in Chicago and the concept of public access regionally and nationally, unless the user prohibits such use in writing.

3. CAN TV will not release a copy of a program shown on a CAN TV channel to a third party without the express written request or permission of the user except as in subparagraph 2 above or when required by a lawful authority.

IV. PROGRAM CONTENT

A. CAN TV provides a community service by administering public access channels for programs submitted by individuals and nonprofit organizations in Chicago. CAN TV does not discriminate against any such users; however, once a program is submitted to CAN TV, users are legally responsible for program content and must follow the policies set forth below. CAN TV cannot assume responsibility for the content of any programs or information presented on the channels and online.

11

B. In accordance with federal, state and local law, your program may not include the following material:

1. Gambling

Your program may not promote or conduct any lottery, raffle, contest or game involving prizes awarded in whole or in part by lot or chance.

2. Obscenity

Your program may not contain material which is obscene. Federal law states that to be obscene, material must meet a three pronged test:

- a. the average person, applying contemporary community standards, would find that the work, taken as a whole, appeals to the prurient interest;
- b. the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable state law; and
- c. the work, taken as a whole, lacks serious literary, artistic, political, or scientific value.

Furthermore, your program may not contain material which violates

Illinois law (Section 720 ILCS 5/11-20) or the Chicago Cable Communications Ordinance (Section 4-280-230 D.)

3. Solicitation

Your program may not solicit funds.

4. Advertising

Your program may not promote the sale of products or services, including prices, or promote or endorse a trade or business.

5. Products or Services

Your program may not discuss or show products or services made available by persons, corporations or institutions which have a commercial interest in the subject of the program.

6. Commercial Identification

Your program may not identify, promote or make reference to any business, product, service, intellectual property, commercial event or performance, trademark or brand name in any manner which does not further the noncommercial message of your program or which would jeopardize the noncommercial mandate of CAN TV, except as provided in Section V.

12

7. Misrepresentation

Your program may not contain any material which is intended to defraud the viewer or designed to obtain money by false or fraudulent pretenses, representations or promises.

8. Illegalities

Your program may not contain any material which constitutes libel, slander, defamation, invasion of privacy or publicity rights, unfair competition, or violation of trademark or copyright or which may otherwise violate any local, state or Federal law.

C. A user must obtain in writing and keep records of all necessary approvals, clearances, licenses, etc., for the use of any program material to be shown on the channels. This includes, but is not limited to, approvals by broadcast stations, networks, sponsors, music licensing organizations, copyright owners, performers' representatives, and all persons featured in the program material

and any other approvals that may be necessary to transmit the program via
CAN TV.

- D. The CAN TV logo is the property of CAN TV and may not be used in any manner. Use of CAN TV's name, address, phone number, email, website, web link or other information requires prior approval from the department director.

V. PROGRAM UNDERWRITING

The underwriting of public access programs to defray costs of creating a program is permitted on CAN TV channels provided that such underwriting does not constitute commercial use (as defined in Section IV Program Content.)

- A. CAN TV must approve your identification format before the program is shown, unless it is exactly like the following

This program has been made possible (in part) (by a grant from/by support from) the (sponsor's full name).

- B. A person or business appearing in or featured in the program may not be an underwriter for that program.
- C. The general location, city, community area or neighborhood locale of an underwriter may be given, but specific addresses are prohibited.
- D. Corporate logos of underwriters with no accompanying slogan are permitted either at the beginning or end of the program as a part of the underwriting acknowledgement (see section V.F.).

13

- E. Further identification of underwriters (phone, web, etc.) that does not further the noncommercial message of your program is not permitted.
- F. Underwriting acknowledgments may be spoken, written or be a voice over the written information. An acknowledgement is limited to 10 seconds. An acknowledgment may only appear once within a program, either at the beginning or end of the program and must comply with Section IV Program Content.

VI. PROGRAM TECHNICAL AND PLAYBACK REQUIREMENTS

Digital Video File Specifications

- A. The format and procedures for submitting a program to CAN TV can be obtained online or through CAN TV's program services department.
- B. CAN TV staff will check digital files prior to scheduling to evaluate technical parameters such as correct file type, audio/video levels, audio sync, audio clarity, digital artifacts, frozen images, etc. Program submissions must:
 1. Meet CAN TV's technical standards. If your digital file is technically unacceptable, CAN TV will work with you to consider means of correcting your program. A certified user may be denied access to equipment use for other projects until the corrected digital file has been submitted.
 2. Be 59:00 minutes or less unless approved in advance by a program services coordinator.
 3. Include only one program, promo or PSA per disc or digital file.
 4. Cannot include station IDs used to identify broadcast, cable or video service providers other than CAN TV channels and/or program content disclaimers referencing broadcast, cable or video service providers other than CAN TV.

VII. CERTIFICATION

A. What is Certification?

1. Certification by CAN TV acknowledges that a user is eligible to use CAN TV production equipment and facilities and other available resources.
2. CAN TV will not guarantee the expertise or commitment of any certified user to any other user or potential user. Productions will be the sole responsibility of those users who voluntarily agree to participate.
3. Other than for authorized CAN TV training, or unless authorized in advance by CAN TV, at no time is a non-certified user allowed to operate CAN TV production equipment and facilities.

B. Obtaining Certification

1. Certification is attained by successfully completing CAN TV training or a written examination demonstrating experience and proficiency.
2. Proficiency examinations will be offered to individuals who have video production experience and desire to become certified access users without undergoing basic hands-on training at CAN TV. If not already a certified user, they also must attend an orientation session prior to the requested examination date.
 - a. Written examinations are taken in silence and are "closed-book" testing opportunities, where use of study guides, books, notes or other informational material is prohibited.
 - b. A user will have two opportunities to pass an examination in any certification area within a six-month period.
 - c. A user passing an examination must attend a producer's workshop to become acquainted with CAN TV policies and procedures. They must also attend a practice session in the area(s) of certification, before using CAN TV equipment.
3. The user must sign a CAN TV Policy Agreement acknowledging his/her responsibility for the equipment or facility.
4. Certified users who have not used the facility for an extended period of time may have to attend a producer's workshop, practice sessions or retake a course.

C. What Types of Equipment and Facility Certification are Available? 1.

Types of equipment and facility certification include:

- a. Studio Production
- b. Field Production
- c. Studio in a Box
- d. Editing

D. What are the Levels and Privileges of Certification?

1. A certified access user has successfully completed CAN TV training or the proficiency examination process. Once the annual user membership fee is paid a user is eligible to:
 - a. submit program proposals,
 - b. apply for reservations for production equipment and facilities,
 - c. operate CAN TV production equipment and facilities in the areas that they are certified in,
 - d. take advantage of practice sessions and enroll in additional CAN TV training sessions.
2. A user residing outside the City of Chicago, representing a Chicago nonprofit acknowledged by CAN TV, as provided in Section I, has restricted privileges. This user may participate only in those production activities, training programs and other CAN TV programs authorized by and for the nonprofit.
3. A user may possess certification in more than one area simultaneously. Certification privileges may not be extended from one area to another.

VIII. TRAINING

A. Requirements and Scheduling

1. The purpose of taking video production training is to become eligible to use CAN TV production equipment and facilities to produce noncommercial programming to be shown on Chicago's public access channels.
 2. Training will be available on a reasonable, nondiscriminatory basis to any person who has attended orientation and submitted appropriate registration materials. The training fee must be paid in advance to secure a place in class.
 3. A user may be limited to signing up for one course at a time.
 4. A user who fails to pay the balance of their class fee less than one week prior to the start of class will forfeit their deposit and their place in the class.
- In
- order to obtain a full or partial refund of the training fee or deposit, a user

must cancel no later than one week before the first class.

16

5. Cancellation of all or part of a training program may occur under circumstances beyond the reasonable control of CAN TV. Under such circumstances, CAN TV will attempt to reschedule training.
6. A trainee is required to be present, on time and remain for the duration of all scheduled class sessions in order to complete certification.
7. A trainee who is disruptive may be asked to leave the class and will only be able to complete training at the discretion of the training manager.
8. A trainee who does not demonstrate the necessary knowledge and skills may be required to repeat training or attend practice sessions.
9. CAN TV may record video or photograph training classes or show programs created during a class for promotional or educational purposes.
10. Decisions made by CAN TV regarding the scheduling of training sessions will be final.

B. Scholarships

Scholarships are granted to individuals based on family size and total annual household income. No more than one scholarship will be granted to an applicant and no more than three per household. Proof of annual household income must accompany the scholarship application. Decisions made by CAN TV regarding scholarship applications are final unless there is a significant change in the applicant's total annual household income. Scholarships will be applied to only one course.

IX. SPECIFIC RULES FOR EQUIPMENT AND FACILITIES USE A.

Overall Requirement for Equipment Use

All equipment and facility use must be to create programming to be shown on CAN TV channels.

B. Prerequisites

Users who request the use of CAN TV equipment and facilities must:

1. possess valid CAN TV certification for the equipment or facilities requested;
2. have paid an annual user membership fee;
3. submit a preproduction plan for review;

17

4. be able to demonstrate proficiency with the equipment or facilities requested;
5. take responsibility for the safety, proper use and care of the equipment or facility assigned to the users care, custody and control;
6. accept financial responsibility for any damage to equipment or facilities beyond normal wear or tear, or any loss or theft of equipment assigned to the user, including any applicable insurance deductible;
7. insurance is required for field and Studio-in-a-Box equipment to cover the user's entire time of use and care, custody and control of borrowed equipment;
8. submit a crew roster following each production session whenever more than one certified user has participated;

C. Limitations

1. CAN TV equipment and facilities may be used only by a CAN TV certified access user with valid eligibility and who is up-to-date with fulfillment of any and all other obligations to CAN TV.
2. A user will not be permitted to check out additional equipment under their name or under any other users name, until the original check out is completed and the equipment returned.
3. The private or commercial use of CAN TV production equipment and facilities is prohibited.
4. CAN TV is not responsible for any agreements between an access user and any other parties.
5. No person or organization may conduct training using CAN TV equipment, facilities or resources without prior approval in writing from the department director.
6. A user may not falsely represent themselves as an employee or agent of

CAN TV or represent CAN TV facilities or equipment as their property.

7. Although CAN TV will endeavor to maintain its equipment and facilities for optimum usage, CAN TV is not responsible for any delay or postponement resulting from technical failure. The user must report problems to staff. In such instances, CAN TV will attempt to provide alternate equipment as soon as possible.

18

8. A user working on an approved project or series as part of a team may share planning, organizing, directing and other tasks in order to complete the

project in a timely manner. However, the team must designate one certified access user for the duration of the project or series with final responsibility

and accountability for equipment and facilities use, program submission, and purchases. This certified access user must be identified to CAN TV. No

agreements arranged between the team members will be permitted to impair, supersede or transcend the conditions of agreement regarding programming, certification or equipment and facilities use between the user and CAN TV.

D. Reservation Priorities

1. A first-time user may submit plans up to 45 days in advance of the desired date of equipment or facility use. Other users may submit plans up to 30 days in advance.
2. A user may not request equipment or facilities for more than one program at a time unless approved by an operations coordinator or unless they are a long term series producer.

E. Reservations for Equipment/Facilities

1. A reservation is made when the user confirms requested equipment/facility use by telephone or in person during posted hours with an operations coordinator who fulfills the request with an open date and available equipment. All reservations will be honored in sequence of receipt or according to priorities specified above.

2. The user is expected to be on time for all reservations.

3. A reservation for equipment or a facility is not transferable. Exceptions may be approved in an emergency when the substitute user is a certified, eligible CAN TV user working on the same project.
4. A reservation may be cancelled in one of three ways:
 - a. by the user up to 24 hours in advance by contacting the production services department directly. Messages left on the answering machine or with the receptionist do not satisfy this requirement. The user is responsible for informing crew and talent;
 - b. by CAN TV for reason of priority usage or equipment failure;
 - c. by CAN TV due to policy or procedural violations by the user.

19

F. Completion of Projects

1. Project Activation

A project is deemed "active" with the initial equipment or facility reservation for the program is proposed through an approved preproduction plan. All unused scheduled equipment and/or facility reservations will be deactivated upon submission of the project's related program to the program services department.

2. Project Deactivation

Project deactivation is strongly discouraged due to the substantial loss of resources invested by all parties involved.

- a. A user who desires to deactivate a project should inform production services staff as soon as possible. CAN TV staff will assist the user in considering all reasonable means of salvaging the project.
- b. Users are responsible for providing reasons and proof satisfactory to CAN TV of the circumstances warranting project deactivation. The department manager must approve all deactivation of projects.
- c. Deactivation may result in the user being fined for the equipment, facilities and/or other CAN TV related resources used for the lost

project.

G. Production Studio

A studio facility is used to record a complete program or segments, which are to be used in completing a proposed program.

1. Studio Scheduling

a. A user may schedule one studio session at a time for a program production. This includes series producers. A studio session consists of up to three hours of consecutive time and includes set up, rehearsal, taping and cleanup. Scheduling of any unused remaining time must be done through Production Services staff. Users are urged to conduct preplanning off premises.

b. Each studio program should be planned for no more than one recording session.

c. No more than two studio sessions per user may be scheduled during a 30-day period.

20

d. Users are expected to complete and submit a program for each studio project before requesting time for a new studio project.

e. The producer must be present for the entire reserved studio time.

f. Requests for back-to-back studio use must be made at the initial reservation. The first studio producer will be held responsible for all equipment liabilities, charges and penalties. All equipment to be used by both parties must be specified at the initial checkout.

2. Studio Operational Rules

a. During striking, all equipment, facilities and other furnishings must be returned to their standby conditions.

b. Production services must be notified in advance of plans for a production which may affect the operations of the facility or other users; such as: an audience, many guests, bands, large or complicated sets or lighting, a security detail accompanying participants of a show, etc.

3. Live Production Scheduling and Procedures

- a. Live studio programs will be scheduled in pre-determined channel time slots.
- b. 35-31 days prior to the desired date for a live slot, users may call Production Services during normal business hours to request
 - a reservation for a live studio session. Production services staff will call users to confirm scheduling status no later than 28 days prior to the date of live studio production.
- c. Non-live studio reservations may not be changed to a live reservation.
- d. If a user cancels any reservation, that slot will no longer be available for live scheduling for any user. It will be available for recorded programming only.
- e. Live call-in programs must display the recording date every time the phone number is displayed or mentioned to minimize confusion for viewers.
- f. It is not required that a recording of the live program be submitted for replay.

21

- g. If your program is a religious/spiritual program you must notify production services at the time of your request to insure it will play on the corresponding channel.
- h. A back-up program selected by a program services coordinator will be shown if, in the opinion of the operations coordinator on duty, the live program is not ready 15 minutes before the scheduled play out time.
- i. No live program will be allowed to run overtime.
- j. If a user violates Section IV Program Content rules; for example commercial content, defamation, etc. during a live showing they may lose their live privileges. Live programs are also not allowed to contain content for mature/adult audiences that is not appropriate for younger or sensitive viewers. Examples include violence, profanity, nudity, depiction of sexual acts, adult themes or topics, etc. Violations of this rule may result in the user losing their live privileges.

k. Live Scheduling Priorities:

1. No user is eligible to produce a live show until they have successfully completed the certification for live production and one recorded studio program.
2. Users are limited to one active request for a live studio session at a time.
3. User requests will be prioritized based upon
 - a. the frequency and recency of use by a host in the last six months;
 - b. the frequency and recency of live shows that the producer has done in the last six months;
 - c. the degree of timeliness,
 - d. and the necessity of a live format.
4. In the event that the above criteria are equal, scheduling decisions will be based upon the Scheduling Guidelines as outlined in (II.A.1.a-e).
5. All scheduling decisions made by CAN TV are final.

22

l. Live for Long-Term Series

1. If a series channel time slot coincides with the second hour of a studio slot, the series can only go live in their regular time. These series producers will not be allowed to go live outside of their series channel time slot.
2. A user with a long-term series whose channel time slot does not correspond to a studio slot, may book a live studio session outside of their regular time slot a maximum of 4 times per calendar year. These are not guaranteed but depend upon availability and the criteria set forth in Section G. 3. a.-k.
3. The live program must be identified as the series with the same format and duration. If the producer opts to replay the live program it can only be scheduled within the regular series time

slot. The usual submission deadline applies: Friday, two weeks prior to the week that the episode is scheduled to be shown.

4. A user with a mini-series is not eligible for a live studio session for the duration of the series run.

H. Field Equipment

Field production equipment is used to record video which will be edited to complete a program to be shown on CAN TV channels. Field equipment is used when flexibility is needed to record a local activity, on-location event or a film style project.

1. Insurance Requirement

Users must buy an insurance policy to cover the time period during which equipment is being checked out.

2. Field Equipment Scheduling

- a. Only one session per user will be scheduled per week (7-day period).
- b. Only one unit will be assigned for use per session.
- c. Only two sessions per user will be scheduled at any time.
- d. No more than two uses are allowed, per project.

23

- e. Two-day check-out up to 48 consecutive hours is available only Monday through Thursday.

- f. Should the facility be closed when a 24 or 48 hour booking would normally be due back, an extension will be granted upon check-out and a new return date/time will be issued.

I. Studio-in-a-Box

The Studio-in-a-Box is a portable, multi-camera studio which permits on-site production.

1. Scheduling

- a. Shooting for each program should be limited to 1 session. Only 2 sessions per user will be scheduled per month.
- b. Only 1 session per user will be scheduled at any time.
- c. Users must buy an insurance policy to cover the time period during which the equipment is being checked out.
- d. Maximum checkout of 24 hours is available for the Studio-in-a-Box.
- e. Should the facility be closed when a 24 or 48 hour booking would normally be due back, an extension will be granted upon check-out and a new return date/time will be issued.

J. Field/Studio-in-a-Box Check-out and Check-in Procedures 1.

Check-out Procedure

- a. The Studio-in-a-Box requires two people to transport the unit. One person must be certified to set-up and breakdown the unit.
- b. The operating condition of field equipment and the Studio-in-a-Box will be determined at check-out. The user must set up and operate the equipment in the presence Production Services staff. Any defects, missing parts and damages must be noted on the check-out form by the user. The user should allow at least ½ hour for field and one hour for Studio-in-a-Box check-out and check-in.
- c. The user and CAN TV representative must sign a check-out form verifying the type, quantity and condition of the equipment to be used.
- d. The equipment will not be allowed to leave CAN TV premises until the check-out procedure is completed or if proficiency is not demonstrated by

24

the user. The user is expected to be on time for their check-out reservation.

2. Check-in Procedure

- a. The Studio-in-a-Box requires two people to transport the unit. One person must be certified to set-up and breakdown the unit.

- b. The operating condition of field equipment and the Studio-in-a-Box will be determined at check-in. The user must set up and operate the equipment in the presence of Production Services staff. Any defects, missing parts and damages beyond those verified during the check-out procedure will be noted and recorded by Production Services staff.
- c. The user is expected to be on time for their check-in reservation.
- d. The user and Production Services staff must sign off on the type, quantity and condition of the equipment used upon their return to CAN TV.
- e. The user must complete and submit a crew roster whenever more than one certified access user participates in the production session.

K. Editing

Editing time is used to emerge from a session with footage which is partly or completely edited into the proposed program. Any equipment use, such as archiving or compositing that does not move a program toward showing on the channels is prohibited. Waivers may be granted to permit compilation of digital video files for festival or competition entries.

1. Preparation

Before a user requests editing time, CAN TV expects that the user will have thoroughly screened and logged footage, developed an edit plan and assembled or requested any other necessary materials or equipment.

2. Edit Scheduling

- a. Each editing session is scheduled for a minimum of 1/2 hour in duration.
- b. Based upon the type of equipment used, a user is allowed the following maximum amount of edit time to complete a program:

- 1. up to 12 hours for editing or field productions.
- 2. up to 8 hours for Studio-in-a-Box productions.
- 3. up to 4 hours for studio productions or a combination of field and studio production.

c. As available and necessary, additional time may be scheduled with an approved exemption request. Unused edit time does not transfer from one project to another, or from one user to another.

d. Media and personal property must be removed and the edit space must be cleaned up and ready for the next editor or for facility closing by the end of the scheduled edit session. Edit sessions are scheduled back to back and the termination time assigned to each session is also the start time of the next session or facility closing time.

L. Character Generation Composition

Character generator composition time is used to become proficient with CAN TV's character generator, or to prepare titles and credits for a pending studio. Users must bring their own flash drive for storage of their text. See an operations coordinator to reserve.

M. Teleprompter Composition

Teleprompter composition time is available for users to become proficient on CAN TV's teleprompter or to enter or edit script copy for a pending studio project at CAN TV. Users must bring their own flash drives. See an operations coordinator to reserve.

N. Capture Station

1. Capture Station is used for:

a. Dubbing from one format to another. Speak with an operations coordinator with format questions.

2. Scheduling

a. Capture station is available on a first-come, first-serve basis.

b. The dubbing deck is scheduled through Production Services, during the department's normal hours of operation.

c. Capture station and dubbing deck may be scheduled or used for no more than 2 hours a day. This may be flexible, depending on availability.

O. Main Corridor and Conference Room

1. The main corridor may be used to conduct meetings directly related to the completion of a program to be shown on CAN TV. Use is available on a first come, first served basis. Use of this space must not interrupt the flow of public traffic or interfere with the orderly conduct of CAN TV activities, facilities or programs in any manner.
2. Studio users with large audience or talent participation must reserve the large conference room to accompany the shoot. Use is limited to 3 hours per week per user during hours that production services is open, subject to availability.
 - a. No auditions or rehearsals, loud music or singing, dancing, bands, exercising, are allowed in the conference room.
 - b. A request for use of the conference room should be submitted in advance of the date requested and approved by an operations coordinator.
 - c. Users must limit the sound level to that of normal conversation to prevent the disruption of other activities in the facility.
 - d. Any activity which may damage the rooms, furniture or equipment is not permitted.
3. Large groups (20 or more) are not allowed unless approved ahead of time by production services and may require that the user provide chaperones and/or security personnel. Maximum occupancy of the conference room is 30 people.
4. Use of conference room for field production may be restricted depending upon the type and extent of production involved.

P. Props and Sets for Studio Productions

1. CAN TV has a small selection of sets/props available for studio productions. Users can request access to these when their studio reservation time begins. After using CAN TV sets/props; the items must be returned to the same designated areas as found.
2. Personal sets/props must be brought in the day of the scheduled studio production and taken away upon completion of the studio production. There is no holding/storage space so do not bring items in early. There is a large cart available for moving items. Reserve it at the same time the studio reservation is made.

3. Large and bulky sets/props may be delivered through a double door entrance that leads directly into the studio. Reserve access to this entrance at the same time the studio reservation is made. After loading-in, vehicles must be moved to the parking lot; access to the alley cannot be blocked.
4. CAN TV assumes no responsibility for sets/props left in the storage room or other areas of the facility.
5. Sets/props will not be allowed to remain on CAN TV premises past their scheduled use date.
6. CAN TV reserves the right to utilize, dismantle or discard any sets/props found in the facility at any time other than the reserved studio time.

X. GENERAL RULES FOR FACILITIES AND EQUIPMENT USE A.

Conduct and Behavior

1. It is expected that all participating individuals will conduct themselves in a responsible and lawful manner at all times and will not interfere with the orderly conduct of CAN TV activities, facilities or programs. People who violate these guidelines may be asked to leave the premises and may be subject to penalties (see Section XI). Minors under the age of 18 must be under the supervision of a responsible adult at all times while on the premises.
2. The certified access user is responsible for an orderly work environment, including the conduct and behavior of crew members, talent, guests and other related personnel recruited to assist in a production session on or off CAN TV premises.
3. Certified access users are expected to help monitor use of equipment and facilities and to report neglect, abuse or theft by other users or guests to CAN TV staff on duty or to the department director. The identification of those persons disclosing such information to CAN TV will be kept confidential to the extent supported by law.
4. No person will be permitted access to the premises who appears to be under the influence of alcohol or drugs or not in control of their

faculties or who behaves in a disruptive or unlawful manner.

5. Participating individuals must not enter production areas reserved by others without permission.

28

B. Facility Operations and Upkeep

1. No live ammunition, guns, incendiary displays, open flames, smoke or heat producing devices, functioning firearms, other weapons or illegal substances are permitted on the premises.
2. No alcoholic beverages are permitted on the premises unless approved in advance by CAN TV management.
3. No animals are permitted on the premises without approval from CAN TV management, with the exception of service animals.
4. Users and guests are not allowed in offices, conference rooms or technical areas without CAN TV staff permission.
5. Doors to building exits, technical areas and meeting spaces must remain closed when not in use. Doors must not be propped open.
6. Users and guests may not sell goods or services on CAN TV premises or distribute materials without staff approval. Soliciting for contributions and petitioning are not permitted.
7. No signage or other materials, on walls, doors or windows is permitted without staff approval. No materials may be affixed to any surface in a manner which could blemish or permanently alter the original condition and appearance of the surface.
8. While in CAN TV facilities, users and guests can only be contacted through CAN TV reception for emergency telephone calls.
9. CAN TV office supplies and office equipment are not available for public use.
10. Requests for viewer feedback or responses must be sent to the user's contact information, not to CAN TV. CAN TV is not responsible for forwarding incoming mail or messages addressed to users.
11. Users must ensure that the equipment and facilities are left in a clean, orderly condition following use. Chairs, tables and other furnishings must be returned to their designated storage areas and positions, including stacked items.

12. User and guests must not alter the wiring or set-up of the equipment within the facility, including monitors wired for television reception.

13. CAN TV is not responsible for personal property on the premises.

29

14. If CAN TV facilities are determined by staff to be technically unfit for program production, or when the weather is sufficiently severe to close the facility, CAN TV staff shall notify users on the premises and shall attempt to notify any other user affected. Users who lose their time will be offered the next available time.

15. Loitering is not permitted.

16. No smoking is permitted in the facility.

17. Eating or drinking is prohibited in technical or production areas.

18. Users and guests must vacate production areas in a timely manner at the end of a reservation period.

XI. PENALTIES

A. Conduct and Behavior

Any violations of the Conduct and Behavior rules will result in immediate removal from the facility and suspension of use privileges until the department manager reviews the incident. The department manager will then determine the penalty warranted by the violation.

B. Equipment and Facilities

1. Users who cancel a reservation within 24 hours before the scheduled date without reason satisfactory to CAN TV will be issued a written warning.

A second occurrence within 6 months may result in forfeiture of use privileges for 2 months, effective the day after the violation. Users who fail to notify

CAN TV in advance of a cancellation will forfeit that usage.

2. Users who fail to notify CAN TV in advance of a cancellation will forfeit use privileges for 2 months, effective the day after the violation.

3. Users who are late to a session must call no later than one half hour into

the scheduled session to retain use of the time or the session will be made available to the first eligible user who requests the time. Excessive tardiness will result in a written warning, and could result in suspension of use privileges.

4. Users who fail to vacate studio, editing or other facilities at the end of their reserved time, or at close of CAN TV, will be issued a written warning. A second violation within 6 months will result in a 2-month suspension of use privileges, effective the day after the violation. A fine may also be levied.

30

5. Users who fail to return equipment on time for their reservation may be fined \$20 for each whole or part hour of tardiness during posted check in/out hours. A second violation within 6 months may result in a 2-month suspension of use privileges.

6. Users who leave the facility unclean and disorderly following use will be fined \$15 per half-hour for any cleanup required of staff.

7. Failure to provide CAN TV with a program that can be shown, (does not meet technical standards, violates content rules or cannot be aired for other reasons) may result in the user being fined for the equipment, facilities and/or other CAN TV related resources used for the lost project.

C. Loss, Theft of or Damage to Equipment/Facilities

1. If any CAN TV production equipment is damaged beyond normal wear and tear, lost, stolen or inoperable, or if any CAN TV facility is damaged beyond normal wear and tear, as determined by CAN TV, a written assessment of the cost of repair or replacement including labor and administrative expenses will be forwarded to the user of record held accountable for the damages, for prompt payment to CAN TV.
2. CAN TV may reserve the right to suspend user privileges until payment is made. In the event the user fails to meet the terms of repayment, the case may be submitted to CAN TV legal counsel for resolution.

D. Insufficient Funds

There will be a processing fee, equivalent to whichever is greater-a minimum of \$10 or 10% of the dollar amount stipulated on any payment made to CAN TV that is not honored.

E. Suspension

Violations of these policies and procedures will subject the user to all applicable local, state and federal laws and may result in penalties, such as fines, including the suspension or revocation of access privileges.

Suspension means that, effective the date of notification, the user may not schedule, checkout or operate CAN TV production equipment or facilities or enroll in CAN TV training classes.

1. Suspended users can submit programs to be shown on CAN TV channels, but will be banned from CAN TV premises during the period of suspension.

Programs must be submitted to the program services department using internet services. For repeat or severe violations the user may be banned

31

from utilizing all CAN TV services. In this case they may designate a Chicago resident who is willing to take full responsibility for all content and interactions with CAN TV, to become the program submitter on behalf of the suspended person, and submit the programs to be shown.

2. All active projects will remain active for a maximum of 1 year from initial equipment use, excluding the period of suspension. Any and all active projects undertaken by a suspended user may be transferred to a certified access user in good standing only with approval from the department manager. Otherwise, the project may be deactivated by the department manager.

3. Unless otherwise stipulated in Section XI, The following offenses against CAN TV policies and procedures may result in immediate suspension of CAN TV equipment, facilities or submission privileges and loss of series privileges. Repeat or severe offenses may result in permanent revocation of privileges.

- a. making false or misleading statements to CAN TV staff and on any CAN TV document or tampering with CAN TV certification documents.

- b. use of CAN TV equipment or facilities or programs produced at CAN TV for commercial or profit-making purposes, unless approved by CAN TV;

- c. use of CAN TV equipment or facilities for any purpose not related to the production of programs to be shown on CAN TV channels, unless approved in advance by CAN TV management;
- d. removal of CAN TV property from a CAN TV facility without proper sign out and supervision by a CAN TV employee;
- e. reserving for, checking out for, or permitting use of equipment by a noncertified or suspended user;
- f. repeated or willful disregard for CAN TV policies and procedures;
- g. false representation by any access user in public or private as an employee or agent of CAN TV;
- h. withholding information on neglect or abuse of CAN TV equipment or facilities;
- i. physical, verbal or written abuse, threats or harassment of any CAN TV employee, user or visitor;
- j. failure to fulfill a financial obligation to CAN TV;
- k. exchange of CAN TV channel time for money or anything else of value;
- l. smoking on the premises;
- m. use of alcohol and illegal substances;
- n. theft or vandalism of the property of CAN TV or any CAN TV employee, user or visitor; or
- o. having on the premises any live ammunition, guns, incendiary displays or devices, firearms or other weapons.

32

XII. USER SUGGESTIONS AND COMMENTS ABOUT OPERATIONS AND SERVICE

CAN TV welcomes suggestions and comments from users on matters of operations and services. Users are invited to discuss these matters with appropriate staff. As viewers of community access television, users are urged to notify CAN TV and their cable or internet provider whenever programming disruptions occur or other technical difficulties are observed on CAN TV channels.

XIII. COMPLAINT PROCEDURE

An access user with a complaint concerning a CAN TV policy or procedure can follow a formal procedure for filing the complaint. If the appropriate staff cannot satisfactorily answer the access users concern, the first step is to discuss the matter with the department manager. If the matter is not satisfactorily resolved, the access user can then take the following steps:

- A. The user can request a meeting to discuss the matter with the department manager. Within 10 working days, the department manager will hold a meeting with any concerned parties. A written response will be sent to the access user within 5 working days from the date of the meeting.
- B. If the decision of the department manager is unacceptable to the user, they may appeal to the Executive Director in writing for review of the department director's decision. Within 10 working days following the request, the Executive Director will hold a meeting with any concerned parties. A written response will be sent to the access user within 5 working days from the date of this meeting.

33

- C. If the decision of the Executive Director is not acceptable to the user, they may appeal to the Executive Committee of the Board of Directors by notifying the Executive Director in writing of the request and reason for the appeal. An Executive Committee meeting will then be scheduled within 30 working days of the notification. The access user making the appeal will be invited to the Executive Committee meeting. The department manager and the Executive Director will also be present at the meeting. The committee's decision will be forwarded to the user within 10 working days of the meeting. The decision of the Executive Committee will be final.

XIV. EXEMPTIONS AND WAIVERS OF POLICIES AND PROCEDURES A.

Exemptions

Requests for the consideration of exemptions to CAN TV rules and regulations governing the use of production equipment and facilities must be made no later than the time of request for a reservation by submitting a Production Exemption Request form to an operations coordinator.

B. Waivers

1. In case of emergency or undue hardship, CAN TV has the right to waive penalties.
2. Any other waivers of CAN TV policies and procedures may only be made with the permission of the Executive Director or authorized designee.

XV. EXHIBITS

- A. CAN TV Policy Agreement -- Attached
- B. Program Scheduling Request Form – Attached