

Interstate Telecommunications Coop, Inc.
Annual Cable Customer Notice

[2025]

This notice contains important information concerning your cable television services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures and your rights as a customer. We encourage you to review the following information and contact us at (605) 874.2181 or (800) 417.8667 with any questions.

Customer privacy

Personally identifiable subscriber information; restrictions on access. To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints.

Except as indicated below under **Disclosure prohibited; exceptions**, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure prohibited; exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other service.

Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.

Names and addresses to third parties. We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request.

Court order. We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Customer rights. As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

Customer service

Complaint procedures. At ITC, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our business office at the phone number listed on your monthly bill. Our business office is open weekdays during normal business hours. At other times, you may be re-directed to a third party help desk for support.
2. During normal business hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.

3. If you do not call during our normal business hours, you may be re-directed to a third party help desk for support. In some cases, they can help resolve problems over the phone. In other cases, the help desk service will forward the message to our office, and we will contact you during normal business hours. When possible, a Service Technician will be dispatched by the next business day to fix the problem.
4. Emergencies, such as fallen trees or utility poles, violent storms, or other severe weather, may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergencies may affect a large service area, and it may take several days to resume full service to the entire area.
5. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.
If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your franchise authority:
Interstate Telecommunications Cooperative, Inc.
312 4th St. W., PO Box 920
Clear Lake, SD 57226
Email: info@itccoop.com
Phone: 1.800.417.8667
Fax: 1.800.779.0514

Services and prices. Please contact us at (605) 874.2181 or (800) 417.8667 or visit our website at <http://www.itc-web.com> for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Channel positions
- Installation and maintenance policies and prices
- Instructions for using our cable service

Equipment compatibility

Set-top boxes. Some models of TV receivers and other devices (VCRs, DVD Players, TiVo, etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters are available from ITC.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation and display features such as "Picture-in-Picture."

Special equipment. Scrambling or encryption technologies may affect your reception of signals. We offer special equipment for our customers encountering these problems.

Remote control devices. Remote control devices available from retail outlets may be compatible with our set-top boxes. Remote control devices that may be compatible with some models of our set-top boxes include the brand Universal Remote Control.

CableCARDS. Our fiber optic, IPTV technology is not compatible with CableCARDS.

Unauthorized reception of cable service

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. **Reception of any cable service without our express authorization is prohibited.**

INTERSTATE TELECOMMUNICATIONS COOPERATIVE, INC.

2025 ANNUAL NOTICE, STREAMING VIDEO SERVICES AND PRICES

Products and Services offered:		Provides:	Current Price	Price As of 4/1/2025
ITC Stream Lite	25+ Channels		\$54.95/monthly*	\$58.95/monthly*
ITC Stream Ultra	90+ Channels		\$124.95/monthly*	\$129.95/monthly*
Sports & Info	17 Channels		\$5.00/monthly	\$5.00/monthly
Kids & Family	20 Channels		\$5.00/monthly	\$5.00/monthly
Music, Movies & More	15 Channels		\$5.00/monthly	\$5.00/monthly
HBO	5 Channels		\$17.95/monthly	\$17.95/monthly
Cinemax	4 Channels		\$13.95/monthly	\$13.95/monthly
Showtime	10 Channels		\$10.99/monthly	\$10.99/monthly
STARZ	11 Channels		\$9.00/monthly	\$9.00/monthly
Additional 'streams' of video, over two (Max of 5 allowed)	1 'stream'		\$5.00/monthly	\$5.00/monthly
ITC Set Top Box Lease	1 'stream'		\$8.00/monthly	\$8.00/monthly
Cloud DVR	(included with Ultra package)		\$10.00/monthly	\$10.00/monthly

* Includes current retransmission fees charged by broadcasters

INSTALLATION AND MAINTENANCE POLICIES AND PRICES

Installation charge, at time of initial Installation	Self install	\$0.00	\$0.00
	Professional Install	\$50.00	\$50.00
Installation/change charge, after initial installation	Change Video Package	\$5.00	\$5.00
	Add/Remove Genres or Premium Channels	\$5.00	\$5.00
	Add/Remove Cloud DVR	\$5.00	\$5.00
	Early Termination Fee (Applies during first 6 months)	\$25.00	\$25.00
	Temporary Suspension/Vacation Fee (six months)	\$35.00	\$35.00
	Deliver/Program replacement Remote	\$10.00	\$10.00
	Service Order	\$10.00	\$10.00
	Premise visit (includes one hour labor)	\$40.00	\$40.00
	Labor Charge (after first hour)	\$80.00/hr.	\$80.00/hr.
Materials, Ethernet wire run	\$25.00	\$25.00	

Streaming video is not considered an essential service per the FCC. Repairs will be made during normal ITC business hours (Mon-Fri, 8AM to 5PM). Service Order, Premise Visit, and Labor Charges may accrue for repairs requested by the customer after-hours. Charges may accrue if the fault of the reported trouble is with the customer's equipment and not ITC equipment.

Replacement Items	Remote Control	\$9.95
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Before subscribing to ITC's streaming video, customer must have ITC's broadband Internet.

**ITC's 24/7 Video Help Desk can be reached at 1.800.455.5958
ITC reserves the right to change rates at any time.**



▶ ITC Stream Lite (\$58.95/mo.)

▶▶ ITC Stream Ultra (\$129.95/mo.)

- 2 KELO DT3 (Weather Now)
- 3 KDLO (CBS – Watertown)
- 5 KDLT (NBC)
- 6 KDLT-DT3 (The365)
- 7 KWCM (PBS)
- 8 KCSD (PBS)
- 10 KCPO (Independent)
- 11 KELO (CBS – Sioux Falls)
- 12 KELO DT2 KeloXtra (MyNet)
- 13 KSFY (ABC)
- 14 KELO-DT4 (CW Plus)
- 15 The Weather Channel
- 16 KSFY DT3 (MeTV)
- 17 KDLT DT2 (FOX)
- 20 The Weather Channel North
- 24 ESPN2
- 25 ESPN
- 26 FanDuel SN North
- 27 Fox Sports 1
- 29 Big Ten Network
- 30 Lifetime*
- 31 Lifetime Movie Network*
- 34 Oxygen
- 35 QVC
- 36 Home Shopping Network

- 37 Jewelry TV
- 38 CNN
- 40 Headline News
- 42 Fox News Channel
- 43 Fox Business
- 44 MSNBC
- 46 CNBC
- 48 CSPAN
- 49 CSPAN2
- 52 TruTV
- 57 KSFY DT5 (Start TV)
- 58 Daystar
- 60 Trinity Broadcasting Network
- 62 EWTN Global Catholic Network
- 63 INSP*
- 64 Freeform
- 66 Disney Channel
- 70 Nickelodeon
- 72 Cartoon Network
- 76 TV Land
- 78 TBS
- 80 TNT
- 82 USA Network
- 83 FX Network
- 84 FXX
- 86 News Nation
- 88 Paramount Network
- 90 Country Music Television
- 94 VH1
- 96 MTV
- 98 KSFY DT4 (True Crime Network)
- 99 ion Mystery*
- 100 OWN
- 103 Investigation Discovery
- 107 TLC
- 108 Discovery Channel
- 109 National Geographic

- 112 Travel Channel
- 114 Animal Planet
- 116 HGTV
- 121 KTTW (TCT)
- 123 KDLT DT4 (Cozi)
- 126 AMC
- 128 Bravo
- 130 A&E*
- 132 History*
- 134 Bounce*
- 135 Grit*
- 136 Syfy
- 137 Laff*
- 138 Food Network
- 139 Court TV*
- 140 E! Entertainment
- 142 Comedy Central
- 167 Brookings City*
- 168 Brookings County*
- 180 SDPTV Create
- 182 SDPTV World
- 184 SDSU Campus Info*
- 186 USD Go Yotes TV*
- 192 FanDuel SN North Extra
- 194 Big Ten Alternate 1
- 195 Big Ten Alternate 2
- 196 ITC Special Events 1*
- 197 ITC Special Events 2*
- 198 ITC Special Events 3*
- 199 ITC Special Events 4*
- 200 ITC Special Events 5*
- 299 ITC TV Help*

**Due to contractual limitations, the majority of channels can only be viewed at home with your ITC Internet connection. Channels (on both sides of this brochure) noted with a (*) can be viewed without geographic limitations.*