

Interstate Telecommunications Coop, Inc.
Annual Cable Customer Notice

[2022]

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@itctel.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.

ANNUAL NOTICE, 2022, VIDEO SERVICES AND PRICES

Products and Services offered:	Provides:	Price, SD	Price, MN
Broadcast Basic, including Broadcast Channels	20+ Channels	\$55.16/monthly	\$55.16/monthly*
Broadcast Basic and Best Seat Video	65+ Channels	\$90.16/monthly	\$95.16/monthly*
Broadcast Basic and Best Seat Premium Video	120+ Channels + 45 Music Channels	\$101.16/monthly	\$107.16/monthly*
High Definition Package (Mirrors standard definition channels purchased)	Per household/potential 75+ Channels	\$9.95/monthly	\$9.95/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	\$12.95/monthly	\$12.95/monthly
NFL Red Zone (in season)	1 Channel	\$49.95/season	\$49.95/season
Additional 'streams' of video, over three	1 'stream'	\$4.95/monthly	\$4.95/monthly
Digital Video Recorder (DVR), each	Single Digital Recorder	\$5.00/monthly	\$5.00/monthly
DVR Plus, each	Single Digital Recorder with more storage & recording capabilities	\$8.00/monthly	\$8.00/monthly
Whole Home DVR (WH DVR) option, additional	Control & Play DVR from any STB	\$2.00/monthly	\$2.00/monthly

* Includes current retransmission fees charged by broadcasters

INSTALLATION AND MAINTENANCE POLICIES AND PRICES

Installation charge, at time of initial Installation	Three 'streams' of television	\$0.00	\$0.00
	Additional 'streams' of television	\$0.00	\$0.00
	Digital Video Recorder, WH DVR	\$0.00	\$0.00
Installation/change charge, after initial installation	Change Video Package	\$5.00	\$5.00
	Add Premium Channels	\$5.00	\$5.00
	Add DVR, no premise visit required	\$5.00	\$5.00
	Add HD, no premise visit required	\$5.00	\$5.00
	Additional 'stream' (requires premise visit)	varies	varies
	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)	\$30.00	\$30.00
	Labor Charge (after first hour)	\$75.00/hr.	\$75.00/hr.
Materials, Ethernet wire run	\$25.00	\$25.00	

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. Subscription to the ITC Digital TV Maintenance Plan may protect the customer from some of these charges.

A note about CableCARDS--ITC's fiber optic, IPTV technology is not compatible with Cable CARDS.

Replacement Items	Remote Control, Amino	\$9.95	\$9.95
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Before subscribing to ITC's video, customer must have telephone service or broadband only Internet or pay Network Access Fee of \$35.00 monthly.

**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.**

Channel Map, ITC Telecom

Serving Astoria, rural Astoria, Aurora, Bradley, rural Bradley, Brandt, rural Brandt, rural Brookings, Bryant, Castletown, Chester, rural Chester, Clark, Clear Lake, rural Clear Lake, Elkton, rural Elkton, Estelline, Florence, Gary, Goodwin, Hayti, Henry, Labolt, Lake Norden, Milbank, Nunda, rural Nunda, Raymond, Revillo, Sinai, rural Sinai, South Shore, Stockholm, Strandburg, Toronto, rural Toronto, Waubay, Webster, Wentworth, White, rural White, and Willow Lake, all in South Dakota. Hendricks and Lake Benton, both in Minnesota

Best Seat Video	
Channel Number	Channel Name
BB	2 KELO-DT3 (WeatherNOW)
BB	3 KDLO (CBS - Watertown)
BB	4 KOOL TV
BB	5 KDLT (NBC - Sioux Falls)
BB	6 KDLT-DT3 (Antenna TV)
BB	7 KWCM (PBS)
BB	8 KCSD (PBS)
BB	10 KCPO (Independent - Sioux Falls)
BB	11 KELO (CBS - Sioux Falls)
BB	12 KELO-DT2 (KELOXTRA - Sioux Falls)
BB	13 KSFY (ABC - Sioux Falls)
BB	14 KSFY-DT2 (CW - Sioux Falls)
BB	15 The Weather Channel
BB	16 KSFY-DT3 (MeTV - Sioux Falls)
BB	17 KDLT-DT2 (FOX - Sioux Falls)
	18 The Golf Channel
	20 NFL Network
	23 ESPN News
	24 ESPN2
	25 ESPN
	26 Bally Sports North
	27 Fox Sports 1
	29 Big Ten Network
	30 Lifetime
	31 LMN
	34 Oxygen
	35 QVC
	36 Home Shopping Network
	37 Jewelry TV
	38 CNN
	40 Headline News
	42 FOX News Channel
	43 FOX Business News
	44 MSNBC
	46 CNBC
	48 C-SPAN
	49 C-SPAN 2
	52 truTV
BB	58 Daystar
	60 Trinity Broadcasting Network
	62 EWTN Global Catholic Network
	63 INSP
	64 FreeForm
	65 Universal Kids
	66 Disney Channel (East)
	67 Disney XD
	70 Nickelodeon/Nick at Nite(E)
	72 Cartoon Network
	76 TV Land
	77 Disney Jr.
	78 TBS
	80 TNT
	82 USA
	83 FX
	84 FXX
	85 FSM
	86 NewsNation
	88 Paramount Network
	90 CMT
	94 VH1
	96 MTV
	98 KSFY-DT4 (True Crime)
	99 KELO-DT4 (Court TV Mystery)
	100 OWN
	103 ID
	107 TLC
	108 Discovery Channel
	109 National Geographic
	110 Nat Geo Wild
	111 Sportsman Channel
	112 The Travel Channel
	114 Animal Planet
	116 HGTV
	118 Food Network
BB	121 KTTW (TCT Network)
BB	123 KDLT DT-4 (Cozi TV)
	126 AMC
	128 Bravo
	130 A&E
	132 History Channel
	136 SyFy
	140 E!
	142 Comedy Central
BB	150 Clear Lake, Gary, Goodwin, Brandt COAC
BB	151 Deuel School
BB	152 Clark, Henry, Raymond COAC
BB	153 Clark/Willow Lake Schools
BB	154 Webster, Waubay COAC
BB	156 Lake Norden, Hayti, Bryant, Willow Lake COAC
BB	157 Hamlin School
BB	158 Hendricks COAC
BB	159 Hendricks School
BB	160 Castletown, Estelline COAC
BB	161 Estelline School
BB	162 White, Toronto, Astoria COAC
BB	164 Lake Benton COAC
BB	166 Brookings, Elkton, Aurora COAC
BB	180 KCSD-DT3 (SDPTV Create)
BB	182 KCSD-DT2 (SDPTV World)
BB	184 SDSU Channel
	192 Bally Sports North Plus
	194 Big Ten Alternate 1
	195 Big Ten Alternate 2
BB	196 ITC Special Events 1
BB	197 ITC Special Events 2
BB	198 ITC Special Events 3
BB	199 ITC Special Events 4
BB	200 ITC Special Events 5
BB	300 VOD Info

Best Seat Premium Video	
Channel Number	Channel Name
	19 Outdoor Channel
	21 ESPN
	22 ACC Network
	28 Fox Sports 2
	32 Lifetime Real Women
	33 Women's Entertainment
	47 CNBC World
	53 Crime and Investigation
	54 Military History
	56 Cowboy Channel
	68 Nick Jr.
	69 TeenNick
	71 Nicktoons
	73 Boomerang
	74 Hallmark
	75 Hallmark Movies and Mysteries
	79 Hallmark Drama
	91 CMT Music
	92 GAC Family
	93 MTV Classic
	95 Nick Music
	97 MTV2
	101 Discovery Life
	102 Discovery Family Channel
	104 Destination America
	105 Science
	106 American Heroes
	115 RFD TV
	120 Magnolia Network
	122 Game Show Network
	124 Turner Classic Movies
	125 IFC
	129 Sundance
	131 FYI
	133 Vice Channel
	187 CBS Sports Network
	189 SEC Network
	190 Midco Sports Network
	191 Midco Sports Network 2
	901-950 Stingray Music

Movie (Premium) Channels	
Channel Number	Channel Name
	201 HBO
	202 HBO Family
	203 HBO Comedy
	204 HBO 2
	205 HBO Signature

	211 Cinemax
	212 Cinemax MoreMax
	213 Cinemax ActionMax
	214 Cinemax ThrillerMax

	221 Showtime
	222 Showtime 2
	223 Showtime Family
	224 Showtime Extreme
	225 Showtime Beyond
	226 Showtime Flix
	227 Showtime Next
	228 Showtime Showcase
	229 The Movie Channel
	230 TMC Xtra

	231 Starz
	232 Starz Edge
	233 Starz Cinema
	234 Starz Kids & Family
	235 Starz Encore
	236 Starz Encore Action
	237 Starz Encore Black
	238 Starz Encore Classic
	239 Starz Encore Suspense
	240 Starz Encore Westerns
	241 Starz Encore Family

	295 NFL Red Zone
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HD Premium Channels Available (may not be available in all areas)	
	601 HBO HD
	602 HBO 2 HD
	611 Cinemax HD
	621 Showtime HD
	631 Starz HD
	632 Starz Edge HD
	635 Starz Encore HD
	640 Starz Encore Western HD

Pay Per View Channels (may not be available in all areas)	
	301 Event channel
	316 Playboy
	317 BANGU

Pay-Per-Season Channel	
	295/695 NFL Red Zone/NFL Red Zone HD

High Definition Channels	
Channel Number	Channel Name
BB	403 KDLO HD (CBS)
BB	405 KDLT HD (NBC)
BB	408 KUSD HD (PBS)
BB	411 KELO HD (CBS)
BB	413 KSFY HD (ABC)
BB	417 KDLT-DT2 HD (Fox)
BSV	418 Golf HD
BSP	419 Outdoor Channel HD
BSV	420 NFL Network HD
BSP	421 ESPN HD
BSP	422 ACC Network HD
BSV	423 ESPN News HD
BSV	424 ESPN2 HD
BSV	425 ESPN HD
BSV	426 Bally Sports North HD
BSV	427 Fox Sports 1 HD
BSP	428 Fox Sports 2 HD
BSV	429 Big Ten HD
BSV	430 Lifetime HD
BSV	431 LMN HD
BSV	434 Oxygen HD
BSV	438 CNN HD
BSV	440 Headline News HD
BSV	442 Fox News HD
BSV	443 Fox Business News HD
BSV	444 MSNBC HD
BSV	446 CNBC HD
BSV	452 truTV HD
BSP	453 Crime & Investigation HD
BSP	456 Cowboy Channel HD
BSV	464 Freeform HD
BSV	466 Disney HD
BSV	467 Disney XD HD
BSV	470 Nickelodeon HD
BSV	472 Cartoon Network HD
BSP	474 Hallmark HD
BSP	475 Hallmark Movies & Mysteries HD
BSV	476 TV Land HD
BSV	477 Disney Jr. HD
BSV	478 TBS HD
BSV	480 TNT HD
BSV	482 USA HD
BSV	483 FX HD
BSV	484 FXX HD
BSV	485 FXM HD
BSV	486 News Nation HD
BSV	488 Paramount Network HD
BSV	490 CMT HD
BSP	492 GAC Family HD
BSV	494 VH1 HD
BSV	496 MTV HD
BB	499 MotorTrend HD
BSV	500 OWN HD
BSP	501 Discovery Life HD
BSP	502 Discovery Family HD
BSV	503 ID HD
BSP	504 Destination America HD
BSP	505 Science HD
BSP	506 American Heroes HD
BSV	507 TLC HD
BSV	508 Discovery HD
BSV	509 National Geographic HD
BSV	510 National Geographic Wild HD
BSV	511 Sportsman Channel HD
BSV	512 Travel Channel HD
BSV	514 Animal Planet HD
BSP	515 RFD TV HD
BSV	516 HGTV HD
BSV	518 Food Network HD
BSP	520 Magnolia Network HD
BSP	524 Turner Classic Movies HD
BSV	526 AMC HD
BSV	528 Bravo HD
BSV	530 A & E HD
BSP	531 FYI HD
BSV	532 History HD
BSP	533 Vice Channel HD
BSV	536 SyFy HD
BSV	540 E! HD
BSV	542 Comedy Central HD
BB	560 AXS TV HD
BB	562 HD Net Movies
BB	566 MGM HD
BSP	587 CBS Sports HD
BSP	589 SEC Network HD
BSP	590 Midco SportsNet HD
BSV	594 Big Ten Alternate 1 HD
BSV	595 Big Ten Alternate 2 HD