

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.
Milbank

ANNUAL NOTICE, 2022, VIDEO SERVICES AND PRICES

Products and Services offered:	Provides:	Price, SD
Expanded Basic Cable	65+ Channels	\$89.16/monthly*
Digital Cable	120+ Channels + 45 Music Channels	\$104.16/monthly*
High Definition Package (Mirrors standard definition channels purchased)	Per household/potential 75+ Channels	\$9.95/monthly
HBO	5 Channels	\$17.95/monthly
Cinemax	4 Channels	\$13.95/monthly
Showtime	10 Channels	\$14.95/monthly
STARZ	11 Channels	\$12.95/monthly
NFL Red Zone (in season)	1 Channel	\$49.95/season
Additional 'streams' of video, over three (digital only)	1 'stream'	\$4.95/monthly
Digital Video Recorder (DVR), each	Single Digital Recorder	\$5.00/monthly
DVR Plus, each	Single Digital Recorder with more storage & recording capabilities	\$8.00/monthly
Whole Home DVR (WH DVR) option, additional	Control & Play DVR from any STB	\$2.00/monthly

* Includes current retransmission fees charged by broadcasters

INSTALLATION AND MAINTENANCE POLICIES AND PRICES

Installation charge, at time of initial Installation	Basic Television or Digital Television	\$0.00
	Additional 'streams' of digital television	\$0.00
	Digital Video Recorder, WH DVR	\$0.00
Installation/change charge, after initial installation	Change Video Package (no premise visit required)	\$5.00
	Add Premium Channels (no premise visit required)	\$5.00
	Add DVR, no premise visit required	\$5.00
	Add HD, no premise visit required	\$5.00
	Additional 'stream' (requires premise visit)	varies
	Early Termination Fee (Applies during first 6 months)	\$25.00
	Temporary Suspension/Vacation Fee (six months)	\$35.00
	Deliver/Program replacement Remote	\$10.00
	Service Order (if premise visit required)	\$10.00
	Premise visit (includes one hour labor)	\$30.00
	Labor Charge (after first hour)	\$75.00/hr.
Materials, Ethernet wire run	\$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 CableCARDS.

ITC Digital TV Maintenance Plan	See Maintenance Plan	\$3.00/monthly
Replacement Items	Remote Control, Amino	\$9.95

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 Milbank, SD

CHANNEL NUMBER	BASIC CABLE CHANNEL NAME
2	KELO-DT3 WeatherNOW
3	KDLO
4	Local Channel, Zap2it Guide
5	KDLT
6	KELO-DT2 (KELOXTRA-Sioux Falls)
7	EWTN Global Catholic Network
8	KCSD (PBS)
9	KSFY (ABC-Sioux Falls)
10	KWCM (PBS)
11	KSFY-DT3 (MeTV-Sioux Falls)
13	KSFY DT-2 (CW Plus)
14	KDLT DT-3 (Antenna-TV)
15	Lifetime
16	LMN
17	Hallmark
18	KDLT (FOX-Sioux Falls)
19	Fox News Channel
20	The Weather Channel
21	Freeform
22	HGTV
23	Food Network
24	History Channel
25	Game Show Network
26	Outdoor Channel
27	The Travel Channel
28	A & E
29	Disney Channel (East)
30	Disney Jr.
31	Great American Country Family
32	News Nation
33	RFD TV
34	ESPN
35	ESPN2
36	KTTW (TCT Network)
37	Bally Sports North
38	Fox Sports 1
40	Big Ten Network
41	The Golf Channel
42	NFL Network
43	Oxygen
44	KOOL TV
45	QVC
46	Home Shopping Network
47	CNN
48	Headline News
49	MSNBC
50	CNBC
51	C-SPAN
52	truTV
53	Trinity Broadcasting Network
54	Nickelodeon/Nick at Nite(E)
55	Cartoon Network
56	Boomerang
57	TV Land
58	TBS Turner Broadcasting
59	Turner Network Television
60	USA Network
61	FX Network
62	FXX Network
63	FX Movie Channel
64	Paramount
65	CMT
66	VH1 Music First
67	MTV: Music Television
68	ID
69	TLC
70	Discovery Channel
71	National Geographic
72	Nat Geo Wild
73	Sportsman Channel
75	Animal Planet
76	Turner Classic Movies
77	American Movie Classics
78	Bravo
79	SyFy Channel
80	E! Entertainment Television
81	Comedy Central
82	Bally Sports North Plus
83	Big Ten Alternate 1
84	Big Ten Alternate 2
85	SDPTV Create
86	SDPTV World
87	ITC Event 1
88	ITC Event 2
89	ITC Event 3
90	ITC Event 4
91	Universal Kids
92	INSP
93	KDLT-DT4 (COZI TV)
94	Jewelry TV
95	Milb. Rev, Labit, Stock, Strand, SShore COAC
96	Milbank School Current Events
97	Deuel School Current Events
98	Hendricks School Current Events
99	Estelline School Current Events
100	KELO-DT-4 (Court Mystery TV)
107	Fox Business News
130	KSFY-DT4 (True Crime)

CHANNEL NUMBER	DIGITAL CABLE CHANNEL NAME
39	Fox Sports 2
102	ESPNU
103	ACC Network
104	ESPN News
105	WE
106	Lifetime Real Women
108	CNBC World
109	Crime and Investigation
110	Military History
111	Cowboy Channel
112	Disney XD
113	Nick Jr.
114	TeenNick
115	Nicktoons Network
116	Hallmark Movies and Mysteries
117	Hallmark Drama
119	CMT Music
120	MTV Classic
121	Nick Music
122	MTV2
123	OWN
124	Discovery Life
125	Discovery Family
126	Destination America
127	The Science Channel
128	American Heroes Channel
129	Magnolia Network
131	FYI
132	Viceland
134	CBS Sports Network
135	SEC
136	Midco SportsNet
137	Midco SportsNet 2
139	FM
140	SDSU Campus Information
141	IFC
142	Sundance
199	ITC Special Events 5
299	Innovative Help Video
901-950	Stingray Music

CHANNEL NUMBER	MOVIE (PREMIUM) CHANNEL NAMES
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	Flix
227	Showtime Next
228	Showtime Showcase
229	The Movie Channel
230	The Movie Channel 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

HD Premium Channels Available	
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 Channel	
301	TVN Event TV

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

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