

Interstate Telecommunications Coop, Inc.
Annual Cable Customer Notice

[2023]

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, 2023, VIDEO SERVICES AND PRICES

Products and Services offered:	Provides:	Price, SD	Price, MN
Broadcast Basic, including Broadcast Channels	20+ Channels	\$58.95/monthly*	\$58.95/monthly*
Broadcast Basic and Best Seat Video	65+ Channels	\$93.95/monthly*	\$98.95/monthly*
Broadcast Basic and Best Seat Premium Video	120+ Channels + 45 Music Channels	\$104.95/monthly*	\$110.95/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	\$9.00/monthly	\$9.00/monthly
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)	\$80.00/hr.	\$80.00/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
-------------------	-----------------------	--------	--------

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.



- BROADCAST BASIC
- BEST SEAT VIDEO
- BEST SEAT PREMIUM

- 2 KELO-DT3 WeatherNOW
- 3 KDLO (CBS – Watertown)
- 4 KOOL TV
- 5 KDLT (NBC – Sioux Falls)
- 6 KDLT-DT3 (Antenna TV)
- 7 KWCM (PBS)
- 8 KCSD (PBS)
- 9 KWSN
- 10 KCPO (Independent – Sioux Falls)
- 11 KELO (CBS – Sioux Falls)
- 12 KELO-DT2 (KELOXTRA – Sioux Falls)
- 13 KSFY (ABC – Sioux Falls)
- 14 KSFY-DT2 (CW – Sioux Falls)
- 15 The Weather Channel
- 16 KSFY-DT3 (ME-TV – Sioux Falls)
- 17 KDLT-DT2 (FOX – Sioux Falls)
- 18 The Golf Channel
- 19 Outdoor Channel
- 21 ESPNU
- 22 ACC Network
- 23 ESPNNews
- 24 ESPN2
- 25 ESPN
- 26 Bally Sports North
- 27 Fox Sports 1
- 28 Fox Sports 2
- 29 Big Ten Network
- 30 Lifetime
- 31 LMN
- 32 Lifetime Real Women
- 33 WE
- 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
- 47 CNBC World

- 48 C-SPAN
- 49 C-SPAN 2
- 52 truTV
- 53 Crime and Investigation
- 54 Military History
- 56 The Cowboy Channel
- 57 KSFY-DT5 – The Grio
- 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
- 68 Nick Jr.
- 69 TeenNick
- 70 Nickelodeon
- 71 Nicktoons
- 72 Cartoon Network
- 73 Boomerang
- 74 Hallmark
- 75 Hallmark Movies & Mysteries
- 76 TV Land
- 77 Disney Jr.
- 78 TBS
- 79 Hallmark Drama
- 80 TNT
- 82 USA
- 83 FX
- 84 FXX
- 85 FXM
- 86 News Nation
- 88 Paramount Network
- 90 CMT
- 91 CMT Music
- 92 Great American Family
- 93 MTV Classic
- 94 VH1
- 95 Nick Music
- 96 MTV
- 97 MTV2
- 98 KSFY-DT4 (True Crime)
- 99 KELO-DT4 (Court TV Mystery)
- 100 OWN
- 101 Discovery Life
- 102 Discovery Family Channel
- 103 ID
- 104 Destination America
- 105 Science

- 106 American Heroes
- 107 TLC
- 108 Discovery Channel
- 109 National Geographic
- 110 Nat Geo Wild
- 111 Sportsman Channel
- 112 The Travel Channel
- 114 Animal Planet
- 115 RFD TV
- 116 HGTV
- 118 Food Network
- 120 Magnolia Network
- 121 KTTW (TCT Network)
- 122 Game Show Network
- 123 KDLT DT-4 (Cozi TV)
- 124 Turner Classic Movies
- 125 IFC
- 126 AMC
- 128 Bravo
- 129 Sundance
- 130 A&E
- 131 FYI
- 132 History Channel
- 133 Viceland
- 136 SyFy
- 140 E!
- 142 Comedy Central
- 180 SDPTV Create
- 182 SDPTV World
- 184 SDSU Channel
- 186 USD Go Yotes TV
- 187 CBS Sports Network
- 189 SEC Network
- 190 Midco Sports Network
- 191 Midco Sports Network 2
- 192 Bally Sports North Plus
- 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
- 300 VOD Info

Remember: The interactive channel guide is the easiest place to locate your favorite channel! Access this guide by pressing the GUIDE key on your ITC remote.

2-23

HD CHANNEL LINE-UP*

\$9.95/month

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

*You must receive a channel in standard definition in order to receive it in high definition. Please refer to the inside color scheme.

MOVIE PACKAGES

HBO (\$17.95/mo)

- 201 HBO
- 202 HBO Family
- 203 HBO Comedy
- 204 HBO2
- 205 HBO Signature
- 601 HBO HD
- 602 HBO2 HD

(You must subscribe to HBO & HD from ITC to receive these channels.)

Showtime (\$10.99/mo)

- 221 Showtime
- 222 Showtime2
- 223 Showtime Family
- 224 Showtime Extreme
- 225 Showtime Beyond
- 226 Showtime Flx
- 227 Showtime Next
- 228 Showtime Showcase
- 229 The Movie Channel
- 230 TMC Xtra
- 621 Showtime HD

(You must subscribe to Showtime & HD from ITC to receive this channel.)

Cinemax (\$13.95/mo)

- 211 Cinemax
- 212 Cinemax MoreMax
- 213 Cinemax ActionMax
- 214 Cinemax ThrillerMax
- 611 Cinemax HD

(You must subscribe to Cinemax & HD from ITC to receive this channel.)

STARZ (\$9.00/mo)

- 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
- 631 STARZ HD
- 632 STARZ Edge HD
- 635 STARZ ENCORE HD
- 640 STARZ ENCORE Western HD

(You must subscribe to STARZ & HD from ITC to receive these channels.)

VOD & PAY-PER-VIEW

- 301 Event Channel
- 316 Adult

Please press your "On Demand" button to see what is available on VOD!

Product pricing is subject to change. Best Seat Video and Best Seat Premium Video are created by adding channels and their associated cost to Broadcast Basic. Taxes and regulatory fees are not included in product prices.

COMMUNITY ACCESS CHANNELS

- | | |
|--|--|
| 150 Clear Lake, Gary, Goodwin, Brandt | 160 Castlewood, Estelline |
| 151 Duval School Current Events | 161 Estelline School Current Events |
| 152 Clark, Bradley, Henry, Florence, Raymond | 162 White, Toronto, Astoria |
| 153 Clark/Willow Lake School Current Events | 164 Lake Benton |
| 154 Webster, Waubay | 166 Aurora, Elktion, Rural Brookings |
| 156 Willow Lake, Lake Norden, Bryant, Hayti | 167 Brookings Pub/EdGov (Brookings only) |
| 157 Hamlin School Current Events | 168 Brookings County (Brookings only) |
| 158 Hendricks | 170 Sinai, Nunda, Chester, Wentworth |
| 159 Hendricks School Current Events | 172 Milbank, Stockholm, Strandburg, South Shore, LaBolt, Revillo |



Residential Channel Guide

TV Help Desk: 1.800.455.5958

1.800.417.8667 • www.itc-web.com



/itccoop



@itc_coop



/itcinternet



Interstate Telecommunications Cooperative, Inc.

