

This Privacy Policy (this "**Policy**") applies to communications products and services provided by Mutual Telephone Company of Sioux Center, Iowa d/b/a Premier Communications (together with any subsidiaries or affiliates providing your communications services, "**we**," "**us**," or "**Premier**"). This Policy explains how Premier collects, uses, and discloses information about our subscribers when they subscribe to, access, or use our products or services. Some of the information we may collect is "personally identifiable information" and/or "customer proprietary network information," each as defined by applicable Federal law. Our use or sharing of such information is governed by applicable Federal law (as described herein) and this Policy. **Your use of any Premier service constitutes your acceptance of this Policy.**

This Policy does not apply to the areas of Premier websites that are accessible to the general public, which are governed by the Premier website privacy policy (available at [www.mypremieronline.com](http://www.mypremieronline.com)). Premier is not responsible for information, content, applications or services provided by others. Before you access, use, link to or download a service or application on your computer or wireless device, you should review the associated terms of service and privacy policy. Personal information you submit in those contexts may be read, collected or used by the service or application provider and others associated with these forums in a manner different from that described here.

This Policy applies across the Premier family of companies and, except as otherwise specified herein, applies to all of the communications products and services we provide. This Policy explains our practices in the following areas:

1. Our Responsibilities and Your Rights under Federal Law
2. Information We Collect and How We Collect and Use It
3. How We Share Your Information
4. How to Limit the Sharing and Use of Your Information
5. How Long We Keep Your Information
6. How We Protect Your Information
7. How You May Access and Correct Your Information
8. How You May Contact Us
9. Changes to This Policy
10. Violations of This Policy or Your Rights
11. Annual Notice and Availability of This Policy

## 1. Our Responsibilities and Your Rights Under Federal Law

When you communicate with us, we collect information from you that we use to deliver, provide, confirm, change, bill, monitor, maintain and repair your services and service-related devices. Some of this information may be "personally identifiable information" or "customer proprietary network information" ("CPNI") as defined by Federal law.

Section 631 of the federal Cable Communications Policy Act of 1984, as amended (the "Cable Act") provides special privacy protections for personally identifiable information we may collect about our cable and multichannel video service subscribers. For these purposes, personally identifiable information is information that identifies a particular person or persons, it does not include aggregate data that does not identify a particular person or persons.

If you subscribe to our multichannel video programming services, you have a right to know:

- the nature of any personally identifiable information we may collect and the ways we may use this information;
- under what circumstances and to what parties we may disclose personally identifiable information;
- how long we will maintain personally identifiable information;
- the times and places where you may access your personally identifiable information; and
- your rights under the Cable Act concerning personally identifiable information.

Section 702 of the federal Telecommunications Act of 1996, as amended (the "Telecommunications Act") provides special privacy protections for CPNI we may collect about our telecommunications and Voice over Internet Protocol (VoIP) service subscribers. CPNI generally includes information about the quantity, technical configuration, type, destination, location and amount of your use of voice services and information contained on your bill concerning the type of voice services and features you subscribe to or receive. If you subscribe to our voice services, you have the right, and Premier has a duty, to protect the confidentiality of CPNI.

As required by the Cable Act and the Telecommunications Act, this Policy describes: what personally identifiable information or CPNI we collect and how we collect it; how we use or share that personally identifiable information or CPNI; how long we keep your personally identifiable information and/or CPNI; how we protect such information in our possession; and your rights and remedies if we violate this Policy or applicable Federal or State law.

In the event we determine there are any conflicts between this Policy and applicable Federal law (for example, the Cable Act or Telecommunications Act), we will comply with the applicable Federal law. In addition to Federal law, we will also comply with any applicable State law.

## 2. Information We Collect and How We Collect and Use It

### Information Collected When You Communicate with Us

When you communicate with us, we collect information from you that we use to deliver, provide, confirm, change, bill, monitor, maintain and repair your services and service-related devices. This information is also used to resolve issues with your order, with our products and services, or with your account. The information we collect may include your name, addresses, and other contact information; the reason for the contact; and your Social Security Number, date of birth and payment information. We use this information to establish and maintain your customer account and billing records (including establishing credit), provide services to you, authenticate you (i.e., confirming your identity in connection with service or before sharing sensitive personal or account information), and contact you about services that we offer.

When you contact us or we contact you with calls, email, or through a feature on our websites or in our applications, we may monitor or record that communication or keep a record of the transaction to help us train employees and provide high-quality customer service.

### Information Collected When You Use Our Products and Services

We may collect information about your use of our products, services and sites. Information such as call records, websites visited, wireless location, application and feature usage, network traffic data, product and device-specific information, service options you choose, mobile and device numbers, video streaming and video packages and usage, movie rental and purchase data, and other similar information may be used for billing purposes, to deliver and maintain products and services, or to help you with service-related issues or questions. In addition, subject to any legal restrictions that may apply, this information may be used for other purposes such as providing you with information about service enhancements, determining your eligibility for new services or service packages, and marketing to you based on your use of services. This information may also be used to: (a) manage and protect our networks, services and users from fraudulent, abusive, or unlawful uses; and (b) subject to consent practices described in this policy, help us improve our services, research and develop new services, and offer promotions and other services.

If you subscribe to our high speed data services, we may automatically measure and monitor network performance and usage and the performance of your Internet connection to improve your, or our, service levels and products. If you contact us for service support, we also may access information about your computer, wireless device or other device settings to provide customized technical support or to install specific applications or services that you use or that are necessary to the applications or services you use.

In certain geographic service areas where we receive certain types of federal high-cost universal service support, we may be required by the FCC to measure and collect information concerning the speed and latency of broadband services provided to randomly-selected subscribers. Pursuant to applicable FCC guidelines, any required testing would be accomplished by using one of three options: (1) existing Measuring Broadband America testing infrastructure (MBA testing), (2) existing network management systems and tools (off-the-shelf testing), or (3) provider-developed self-testing configurations (self-testing). The FCC has adopted requirements regarding when tests would begin, when exactly we may perform the tests, and the number of active subscriber locations we would be required to test. Once testing begins, test results must be reported and certified to the Universal Service Administrative Company (USAC) and Iowa Utilities Board (IUB) on an annual basis. However, no personally identifiable information is included in the test results reported to the USAC or IUB. If you are randomly-selected for testing, the FCC-required performance testing is in addition to the automatic testing we may do to measure or monitor performance and improve our service levels generally.

### Information Provided to Us by Third Parties

When you apply for or purchase service from us, we may obtain credit information about you from outside credit reporting agencies to help us with customer authentication and credit-related decisions.

### **Information Collected on Our Websites**

When you establish an online account with us, we maintain information about your user identification and password. This information is used to identify you when you sign in to your account.

### **Information You Provide**

When you contact us online or by other means for information about services, we will respond to your request and may use the information you supply us to provide you with additional information about service offerings either at that time or in the future. Information you provide on our websites about your preferred location and other preferences may be used to provide you with more relevant service recommendations, services and special offers.

We may also collect information from you when you agree to participate in surveys or provide other feedback to us regarding our services, when you register to receive newsletters or similar updates, or when you apply for a job with Premier. We use this information only for the purpose for which you provide it.

We may send you emails that communicate information about your account or about services, marketing offers, or promotions that may be of interest to you. When you open an email or click on links within these emails, we may collect and retain information to provide you with future communications that may be more interesting to you. Please note that we will not ask you to send us, via email, sensitive personal or account information.

### **3. How We Share Your Information**

#### **Information Shared Within the Premier Family of Companies**

We share customer information within our family of companies for operational purposes. We also share certain types of customer information within our family of companies for our own marketing purposes unless you advise us not to share. Sharing this information allows us to provide you with the latest information about our products and services and to offer you our latest promotions.

Specific laws govern our sharing and use of CPNI. Our voice customers receive a privacy notice regarding CPNI when they first contract for or order service and every two years thereafter. For more information, please read our applicable CPNI notices. You may choose to opt out of the sharing of your CPNI within our family of companies for certain marketing purposes as described below.

When you are speaking with a customer service representative, we may ask your permission to review your records, including your CPNI, to provide you with information about the full array of services provided by our family of companies.

#### **Information Shared With Third Parties**

Except as explained in this Policy, we do not sell, license or share information that individually identifies our customers, people using our networks, or website visitors with others outside our family of companies.

We may use vendors and partners for a variety of business purposes such as to help us offer, provide, repair and bill for services we deliver to you. We share information with those vendors and partners to the extent reasonably necessary for them to perform work on our behalf. For example, we may provide your credit card information and billing address to our payment processing company solely for the purpose of processing payment for a transaction you have requested. We require that these vendors and partners protect the customer information we may provide to them and limit their use of our customer data to the purposes for which it was provided. We do not permit these types of vendors and partners to use this information for their own marketing purposes.

We provide the names, addresses and telephone numbers of wireline telephone subscribers to directory publishers and directory assistance services unless a non-published or non-listed phone number has been requested.

Unless otherwise restricted or prohibited by the Cable Act or Telecommunications Act, we may disclose information that individually identifies our customers or identifies customer devices to third parties in certain circumstances, such as:

- to comply with valid legal process including subpoenas, court orders or search warrants, and as otherwise authorized by law;
- in cases involving danger of death or serious physical injury to any person or other emergencies;
- to protect our rights or property, or the safety of our customers or employees;
- to protect against fraudulent, malicious, abusive, unauthorized or unlawful use of or subscription to our services and to protect our network, services, devices and users from such use;
- to advance or defend against complaints or legal claims in court, administrative proceedings and elsewhere;
- to credit bureaus or collection agencies for reporting purposes or to obtain payment for Premier-billed services;
- to a third-party that you have authorized to verify your account information;
- to outside auditors;
- to the FCC, IUB, USAC, or other federal, state, local or other governmental or quasi- governmental authority with jurisdiction over any Service; or
- with your consent.

If we enter into a merger, acquisition or sale of all or a portion of our assets or business, customer information will also be transferred as part of or in connection with the transaction.

### **4. How to Limit the Sharing and Use of Your Information**

You have choices about how we share and use information.

#### **Customer Proprietary Network Information (CPNI)**

Under the Telecommunications Act, you may choose whether to allow us to share your CPNI within our family of companies for certain marketing purposes. You may choose to opt out of the sharing of your CPNI within our family of companies for these marketing purposes by following the instructions on our CPNI notices (available at [www.mypremieronline.com](http://www.mypremieronline.com)). You may also opt-out of this sharing by calling us at 1-800-741-8351.

#### **Telemarketing**

Federal "Do Not Call" laws allow you to place residential wireline and wireless phone numbers on the National Do Not Call Registry to prevent telemarketing calls to those numbers. If you would like to add your numbers to this list, you may do so by calling 1-888-382-1222, or by visiting [www.donotcall.gov](http://www.donotcall.gov).

You should be aware that even if you add your number(s) to the federal or a state Do Not Call list, most telemarketing laws allow companies to contact their own customers. It is Premier's practice not to engage in telemarketing to our own customers. In order to keep you informed concerning our services and your account, we may use an automatic telephone dialing system, artificial or prerecorded voice, text message, or other form of written or audible communication to your designated contact number(s). For example, these informational contacts may include reminders of payment due dates, maintenance alerts and service cutovers.

#### **Marketing Email, Text Messages, Postal Mail and Door-to-Door Calls**

Marketing emails you receive from Premier include an unsubscribe instruction (usually found at the bottom of the email) that you may use to opt out of receiving future marketing-related emails. You may also opt out of receiving marketing related emails from Premier by contacting a Premier customer service representative at 1-800-741-8351.

You may opt out of receiving certain marketing-related postal mailings or prevent text message marketing from Premier by calling a customer service representative at 1-800-741-8351. Please note that Premier may use bulk mail service for some marketing mailings. For example, these services deliver offers to all homes in a neighborhood or zip code. This type of mailing will continue even if you opt-out of receiving marketing-related postal mailings from Premier.

### **5. How Long We Keep Your Information**

Under our practices and policies, sensitive records are retained only as long as reasonably necessary for business or legal purposes. We will maintain personally identifiable information about you no longer than necessary for the purpose for which it was collected. This means we may also maintain this information for a period of time after you are no longer a subscriber if it is necessary for business, regulatory or legal purposes. We will destroy the information if we have no pending requests, orders or court orders for access to this information, after we determine that it is no longer necessary for the purposes for which it was collected and in compliance with any applicable federal, state or local laws or requirements.

### **6. How We Protect Your Information**

Premier has technical, administrative and physical safeguards in place to help protect against unauthorized access to, use or disclosure of customer information we collect or store, including Social Security Numbers. Employees are trained on the importance of protecting privacy and on the proper access to, use and disclosure of customer information. Under our practices and policies, access to sensitive personally identifiable information is authorized only for those who have a business need for such access, and sensitive records are retained only as long as reasonably necessary for business, regulatory or legal purposes. Although we work hard to protect personal information that we collect and store, no program is 100% secure and we cannot guarantee that our safeguards will prevent every unauthorized attempt to access, use or disclose personal information.

### **7. How You May Access and Correct Your Information**

We strive to keep our customer records as accurate as possible. You may correct or update your Premier customer information by calling a Premier customer service representative

at 1-800-741-8351 or by accessing your account online and providing the updated information there.

## 8. How You May Contact Us

If you have questions, concerns or suggestions related to our Privacy Policy or our privacy practices you may contact us at:

Premier Communications  
Attn: COO  
339 First Avenue NE, PO Box 200  
Sioux Center, IA 51250  
Fax: 712-722-1113  
Email: [privacy@mypremieronline.com](mailto:privacy@mypremieronline.com)

## 9. Changes to This Policy

We reserve the right to make changes to this Privacy Policy, so please check back periodically for changes. You will be able to see that changes have been made by checking to see if the effective date posted at the end of the policy. If we elect to use or disclose information that identifies you as an individual in a manner that is materially different from that stated in our policy at the time we collected that information from you, we will give you a choice regarding such use or disclosure by appropriate means, which may include use of an opt-out mechanism.

## 10. Violations of This Policy or Your Rights.

If you believe that your privacy rights have been violated, please contact us immediately. We will take immediate steps to address your concerns. If you believe that you have been aggrieved as a result of our violation of applicable provisions of the Cable Act or Telecommunications Act, you may enforce the limitations imposed on us through a formal complaint to the FCC and/or a civil lawsuit seeking damages, attorneys' fees and litigation costs. Other rights and remedies may be available to you under federal, state or local laws.

## 11. Annual Notice and Availability of This Policy

It is our practice to provide this notice to all customers at the time you first contract for or subscribe to service and at least annually thereafter. To the extent required by the Cable Act, this Policy serves as our annual Cable Subscriber Privacy Notice. Subscribers may obtain a copy of this Policy by request (using the contact information above) at any time.

# SUBSCRIBER POLICIES

### Installation Policy

**Equipment.** Equipment is provided to you for the term of Service and solely for your use in connection with lawfully receiving and using Service. We may from time to time sell you certain Equipment at a price and otherwise on such terms as are specified in a purchase order or equipment purchase agreement. Ownership of, and title to, any purchased Equipment shall transfer to you at the time of sale. You will bear all risk of loss, theft or damage to purchased Equipment. We may from time to time lease to you certain Equipment at a price and otherwise on such terms as specified in a service order or equipment lease. In connection with certain Service Packages, Equipment may be licensed to you at no additional charge. All leased or licensed Equipment remains the property of the Company and must be maintained and returned as provided herein. You may elect to independently acquire or supply equipment ("Customer Supplied Equipment" or "CSE") instead of buying, leasing or using Equipment provided directly by us. The Company shall not be responsible in any way for the compatibility or fitness for use of any CSE, including any end-user devices. We will install Equipment provided by us in accordance with our policies as in effect from time to time. If Equipment is damaged, lost or stolen while in your possession, or if you fail to return Equipment at the time of cancellation or disconnection of Service, you will be billed an equipment recovery fee ("ERF") in an amount up to the full cost of replacement of such Equipment. ERFs will be applied to your next bill and are due upon receipt. If equipment is returned in good working condition within sixty (60) days from the date of cancellation or disconnection of Service, the Company will credit back the full amount of the ERF. ERFs are cumulative and in addition to any other charges or fees you may owe us and any fees or charges that we may charge upon cancellation or disconnection of Service.

**Access to Premises.** Our employees and contractors may enter into, upon and over the Service premises periodically during the term of this Service Contract to install, connect, inspect, maintain, repair, alter, disconnect and remove equipment and facilities. To the extent the same is consistent with your ownership of the Service premises, you grant the Company a temporary and permanent easement to construct, install, maintain, and/or replace Service facilities and to install, connect, inspect, maintain, repair, alter, disconnect and remove all equipment and facilities necessary to provide Service. In the event you are not the owner of the premises upon which installation is requested, you warrant to the Company that you have obtained the consent of the owner of the premises for the Company to install and maintain such equipment and facilities and agree to hold the Company harmless from any claims or liabilities associated with such activities.

**Safekeeping of Equipment.** You are responsible for the safekeeping of all Equipment placed in or on your premises. The Company has no responsibility for replacing Equipment destroyed or damaged by your misuse, abuse or neglect. In the event that any Equipment provided by the Company is destroyed, damaged (ordinary wear and tear excepted), lost or stolen while in your possession, you may be liable to the Company for an equipment recovery fee ("ERF") up to the full cost of repair or replacement of such Equipment.

### Maintenance & Repair Policy

**Service and Repairs.** The Company undertakes reasonable efforts to maintain its network and respond to service or trouble calls in a timely manner. The Company will use commercially reasonable efforts to repair damage to Company-provided Equipment or interruption of Service due to reasonable wear and tear or technical malfunction. Support, including diagnostics, servicing and repairs, will normally be provided during regular business hours, Monday through Friday (except holidays). Service and repair of all outside wiring, up to and including the network interface device (NID) and optical network terminal (ONT) installed at the premises, are a Company responsibility and are covered by the recurring fees you pay for Service. Recurring fees do not cover service or repairs to Service jacks, inside wiring, internal Wi-Fi networks, or Customer Supplied Equipment, which are a customer responsibility. Recurring fees do not cover service or repairs to licensed Equipment or leased Equipment due to causes other than ordinary wear and tear or technical malfunction, which are a customer responsibility. For service and repairs which are a Company responsibility, we will send a technician to your service premises to perform diagnostics and repair the problem at no cost to you beyond the ordinary recurring charges. For service and repairs which are a customer responsibility, we will, at your request, perform diagnostics and/or make repairs, for which you will be billed at the standard hourly rate, including any applicable minimum charges for time and materials. For service and repairs which are a customer responsibility, use of the Company's support and repair service is optional. You may elect to use other companies for such services or may do the work yourself.

**Customer Supplied Equipment.** Service requires certain minimum system requirements for your computers, devices and operating systems. You are solely responsible for providing a personal or laptop computer or other device, operating system and all ancillary customer supplied equipment ("CSE") necessary to access Service. We make no representations, warranties or assurances regarding the capability or suitability of any CSE, hardware, software or other devices or equipment independently purchased or otherwise owned by you. We make no representations, warranties or assurances that CSE, hardware, software or other devices or equipment independently purchased or otherwise owned by you will be compatible with Service or will not be impaired or damaged.

### Billing Policy

**Rates; Invoicing.** Nonrecurring and recurring charges for Service are as set forth in your selected Service Package and/or the rate schedules maintained by the Company, current versions of which are available upon request. All Service charges, along with applicable local, state and federal taxes, regulatory assessments, fees and charges, cost recovery charges and other applicable charges and fees will be itemized on your invoice. You must pay all charges for your Service, including all applicable taxes, fees and surcharges, by the due date on the invoice. If you have signed up for electronic billing, we will not mail you a paper invoice. Invoice information will remain available in your account information or by calling us at our customer service number.

**Late Charges.** Failure to pay invoices when due may result in late payment fees of \$1000 and/or other penalties, including suspension or disconnection of Service. An additional installation charge, deposit, and/or a minimum service term may be required to restore Service.

**Other Charges.** Additionally, your prior Service Package may no longer be available after disconnection has occurred. In order to restore disconnected Service, you may be required to select a new Service Package with the rates, features, and terms offered at the time of restoration of Service. If we don't receive your payment before the next billing cycle, you agree to pay any costs and expenses associated with our collections efforts, including attorneys' fees. We may charge you an insufficient funds or returned check fee, up to the maximum rate allowed by law, if your check, bank draft, electronic funds transfer, or other order for payment is dishonored or returned for insufficient funds or any other reason. Our acceptance of late or partial payment and late payment charges will not constitute waiver of any of our rights to collect the full amount due.

### Complaint Resolution Procedures

The Company endeavors to provide the highest quality video service and to meet or exceed customer expectations. Should you have any complaint regarding services or billing that you have been unable to resolve after calling our customer service department at (800) 741-8351, you may file a written complaint with us or with the applicable local franchising authority listed below (**Premier will make every effort to resolve the problem within 10 business days of receipt of the letter.**):

Premier Communications  
Attn: Customer Service Manager  
339 1st Ave. NE  
Sioux Center, IA 51250

## Local Franchising Authorities

### Akron City Clerk

350 Reed • Akron, IA 51001  
Community Unit Identifier: IA0379  
PH: 712-568-2041

### City of Dickens

PO Box 120 • Dickens, IA 51333  
Community Unit Identifier: IA0571

### Hinton City Clerk

205 W Main St • Hinton, IA 51024  
Community Unit Identifier: IA0570  
PH: 712-947-4129

### City of Lake Park

217 Market Street • Lake Park, IA 51347  
Community Unit Identifier: IA1117  
PH: 712-832-3527

### City of Maurice

PO Box 68 • Maurice, IA 51036  
Community Unit Identifier: IA0702  
PH: 712-567-4400

### City of Orange City

125 Central Ave SE • Orange City, IA 51041  
Community Unit Identifier: IA0161  
PH: 712-707-4885

### City of Sibley

808 3rd Ave • Sibley, IA 51249  
Community Unit Identifier: IA1246  
PH: 712-754-2541

### City of Wahpeton

1201 Dakota Drive • Wahpeton  
Milford, IA 51351  
Community Unit Identifier: IA1120  
PH: 712-337-3522

### City of Arnolds Park

PO Box 437 • Arnolds Park, IA 51331  
Community Unit Identifier: IA1116  
PH: 712-332-2341

### City of Doon

100 3rd Ave • Doon, IA 51235  
Community Unit Identifier: IA0912  
PH: 712-726-9303

### City of Hospers

100 3rd Ave S, Box 248 • Hospers, IA 51238  
Community Unit Identifier: IA0280  
PH: 712-752-8593

### City of LeMars

40 Central Ave SE • LeMars, IA 51031  
Community Unit Identifier: IA0102  
PH: 712-546-4972

### City of Melvin

PO Box 62 • Melvin, IA 51350  
Community Unit Identifier: IA0443  
PH: 712-736-2446

### Rock Rapids City Clerk

310 South 3 Ave • Rock Rapids, IA 51246  
Community Unit Identifier: IA0201  
PH: 712-472-2553

### City of Sioux Center

335 1st Ave NW • Sioux Center, IA 51250  
Community Unit Identifier: IA0703  
PH: 712-722-0761

### City of Webb

PO Box 5 • Webb, IA 51366  
Community Unit Identifier: IA0572  
PH: 712-838-4200

### City of Ashton

2191 Nettle Ave • Ashton, IA 51232  
Community Unit Identifier: IA0316  
PH: 712-724-6426

### City of George

120 1/2 S. Main St • George, IA 51237  
Community Unit Identifier: IA0139  
PH: 712-475-3612

### Hull City Clerk

1113 Maple St • Hull, IA 51239  
Community Unit Identifier: IA0146  
PH: 712-439-1521

### City of Little Rock

402 Main St • Little Rock, IA 51243  
Community Unit Identifier: IA0318  
PH: 712-479-2852

### Merrill City Hall

308 2nd St • Merrill, IA 51038  
Community Unit Identifier: IA0395  
PH: 712-938-2514

### City of Rock Valley

1507 Main St • Rock Valley, IA 51247  
Community Unit Identifier: IA0145  
PH: 712-476-5707

### City of Sheldon

416 9 St • Sheldon, IA 51201  
Community Unit Identifier: IA0085  
PH: 712-324-4651

### City of West Okobojo

501 Terrace Park Blvd • Milford, IA 51351  
Community Unit Identifier: IA1121  
PH: 712-320-4394

### City of Boyden

PO Box 219 • Boyden, IA 51234  
Community Unit Identifier: IA0331  
PH: 712-725-2371

### City of Granville

740 Broad St • Granville, IA 51022  
Community Unit Identifier: IA0949  
PH: 712-727-3365

### Ireton City Clerk

316 Main St • Ireton, IA 51027  
Community Unit Identifier: IA0256  
PH: 712-278-2112

### City of Matlock

660 Matlock Blvd • Sheldon, IA 51201  
Community Unit Identifier: IA1157  
PH: 712-738-2991

### City of Okobojo

1322 Hwy 71 N • Okobojo, IA 51355  
Community Unit Identifier: IA1118  
PH: 712-332-2550

### City of Sanborn

102 Main St • Sanborn, IA 51248  
Community Unit Identifier: IA1015  
PH: 712-930-3842

### City of Spirit Lake

1803 Hill Ave • Spirit Lake, IA 51360  
Community Unit Identifier: IA1119  
PH: 712-336-1889

## Equipment Compatibility

The Company delivers video service to your home via multiple network platforms, each of which requires special equipment provided by the Company to decrypt the signal into a useable format for commercially available televisions. This means that tuners on currently available television sets, VCRs, or other consumer electronics will not interface without a set-top box or CableCARD present to decrypt the signal. As a result, you may not be able to use some of the special functions in televisions, VCRs, DVRs, etc. For example, you may not be able to view one program while recording another, or record two or more consecutive programs appearing on different channels, use advanced features such as "picture-in-picture," channel review or use any features that necessitate channel selection by the television set or VCR/DVR.

## RATES & SERVICES

### CABLE TV

Family Limited <sup>1-99</sup>	\$22.95
Family Plus <sup>1-299</sup>	\$68.95
Family Prime <sup>300-749HD, 900-950</sup>	\$17.95
Family Savings	\$59.95
Family Savings HD	\$16.95
Showtime Multiplex	\$15.95
Starz and Encore Multiplex	\$15.95
Cinemax Multiplex	\$15.95
HBO Multiplex	\$15.95
NFL Rezone** <sup>(Sept-Feb only)</sup>	\$44.95
Digital Music <sup>900-950</sup>	\$2.95

### DELUXE BUNDLES

#### 3 Service Deluxe Bundles

Family Plus Bundle	\$115.95
Family Prime Bundle	\$135.95
Family Ultimate Bundle	\$165.95

#### 2 Service Deluxe Bundle

Cable & Internet Deluxe Bundle	\$125.95
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### Value Bundles

Tri-Value Bundle	\$74.95
Cable & Internet Value Bundle	\$69.96
Phone & Internet Value Bundle	\$64.95

### GADGETS

Motorola U100-HD DTA	\$195
Motorola U100-HD DTA <sup>Replacement</sup>	\$50.00
Motorola DCX700- HD Standard Box	\$4.95
Motorola DCX700- HD Standard Box <sup>Replacement</sup>	\$150.00
Motorola DCX3510- HD DVR Box	\$8.95
Motorola DCX3510- HD DVR Box <sup>Replacement</sup>	\$300.00
DCH6416 DVR Box	\$4.95
DCH6416 DVR Box <sup>Replacement</sup>	\$300.00
Cable Card	\$3.95
Cable Card <sup>Replacement</sup>	\$50.00
Whole Home Feature	\$5.95
Broadband & Administrative Fee	\$1.95

### OTHER FEES

Installation	\$50.00
Reconnect Fee	\$25.00
Trip Charge	\$50.00
CATV Remote Trip Charge	\$15.00
Late Fee	\$10.00
Per Hour Rate	\$50.00
Return Check Fee	\$25.00
Move Fee	\$50.00

# CHANNEL LINEUP



Looking Ahead

## FAMILY Limited

- 2 SD-PBS
- 3 Shop HQ
- 4 KTIV-NBC <sup>LIVE\*</sup>
- 5 Local Weather Info\*
- 6 CW <sup>LIVE</sup>
- 9 KCAU - ABC <sup>LIVE\*</sup>
- 11 KELO - CBS <sup>LIVE\*</sup>
- 12 Local Weather & Info
- 13 KSFY - ABC <sup>LIVE\*</sup>
- 14 KMEG - CBS \*
- 20 QVC <sup>LIVE</sup>
- 21 ION
- 27 IPTV
- 28 IPTV World
- 29 IPTV Create
- 30 IPTV Kids
- 44 KPTH - Fox <sup>LIVE</sup>
- 49 HSN <sup>LIVE</sup>
- 51 TBD TV\*
- 52 My Network TV
- 53 UTV
- 60 MeTV
- 61 CHARGE\*
- 62 Comet TV\*
- 63 Court TV
- 64 Stadium
- 75 Local Religious<sup>RF\*</sup>
- 76 Local Religious<sup>RF\*</sup>
- 77 Local Religious\*
- 78 Local Religious<sup>RF\*</sup>
- 86 EWTN
- 87 Trinity Broadcasting
- 90 C-Span <sup>LIVE</sup>
- 91 C-Span 2

## FAMILY Plus

- 100 ESPN <sup>LIVE</sup>
- 101 ESPN Classic <sup>LIVE</sup>
- 110 ESPN 2 <sup>LIVE</sup>
- 111 Big Ten Network <sup>LIVE</sup>
- 120 Fox Sports North <sup>LIVE</sup>
- 125 Fox Sports 1 <sup>LIVE</sup>
- 126 Fox Sports 2 <sup>LIVE IP</sup>
- 130 Golf Channel <sup>LIVE</sup>
- 131 NBC Sports <sup>LIVE</sup>
- 132 Tennis Channel <sup>LIVE</sup>
- 140 Outdoor Channel
- 150 Weather Channel <sup>LIVE</sup>
- 155 CNN <sup>LIVE</sup>
- 156 Headline News <sup>LIVE</sup>
- 157 CNN International <sup>IP</sup>
- 160 Fox News Network <sup>LIVE</sup>
- 161 Fox Business <sup>LIVE</sup>
- 165 MSNBC <sup>LIVE</sup>
- 166 CNBC <sup>LIVE</sup>
- 175 TV Land <sup>LIVE</sup>
- 176 Freeform <sup>LIVE</sup>
- 178 Discovery Family <sup>LIVE IP</sup>
- 179 Boomerang<sup>IP</sup>
- 180 Cartoon Network <sup>LIVE</sup>
- 182 Nickelodeon <sup>LIVE</sup>
- 190 Disney Channel <sup>LIVE</sup>
- 191 Disney XD <sup>LIVE</sup>
- 200 National Geographic <sup>LIVE</sup>
- 205 The Discovery Channel <sup>LIVE</sup>
- 206 Animal Planet <sup>LIVE</sup>
- 207 TLC <sup>LIVE</sup>

- 208 OWN <sup>LIVE</sup>
- 209 Destination America <sup>LIVE IP</sup>
- 210 ID <sup>LIVE</sup>
- 211 Discovery Science <sup>LIVE IP</sup>
- 212 American Heroes <sup>LIVE IP</sup>
- 220 The History Channel <sup>LIVE</sup>
- 221 A&E <sup>LIVE</sup>
- 225 Paramount Network <sup>LIVE</sup>
- 227 WGN America <sup>LIVE</sup>
- 230 USA <sup>LIVE</sup>
- 233 Sy-Fy <sup>LIVE</sup>
- 235 TNT <sup>LIVE</sup>
- 236 TRU TV <sup>LIVE</sup>
- 237 TBS <sup>LIVE</sup>
- 240 FX <sup>LIVE</sup>
- 241 FXX <sup>LIVE</sup>
- 242 Fox Movie Channel<sup>IP</sup>
- 246 Comedy Central <sup>LIVE</sup>
- 251 Turner Classic Movies <sup>LIVE</sup>
- 252 RFD
- 255 Lifetime <sup>LIVE</sup>
- 256 Lifetime Real Women
- 257 Lifetime Movies <sup>LIVE</sup>
- 260 Hallmark Channel <sup>LIVE</sup>
- 261 Hallmark Movies & Mysteries <sup>LIVE</sup>
- 262 Hallmark Drama
- 265 The Travel Channel <sup>LIVE</sup>
- 267 Food Network <sup>LIVE</sup>
- 268 HGTV <sup>LIVE</sup>
- 270 E! <sup>LIVE</sup>
- 271 Bravo <sup>LIVE</sup>
- 272 Oxygen
- 273 BET <sup>LIVE</sup>
- 280 Great American Country
- 281 CMT <sup>LIVE</sup>
- 282 MTV <sup>LIVE</sup>
- 283 VH-1 <sup>LIVE</sup>
- 299 Telemundo <sup>LIVE IP</sup>

## FAMILY Prime

- 300 ESPNU <sup>LIVE</sup>
- 301 ESPN News <sup>LIVE</sup>
- 305 NFL Network <sup>LIVE</sup>
- 310 CBS Sports Network
- 312 SEC Network <sup>LIVE</sup>
- 315 Fox Sports 2 <sup>LIVE RF</sup>
- 316 Fox Sports - Atlantic
- 317 Fox Sports - Central
- 318 Fox Sports - Pacific
- 320 Olympic Channel <sup>LIVE</sup>
- 330 Disney Jr. <sup>LIVE</sup>
- 333 Discovery Family <sup>LIVE RF</sup>
- 335 Teen Nick (The N)
- 336 Nicktoons
- 337 Nick Jr. (Noggin) <sup>LIVE</sup>
- 345 Game Show Network <sup>LIVE</sup>
- 347 QVC Plus<sup>RF</sup>
- 350 DIY Network <sup>LIVE</sup>
- 352 National Geo. Wild<sup>IP</sup>
- 355 FYI <sup>LIVE</sup>
- 356 Vice <sup>LIVE</sup>
- 365 Fox Movie Channel<sup>RF</sup>
- 372 Fusion
- 373 National Geo. Wild <sup>RF</sup>
- 374 Discovery Science <sup>LIVE RF</sup>
- 375 Destination America <sup>LIVE RF</sup>
- 375 Discovery Life <sup>LIVE IP</sup>
- 376 American Heroes <sup>LIVE RF</sup>

- 377 Discovery Life <sup>LIVE RF</sup>
- 385 CMT Music <sup>LIVE</sup>
- 390 MTV2
- 391 Nick Music
- 392 BET Jams
- 395 BET Soul
- 396 MTV Classic

## FAMILY Prime<sup>HD</sup>

- 404 KTIV - NBC <sup>HD LIVE\*</sup>
- 406 CW <sup>HD LIVE</sup>
- 409 KCAU - ABC <sup>HD LIVE\*</sup>
- 411 KELO - CBS <sup>HD\*</sup>
- 413 KSFY - ABC <sup>HD LIVE\*</sup>
- 414 KMEG - CBS <sup>HD\*</sup>
- 420 QVC <sup>HD LIVE RF</sup>
- 427 IPTV<sup>HD</sup>
- 430 IPTV Kids<sup>HD</sup>
- 444 KPTH - FOX <sup>HD LIVE</sup>
- 500 ESPN<sup>HD</sup>
- 502 ESPN<sup>HD</sup>
- 503 ESPNNews<sup>HD LIVE</sup>
- 510 ESPN2<sup>HD LIVE</sup>
- 511 Big Ten <sup>HD LIVE</sup>
- 515 SEC Network <sup>HD LIVE</sup>
- 520 Fox Sports North <sup>HD LIVE</sup>
- 525 Fox Sports 1 <sup>HD LIVE</sup>
- 526 Fox Sports 2 <sup>HD LIVE</sup>
- 530 Golf <sup>HD LIVE</sup>
- 531 NBC Sports <sup>HD LIVE</sup>
- 533 CBS Sports Network <sup>HD LIVE</sup>
- 535 NFL Network <sup>HD LIVE</sup>
- 536 NFL Redzone <sup>HD\*</sup>
- 540 Outdoor Channel<sup>HD</sup>
- 550 Weather Channel <sup>HD LIVE</sup>
- 555 CNN <sup>HD LIVE</sup>
- 556 Headline News <sup>HD LIVE</sup>
- 560 Fox News <sup>HD LIVE</sup>
- 561 Fox Business <sup>HD LIVE</sup>
- 565 MSNBC <sup>HD LIVE</sup>
- 566 CNBC <sup>HD LIVE</sup>
- 575 TV Land <sup>HD LIVE</sup>
- 576 Freeform <sup>HD LIVE</sup>
- 578 Discovery Family <sup>HD LIVE</sup>
- 580 Cartoon Network <sup>HD LIVE</sup>
- 582 Nickelodeon <sup>HD LIVE</sup>
- 590 Disney <sup>HD LIVE</sup>
- 591 Disney XD <sup>HD LIVE</sup>
- 592 Disney Jr. <sup>HD LIVE</sup>
- 600 National Geographic <sup>HD LIVE</sup>
- 605 Discovery <sup>HD LIVE</sup>
- 606 Animal Planet <sup>HD LIVE</sup>
- 607 TLC <sup>HD LIVE</sup>
- 609 Destination America <sup>HD LIVE</sup>
- 610 ID <sup>HD LIVE</sup>
- 611 Science Channel <sup>HD LIVE</sup>
- 612 American Heroes <sup>HD LIVE</sup>
- 613 MotorTrend <sup>HD LIVE</sup>
- 620 History Channel <sup>HD LIVE</sup>
- 621 A&E <sup>HD LIVE</sup>
- 625 Paramount Network <sup>HD LIVE</sup>
- 627 WGN America <sup>HD LIVE</sup>
- 630 USA <sup>HD LIVE</sup>
- 633 Sy-Fy <sup>HD LIVE</sup>
- 635 TNT <sup>HD LIVE</sup>
- 636 Tru TV <sup>HD LIVE</sup>
- 637 TBS <sup>HD LIVE</sup>
- 640 FX <sup>HD LIVE</sup>

- 641 FXX <sup>HD LIVE</sup>
- 642 FXMHDL <sup>RF</sup>
- 643 HD Net Movies
- 646 Comedy Central <sup>HD LIVE</sup>
- 651 TCM <sup>HD LIVE</sup>
- 652 RFD<sup>HD</sup>
- 655 Lifetime <sup>HD LIVE</sup>
- 657 Lifetime Movie Net <sup>HD LIVE</sup>
- 660 Hallmark Channel <sup>HD LIVE</sup>
- 661 Hallmark Movies & Mysteries <sup>HD LIVE</sup>
- 662 Hallmark Drama
- 664 DIY <sup>HD LIVE RF</sup>
- 665 Travel <sup>HD LIVE</sup>
- 667 Food <sup>HD LIVE</sup>
- 668 HGTV <sup>HD LIVE</sup>
- 670 E! <sup>HD LIVE</sup>
- 672 AXS TV <sup>HD</sup>
- 673 Bravo <sup>HD LIVE</sup>
- 680 GAC<sup>HD</sup>
- 681 CMT <sup>HD LIVE</sup>
- 682 MTV <sup>HD LIVE</sup>

## MUSIC Channels

- 900-950<sup>IP LIVE</sup>
- 901-941<sup>R LIVE RF</sup>

## PREMIUM Channels

- 951 STARZ ENCORE
- 952 STARZ ENCORE Action
- 953 STARZ ENCORE Classic
- 954 STARZ ENCORE Suspense
- 955 STARZ ENCORE Black
- 956 STARZ ENCORE Westerns
- 957 STARZ ENCORE Family
- 959 STARZ <sup>LIVE</sup>
- 960 STARZ Kids & Family<sup>RF</sup>
- 961 STARZ Cinema
- 962 STARZ Edge
- 963 STARZ Comedy<sup>RF</sup>
- 964 STARZ<sup>HD</sup>
- 966 HBO <sup>LIVE</sup>
- 967 HBO Comedy
- 968 HBO Family
- 969 HBO Signature
- 970 HBO Zone
- 971 HBO 2
- 972 HBO <sup>HD RF</sup>
- 974 Cinemax <sup>LIVE</sup>
- 975 More Max
- 976 Action Max
- 977 Thriller Max
- 978 Cinemax Spanish<sup>IP</sup>
- 979 Movie Max<sup>IP</sup>
- 980 Outer Max<sup>IP</sup>
- 981 5 Star Max<sup>IP</sup>
- 983 Showtime <sup>LIVE</sup>
- 984 Showtime Too
- 985 Showtime Showcase
- 986 Showtime Extreme
- 987 Showtime Next
- 988 Showtime Family
- 989 Showtime Women
- 990 Showtime Beyond<sup>IP</sup>
- 992 Showtime<sup>HD</sup>
- 994 The Movie Channel East
- 995 TMC Xtra East
- 996 Flix East
- 997 The Movie Channel<sup>HD</sup>

<sup>LIVE</sup> Available on Watch TV Everywhere. Visit <http://www.mypremieronline.com/resources/tv-everywhere/> to learn more. \*Channel not available in all areas. <sup>IP</sup> Channel only available through IP receivers. <sup>RF</sup> Channel only available through RF receivers. Channels and lineup subject to change. HD channels require an HDTV.