

Interstate Telecommunications Coop, Inc.
Annual Cable Customer Notice

[2024]

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, 2024, VIDEO SERVICES AND PRICES			
Products and Services offered:	Provides:	Current Price	Price Effective 4/1/24
Expanded Basic Cable	65+ Channels	\$92.95/monthly*	\$108.95/monthly*
Digital Cable	120+ Channels	\$107.95/monthly*	\$123.95/monthly*
High Definition Channels - available feeds	Per household/potential 75+ Channels	Included	Included
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 (digital only)	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 (WHDVR) 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	Basic Television or Digital Television	\$0.00	\$0.00
	Additional 'streams' of digital television	\$0.00	\$0.00
	Digital Video Recorder, WHDVR	\$0.00	\$0.00
Installation/change charge, after initial installation	Change Video Package (no premise visit required)	\$5.00	\$5.00
	Add Premium Channels (no premise visit required)	\$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 (if premise visit required)	\$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.

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

Replacement Items	Remote Control, Amino	\$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.

BASIC CABLE

- 2 KELO-DT3 WeatherNOW
- 3 KDLO (CBS – Watertown)
- 4 Local Channel, Zap2it Guide
- 5 KDLT (NBC – Sioux Falls)
- 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 (ME-TV – Sioux Falls)
- 12 KWSD
- 13 KELO-DT4 (CW Plus)
- 14 KDLT-DT3 (The365)
- 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 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
- 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
- 59 TNT
- 60 USA
- 61 FX
- 62 FXX
- 63 FXM
- 64 Paramount
- 65 CMT
- 66 VH1 Music First
- 67 MTV
- 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 AMC
- 78 Bravo
- 79 SyFy
- 80 E!
- 81 Comedy Central
- 82 Bally Sports North Plus
- 83 Big Ten Alternate 1
- 84 Big Ten Alternate 2
- 85 SDPTV World
- 86 SDPTV Create
- 87 ITC Special Events 1
- 88 ITC Special Events 2
- 89 ITC Special Events 3
- 90 ITC Special Events 4
- 91 Universal Kids
- 92 INSP
- 93 KDLT-DT4 (Cozi TV)
- 94 Jewelry TV
- 100 ion Mystery
- 107 Fox Business News
- 130 KSFY-DT4 (True Crime)

DIGITAL CABLE

- 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 The Cowboy Channel
- 112 Disney XD
- 113 Nick Jr.
- 114 TeenNick
- 115 Nicktoons
- 116 Hallmark Movies & Mysteries
- 117 Hallmark Drama
- 119 CMT Music
- 120 MTV Classic
- 121 Nick Music
- 122 MTV2
- 123 OWN
- 124 Discovery Life
- 125 Discovery Family Channel
- 126 Destination America
- 127 The Science Channel
- 128 American Heroes
- 129 Magnolia Network
- 131 FYI
- 132 Viceland
- 133 USD Go Yotes TV
- 134 CBS Sports
- 135 SEC Network
- 136 Midco SportsNet
- 137 Midco SportsNet 2
- 139 FM
- 140 SDSU Campus Information
- 141 IFC
- 142 Sundance
- 143 BBC America
- 144 BBC World
- 145 C-SPAN 3
- 146 Bounce
- 147 Grit
- 148 Laff
- 149 Court TV
- 199 ITC Special Events 5
- 299 Innovative Help Video
- 499 MotorTrend
- 560 AXS TV
- 562 HDNet Movies