

INTERSTATE TELECOMMUNICATIONS COOPERATIVE, INC.

INSTALLATION AND MAINTENANCE POLICIES AND PRICES

Installation charge, at time of initial Installation	Three 'streams' of television	\$0.00
	Additional 'streams' of television	\$0.00
	Digital Video Recorder, WHDVR	\$0.00
Installation/change charge, after initial installation	Change Video Package	\$5.00
	Add Premium Channels	\$5.00
	Add DVR, no premise visit required	\$5.00
	Add HD, no premise visit required	\$5.00
	Additional 'stream' (requires premise visit)	varies
	Termination Fee (Applies during first six months)	\$25.00
	Vacation Fee	\$25.00
	Bring service off vacation	\$5.00
	Deliver/Program replacement Remote	\$10.00
	Service Order (if premise visit required)	\$10.00
	Premise visit (includes 30 min. labor)	\$30.00
	Labor Charge (after first 1/2 hour)	\$50.00/hr.
	Materials, coaxial wire run	\$15.00
Materials, data 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 Description	\$3.00/monthly
Replacement Items	Remote Control, Entone	\$24.95
	Remote Control, Amino	\$9.95

ITC's 24/7 Video Help Desk can be reached at 1-800-455-5958

Before subscribing to ITC's video, customer must have telephone service or pay Network Access Fee of \$25.00 monthly.

ITC reserves the right to change rates at any time.