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Winona, MN 55987
507-474-4000

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St. Charles, MN 55972
507-932-8000

329 Hiawatha Drive East Suite 1
Wabasha, MN 55981
651-560-4000

Telephone Subscriber Annual Notice

December 2007

Telephone Service & Features

Local telephone service \$13.70/mo.
Includes unlimited local service
Price does not include end user fee, Tele-Relay or 911
One-time installation fee \$58.00

Busy Verification and Interrupt Service

Verification Charge, each request \$1.00

Interrupt Charge, each request \$1.50

Directory Assistance Service

Intrastate, per query \$1.25

National, per query \$1.25

Call Completion, per occurrence \$0.40

Per Line, Per Month Calling Features

Feature	Residence	Business	One time charge
Anonymous Call Rejection	1.90	1.90	5.00
Call Forwarding	1.00	2.00	5.00
Call Forwarding- Busy Line	1.00	2.00	5.00
Call Forwarding- Don't Answer	1.00	2.00	5.00
Call Forward- Remote Activate	4.00	4.00	5.00
Call Forwarding- Preferred	2.75	2.75	5.00
Call Hold	1.90	1.90	5.00
Call Reminder	1.90	1.90	5.00
Call Screening	2.75	2.75	5.00
Call Waiting	3.00	3.00	5.00
Caller ID- Blocking	N/C	N/C	N/C
Caller ID- Name	1.00	1.00	5.00
Caller ID- Number	4.75	6.5	5.00
Direct Connect	1.25	1.25	5.00
Distinctive Ringing	3.50	3.50	5.00
Message Waiting Tone	0.50	0.50	5.00
Visual/Audible Personal Ring	1.50	1.50	5.00
Second Line	1.00	1.00	5.00
Third Line	0.75	0.75	5.00
Selective Call Acceptance	2.75	2.75	5.00
Speed Calling- 30 Numbers	2.75	2.75	5.00
Speed calling- 8 Numbers	1.90	1.90	5.00
Voice mail Features Pack*	2.00	2.00 (C)	5.00
Voice mail Screening	1.50	1.50	5.00

Calling Features

Feature	Residence	Business	One time charges
Customer Originated Trace- *57	3.00 per use	3.00 per use	N/C
Automatic Callback- *69	2.75/mo 0.75 per use	2.75/mo 0.75 per use	5.00
Repeat Dialing	2.75/mo 0.75 per use	2.75/mo 0.75 per use	5.00

Termination or Denial of Service by the Company

HBC may, immediately and without notice to the Customer temporarily deny, terminate or suspend Service to any Customer in the event such Customer or its agent:
Willfully damages, tampers, or interferes with the Company equipment; or
Creates a condition that is determined to be hazardous to (a) the Customer; (b) other Customers of HBC; (c) HBC's equipment; (d) the public; (e) an employee of HBC; or
Uses the equipment in such a manner as to adversely affect HBC's equipment or the service to other Customer's. HBC may, with five (5) day's (excluding Sundays and legal holidays) send a notice to the Customer, which may temporarily deny, terminate, or suspend Service to any Customer in the event such Customer or its agent:
Fails to pay a bill for service when due; or
Fails to meet the Company's credit requirements; or
Fails to make proper application for service; or
Violates any statute or provision of law, or any rule of regulation of the Minnesota Public Utility Commission, the Federal Communications Commission, or any of the Company's rules on file with the Minnesota Public Utility Commission.

Returned Check Fee:

A returned check charge is a non-recurring charge that is applicable when a check is presented in payment for services and is subsequently returned by the bank unpaid. A service charge of \$20 will be imposed on any dishonored check.

Dissatisfied with Your Service:

At HBC we work hard to provide quality products and service. HBC is governed by the laws and regulations in the State of Minnesota for providing telephone service. However, if you are ever unhappy with your service please contact us immediately to resolve the situation.

Consumers have the right to contact the Minnesota Public Utilities Commission if you feel your complaint has not been resolved.

Minnesota Public Utilities Commission, 350 Metro Square Building, 121 7th Place East St. Paul, MN 55101-2147, 800-657-3782 or <http://www.puc.state.mn.us>

Telephone Service Discounts:

The TAP (Telephone Assistance Plan) offers a monthly discount of \$1.75 and must be offered by all local service providers.

Who is eligible?

Telephone service must be in your name and you must participate in at least one of the following public assistance programs or have income at or below 135% of the federal poverty guidelines to be eligible:

- Medicaid/Medical Assistance
- Food Support (food stamps)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income (SSI)
- Federal Housing Assistance or Section 8 Assistance
- Low Income Home Energy Assistance (LIHEAP)
- National School Lunch Program's free lunch program

Additional qualifying programs for persons living on a reservation:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only those meeting its income qualifying standard)
- National School Lunch Program's free lunch program

If you do not participate in any of the above programs, you may still qualify if you prove your income is at or below 135% of the federal poverty income guidelines.

For more information or if you have questions about these discount programs or the application process, contact HBC or you can contact the Minnesota Public Utilities Commission for more information or visit their website at <http://www.puc.state.mn.us>.

Minnesota Relay:

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, hard of hearing, or speech disabled. A specially trained communication assistant (CA) relays the telephone conversation between a person who has hearing loss or a speech disability and a hearing person. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

Now it is easier to make a Minnesota Relay call. Just dial 7-1-1!

Telephone numbers for Minnesota Relay:

- TTY/Voice/HCO/ASCII 800-627-3529
- VCO Direct. 800-627-3024
- STS. 877-627-3848
- Spanish Relay 877-627-5448

For More Information on Minnesota Relay call Minnesota Relay Consumer Relations Office 651-602-9005 or 1-800-657-3775 (voice/TTY)

Telephone Equipment Distribution Program

The Minnesota Department of Human Services-Telephone Equipment Distribution (TED) Program provides specialized telephone equipment, at no cost, for income eligible Minnesotans who are having trouble using the telephone due to hearing, speech or physical disabilities.

For More Information On The Ted Program:

1-800-657-3663 (voice) or 1-888-206-6555 (TTY)

E-mail: ted.program@state.mn.us

Or visit our website at: www.tedprogram.org

Protecting Your Privacy

Hiawatha Broadband Communications, Inc. (HBC) protects the confidentiality of its telecommunications customers consistent with applicable law, including the FCC's regulations governing Customer Proprietary Network Information (CPNI).

What is CPNI? CPNI is information HBC obtains or creates in the normal course of providing local or long distance telecommunications services to you. This information includes the quantity and types of telecommunications services you currently receive, how you use them and related billing information, such as call destination, location and amount of use. CPNI is made available to HBC solely by virtue of our carrier-customer relationship. CPNI does not include your telephone number, name and address since this information is typically published in a telephone directory. Disclosure of CPNI. Protecting the confidentiality of your CPNI is your right and HBC's duty under federal law. We do not sell or disclose CPNI to anyone outside of HBC or to anyone not authorized to represent us to offer products or services, or to perform functions on our behalf, except as may be required or permitted by law or authorized by you. When HBC uses agents, contractors or other companies to perform services on our behalf, we require them to protect your CPNI consistent with applicable law. HBC does not disclose CPNI to any unaffiliated third parties for use in their own marketing.

Additional Security Procedures As part of the Federal Communications Commission's privacy requirements, effective October 1, 2007 a password or photo ID will be required before the following type of information can be released or processed.

Telephone Service: "Call detail information" this includes: a called number, calling number, time, location or duration of any call. To extend this protection, HBC will also require the same password be used when requesting the following information:

- PPV Purchases: Manually ordering a PPV event or movie if available in your service area.
 - Internet services: Changing of password(s) and information regarding website or e-mail usage.
- As part of this process a backup authorization procedure must be in place in case a customer should forget or lose his/her password. It will be important to include any person(s) you wish to have access to the account. Even if they are not listed on the account no information can be released or changes to the account processed. Without either a password or an answer to these questions, HBC will only be able to mail the "address of record" or to call the customer at the "telephone of record" to process any changes or requests for information.

Security questions are: 1) What is your dream vacation? (example: Alaska) 2) What is your favorite color? (example: blue green)

Notice Of Your Rights To Restrict CPNI

You have the right under federal law to restrict our use or disclosure of and access to your CPNI. You also have the right to grant or deny access to your CPNI by notifying us. At no time will your decision to deny approval affect the provision of any telecommunications services from HBC. However, without your approval, our ability to provide you with information on other services will be prohibited.