

## HBC HAS A WIDE VARIETY OF ENTERTAINING, EDUCATIONAL AND INFORMATIVE CHANNELS FOR YOUR VIEWING PLEASURE.

Basic offers broadcast channels from the region such as KTTCC-10, WXOW-19, WKBT-8 and WLAX-25, plus Twin Cities stations such as KMSP-9, KSTP-5, WCCO-4 and more!

Expanded Basic offers a wide selection of national networks, such as Animal Planet, ESPN, Fox Sports Net North, ABC Family, Hallmark Channel, Home & Garden Television, National Geographic and more! Digital Premiums bring hit movies into your home. We offer HBO Movie Pak, Cinemax Movie Pak and Starz!/Encore Super Pak. Multiple movie paks enjoy discounted savings!

Digital Music offers a wide selection of music for your listening pleasure.

Internet Service has four options for high speed Internet service, 3.0, 5.0, 10, 15, 20 Meg. This advanced technology allows you to be surfing or sending e-mail while watching your favorite program and talking on the telephone. Local and Long Distance Service telephone service offers a full range of options... everything from Call Waiting, Call Forwarding and Voice Mail to long distance plans and more! HBC's phone line Internet service utilizes 56Kbps V.90 digital modems

## SERVICES, COMPLAINT PROCEDURES AND POLICIES

At Hiawatha Broadband Communications (HBC), we have a simple goal: to meet or exceed our customers' expectations. We strive to provide you services of the highest quality, to give you clear information, and to promptly resolve your problems or complaints.

**Money-Back Guarantee.** Customer satisfaction is paramount. If you are dissatisfied with our service, for any reason, within 30 days after subscribing, we will refund the money you paid for that service, except payments for services already received.

**Products, Services and Charges.** Our products and services, and our fees and charges, are described in published rate cards. By subscribing for or accepting services, you agree to pay the applicable charges, including any taxes, franchise fees, or other charges assessed for such services. We will notify you of changes in our fees and charges at least 30 days before they become effective. If you do not wish to accept a change, you may cancel your service; by continuing to receive service, you accept the change. Services are billed one month in advance and are pro-rated from date of installation.

**Billing and Payment.** You will be billed once a month for the service(s) ordered. Your monthly rated items, such as cable television, are billed to you one month in advance. Any long distance, installation and service charges will be billed to you after such charges have been incurred. We may charge late fees or interest if your payment is not received by the due date. We may also charge for collection agency fees and reasonable attorney's fees. Billing inquiries may be directed to us by e-mail (billing@hbci.com).

**Payment Options.** On-line monthly statements and automatic payment options are available. Your monthly bill can be paid directly from your checking account or applied to Visa or Mastercard. Please contact us at 474-4000 or billing@hbci.com to obtain necessary authorization forms or instructions. Paper statements are available and can be paid by check, cash or credit card. Payments can be mailed, delivered to or deposited in the drop box located at 58 Johnson St., Winona, MN 55987. A \$20 service charge will be imposed on any dishonored check. Automatic payments will begin after bank authorization has been received by HBC.

**Reconnection Charges for Non-Payment.** If your service has been disconnected for non-payment, your account is subject to a reconnection charge. Your service will be restored after the past due amount and reconnection charges are paid to HBC. In some cases one month's advanced service fees may be required. This payment must be in cash, a cashier's check, money order, or by credit card.

**Late Payments.** In the event you fail to pay us in accordance with the payment terms, we reserve the right to impose a late payment fee of \$5.00 or the highest rate permitted by law, whichever is lower, on any unpaid balance until payment in full is received. We do not extend credit to customers and the late payment fee is not interest or a finance charge, but instead is intended to cover the costs of late payment only.

**What if I move?** Please call HBC before you move. This will allow us the greatest opportunity to meet your needs. This will also allow us to make all the necessary arrangements to install services in your new home, provided your home is in our service area.

**What if I leave for the winter?** (Snowbird Policy) If you will be leaving for an extended period of time, we will be happy to stop billing for the months that you are gone. Just let us know when you will be leaving and when you will return and we will take care of it for you.

**Terminating Service.** You may cancel your service at any time by notifying us. We will refund advance payments or deposits you have made, less charges, unless you subscribed for a minimum period of service and terminate before the end of that period, in which case you will be required to pay the monthly charges you agreed to pay for the remainder of the period. We may terminate your service if you fail to pay your bill when it is due. Restoration of service will require payment of all unpaid charges and a reconnection fee. You are responsible for any equipment we furnish to you, and upon termination of service you must return it to HBC in good condition or pay HBC its replacement value.

**Wiring and Equipment.** The wiring inside your dwelling is your property, and you are responsible for its repair and maintenance; it must not interfere with normal cable system operations. If we, at your request, install, repair or maintain inside wiring, we will charge you at our published rates for that service. We do not provide or repair television receivers or other television-related equipment. All outside wiring and any other equipment installed or furnished by us is our property. You authorize us to come onto your property, and agree to give us access to your premises as needed to install, service, or remove equipment.

**Authorized Viewing.** Service is provided for your private home use and enjoyment only at the location where it was installed by us. Programming may not be viewed in areas open to the public, may not be rebroadcast or transmitted, nor may admission be charged for its viewing without our consent. You may not assign or transfer the service without our consent. Customer Complaints. If you have any inquiries, problems or complaints concerning signal quality, services or billing, you should contact HBC in person, by telephone, e-mail, or in writing.

### HBC's Customer Service Department

8 AM to 5:30 PM, Monday - Friday  
Our telephone (507-474-4000) is answered during business hours by trained company representatives, and answered by an answering machine outside business hours. Inquiries received outside business hours will be responded to by a company representative during the next business day. Billing inquiries may also be directed to us by e-mail (billing@hbci.com).

### HBC Trouble and Repair Service Department

(507) 474-Help (474-4357)  
8:00 AM to 8 PM Monday thru Friday (24 hour on-call)  
8:00 AM to 5 PM Saturday  
Customers may reach us 24 hours a day, 7 days a week by calling 507-474-4000 and leaving a message. In case of an emergency, an HBC service representative will be contacted. Maintenance and scheduled interruptions of service, to the extent possible, will be preceded by notice and will occur during periods of minimum viewing hours, usually between midnight and 6 a.m. We will interrupt your service only when necessary, and for the shortest time possible. We hope to be able to resolve all inquiries and complaints to your satisfaction. However, if you are dissatisfied with our handling of any inquiry or complaint, you may contact your local franchising authority. Names, addresses and telephone numbers of the franchising authorities are:

**City of Rollingstone**  
**61 Main Street**  
**Rollingstone, MN 55969**  
**507-689-4110**

**Internet Protocol Digital Receivers.** In order to receive Luminet TV channels, an IPTV digital receiver will be required. There are different types of receivers depending on the number and type of TVs that you have. When using the IP digital receiver you will only receive one channel at a time and therefore may not be able to use certain features of your TV or VCR that depend upon channel tuning. For example, the special feature of your TV or VCR that would otherwise allow you to tape one program while watching another, record two or more consecutive programs that appear on different channels, or allow the use of picture-in-picture may not be possible.

**Remote Controls.** HBC will provide a remote control with an IP digital receiver. The remote control that comes with either box is compatible with most TVs and VCRs.

## LUMINET PRODUCTS AND SERVICES OFFERED

**Residential Cable Pricing** - Certain prices are subject to tax and franchise fees.

Basic . . . . . \$13.19 /mo.  
Expanded Basic (includes Basic) . . . . . \$48.54 /mo.  
Additional Tiers (Expanded Basic required) . . . . . \$4.35 /mo.  
All Tiers (Expanded Basic required) . . . . . \$10.29 /mo.  
Additional IP Digital Receiver (include Remotes) . . . . . \$4.95 /mo.

### Digital Cable TV Packages

**Digital Complete Package** . . . . . \$135.15 /mo.\*  
Cable: Expanded Basic, All Additional Tier channels, All Premiums and Digital Music. IP digital receiver required. Service for up-to-three TVs is included.

Internet: 10 Meg  
Telephone: Local service plus 60 minutes of long distance  
Additional features: Voice Mail, Call Waiting, Caller ID, Spamcuffs

**Digital Plus Package** . . . . . \$119.15 /mo.\*  
Cable: Expanded Basic, All Additional Tier channels, 2-Movie Pak and Digital Music. IP digital receiver required. Service for up-to-three TVs is included.

Internet: 10 Meg  
Telephone: Local service plus 60 minutes of long distance  
Additional features: Call Waiting, Caller ID, Spamcuffs

**Digital Value Package** . . . . . \$100.35 /mo.\*  
Cable: Expanded Basic, All Additional Tiers and Digital Music. IP digital receiver required. Service for up-to-three TVs is included.

Internet: 10 Meg (cable) Telephone: Local service plus 60 minutes of long distance.

Additional features: Call Waiting, Caller ID, Spamcuffs  
\*Packages assume you have chosen HBC as your long distance carrier.

**Digital Premiums available HBO, Cinemax and Starz! Super Pak**  
First Pak . . . . . \$14.95 /mo.  
2 Premium Paks. . . . . \$24.90 /mo.  
3 Premium Paks. . . . . \$34.50 /mo.

(1st receiver monthly rental is \$2.00 with additional receivers at \$4.95).  
**HDTV (High Definition Television)**  
Requires Expanded Basic and Digital Basic Or Premiums  
HD Receiver. . . . . \$14.90 /mo.  
Additional HD Receiver . . . . . \$7.45 /mo.  
**HD-DVR (High Definition Television and Digital Video Recorder)**  
HD-DVR Receiver . . . . . \$24.85 /mo.  
Additional DVR Receiver . . . . . \$15.26 /mo.

### Residential High Speed Internet Pricing

20 Meg . . . . . \$100.95 /mo.  
15 Meg . . . . . \$85.95 /mo.  
10 Meg . . . . . \$70.95 /mo.  
5 Meg . . . . . \$45.95 /mo.  
3 Meg . . . . . \$35.95 /mo.

Six e-mail addresses and five megs of personal homepage space are included in the monthly service price.

A network interface card is required for cable modem service. HBC carries cards for IBM compatible computers only. The cost of each card is \$29.95. Laptop network interface cards cost \$69.95. Multiple Computers: More than one computer within a home can be connected for Internet. Additional equipment maybe required.

### HBC Express/Dial-up Internet

Unlimited dial-up . . . . . \$17.95 /mo.  
One-time \$20 activation fee. Includes four e-mail addresses, five megs of personal homepage space, Spamcuffs & Web Accelerator.  
Additional IP Addresses. . . . . \$5 /mo. per computer  
Some networking may require a specialized installation which would be priced on a quote basis. Customers may purchase their own router.

**Options**  
SpamCuffs© (spam block/email antivirus)\$2.95 per email address /mo.  
Additional e-mail addresses . . . . . \$4 per address /mo.  
Additional megs of server storage. . . . . \$1 /mo. per meg  
Forwarding of e-mail . . . . . \$5 /mo. per address  
Vacation message . . . . . \$2 /mo. per address  
Additional Email w/ Spamcuffs . . . . . \$1 /mo. per address

(one month increments)

### Cable Service Rates - Time and Materials

\$48.00 per hour for any work performed  
Activation of existing outlets are FREE at time of install  
\$21.95 for each activation of a new or existing non-working outlet  
Someone over 18 years of age must be home during the installation or any inside repair of your cable, Internet or telephone service. These prices may change from time to time. To obtain the most current pricing, contact customer service at 507-474-4000.

### FAQ'S

**How Does Cable Television Work?** Because TV signals travel to your home by cable rather than through the air, cable television can bring you more channels with generally a higher quality picture than signals transmitted through the air. Television stations from your local area, across the country, and around the world are brought into your home through miles of high-technology cable. Television programs produced around the world are transmitted to communication satellites that orbit the earth. These satellites are stationed 22,300 miles above the earth, allowing them to transmit to your community. The cable television headend receives these signals so they can be transmitted over our cable system to your home. We feel honored you have chosen HBC to provide television services for your family or business, and we are dedicated to providing quality service.

**Can I use a universal remote?** Customers can utilize programmable remote control units that are compatible with multiple devices: converter boxes, television sets, VCRs, etc. Features and functions of remote controls can vary significantly. Call the remote control manufacturer for compatibility questions. Eventual replacement of the converter box, television, or VCR may cause future compatibility problems and the loss of the function of the remote control.

**My television will not receive channels above channel 13.** Your TV is on the setting for an external antenna. To change, find the set-up function for your television. This may be part of the controls on your set or may be found as part of the menu option using your remote control. Look for the channel set-up; there will be a choice of AIR (or ANT) or CATV (or CABLE). Choose CATV (or CABLE). Next, you may see more options for the type of reception you want; be sure you choose the standard option (STD). Now re-scan the channels. If you have additional questions, call our trouble repair department.

**I'm getting snow on my screen. What can I do?** Make sure there is programming available on the channel you have selected and the channel is included in the service you subscribe to. Tighten the cable on the back of your TV and wall outlet. If you are using digital or HD receiver, check to see that the TV is on the correct channel or input. If you continue to have additional problems, call our trouble repair department

**Why do you have so many broadcast channels?** The FCC Communications Act requires cable operators to set aside a specific portion of their channels for local commercial and non-commercial television stations. Since HBC has more than 12 channels, we have to set aside one third of our channels to carry local commercial stations and we have to carry all local non-commercial educational television stations that request carriage. We also know that many people want the broadcast channels from the Twin Cities and Rochester, so we've added them.

**What is a franchise fee?** A franchise fee is a fee paid by HBC to the local franchising authority for the right to provide cable service to subscribers in our community.

**What is Network and Syndicated Exclusivity Protection?** When a cable operator (like HBC) reaches 1,000 + subscribers, a broadcast network (such as ABC, CBS, FOX, or NBC) may prohibit the cable operator from carrying more than one network signal if the network affiliate nearest to that cable system has exclusive program rights. If HBC carries a second network affiliate, (for example, WLAX-25 Fox

and KMSP-5 Fox), the network who has dominant market area (DMA) rights can require HBC to black out network programming (such as American Idol, Days of our Lives, Lost, Survivor) ) from the second affiliate. This is an FCC rule called Network Non-Duplication. In addition, some television stations purchase exclusive rights to syndicated programs (like Jeopardy, Judge Judy or Martha Stewart) within a specific market. These programs then may not be aired by anyone else in that market, and therefore, such programs may be blacked out from other stations on our system. This is an FCC rule called Syndicated Exclusivity.

**What About Emergencies?** Violent storms, fallen power poles, or other Acts of God may cause interference with reception. HBC will promptly respond to emergency situations with a crew of experienced technicians.

#### LOCAL PROGRAMMING

One of HBC's primary goals is to become actively involved with area schools, educators, students and the general public to produce programs for the local origination channel. We welcome participation from everyone in the community.

HBC-TV 25: To provide area residents with the finest in programming, sports/community event coverage, and local newscasts are aired on Channel 25 live at noon with taped replays. HBC Community Network: HBC Cable Channel 20 is a non-discriminatory local access channel open to use by local residents of Winona and Winona County and by authorized representatives of non-profit organizations. These persons will have the opportunity to submit completed commercial free air-ready programming free of charge on HBC Cable Channel 20. (Commercial, lottery information, obscene, slanderous, or libelous materials are strictly prohibited.)

Government Access: The government access channel 19 airs Winona City Council, County Board, and 861 School District Board meetings, in addition to programs related to city, county and 861 District government. Persons interested in learning more about the local access channel can call 507-474-4000.

#### CONTACT INFORMATION:

58 Johnson Street, Winona, MN 55987

Office Hours: 8 AM to 5:30 PM, Monday - Friday

Phone: 507-474-4000

E-mail: info@hbci.com Web: www.hbci.com

Internet technical support: 507-474-Help (474-4357)

Telephone/Cable Repair: 507-474-7000

Customers may reach us 24 hours a day, 7 days a week by calling

507-474-4000 and leaving a message. In case of emergency, an HBC service representative will be contacted.

#### Channel line up

<b>Basic</b>
2 KTCA (PBS) 2 • St. Paul
3 WLAX (FOX) 25 • La Crosse
4 WCCO (CBS) 4 • Minneapolis
5 KSTP (ABC) 5 • St. Paul
8 WKBT (CBS) 8 • La Crosse
9 KMSP (FOX) 9 • Minneapolis
10 KTTC (NBC) 10 • Rochester
12 WHLA (PBS) 31 • La Crosse
13 WEAU (NBC) 13 • Eau Claire
14 WGN • Chicago
15 The CW (WXOW-DT 19.2)
16 myNetworkTV (WKBT-DT 8.2)
18 WXOW (ABC) 19 • La Crosse
19 Local Government
20 HBC Winona Community
22 KSMQ (PBS) • Austin
24 Winona State University (WSU)
25 HBC TV25 • Local Programming

#### Expanded

26 We
27 Oxygen
28 Lifetime
29 Lifetime Movie Network
30 Lifetime Real Women
31 SoapNet
35 QVC
39 HSN
40 USA
41 TNT
42 TBS
43 FX
44 Spike TV
50 ESPN
51 ESPN2
52 ESPN Classic
53 NFL Network
54 The Golf Channel
55 FSN
56 Speed Channel
57 Versus
58 Big Ten Network
70 Discovery Health
71 History
72 National Geographic
73 Discovery
74 TLC
75 Animal Planet
100 Food Network
102 HGTV
103 Travel Channel
104 Discovery Home & Leisure
121 CNN Headline News
122 CNN
123 Fox News
124 MSNBC
125 CNBC
126 C-SPAN
127 C-SPAN 2
128 Weather Channel
130 Bloomberg
131 ABC News Now
132 Fox Business
140 Comedy Central
141 Sci-Fi
142 Bravo
143 A&E
144 ABC Family
145 E! Entertainment
146 GSN
147 truTV
148 BBC America
160 MoviePlex
161 Fox Movie Channel
162 AMC
163 TCM
170 TV Land
171 Hallmark Channel
180 Cartoon Network
181 The Disney Channel
182 Disney XD
183 Nickelodeon
184 Discovery Kids

185 Boomerang
190 Univision
191 BET
192 Independent Film Channel
200 VH1
201 CMT
202 MTV
260 EWTN
261 TBN

#### Additional Tiers Information Plus

400 The Science Channel
401 DIY
402 Style
403 Investigation Discovery
404 Military Channel
405 BIO
406 History International
407 RFD TV

#### Sports Plus

430 Fox Soccer Channel
431 Outdoor Channel
432 ESPNU
433 ESPN NEWS
434 Sportsman Channel
435 FitTV
436 Tennis Channel

#### Entertainment Plus

407 RFD TV
450 Noggin
451 Nicktoons
452 The N
453 MTV 2
454 MTV Hits
455 VH1 Classic
456 FUSE
457 G4
458 FUEL
459 Fox Reality
460 Chiller

#### HBO Pak

301 HBO
302 HBO 2
303 HBO Signature
310 HBO Latino
311 HBO Family

#### Cinemax Pak

312 Cinemax
313 MoreMAX
315 ActionMAX

#### Starz! Super Pak

331 Starz
332 Starz Kids & Family
333 Starz Edge
334 Starz Cinema
338 StarzInBlack
339 Encore
340 Encore Action
341 Encore Love
342 Encore Mystery
343 Encore Drama
344 Encore Westerns
345 Encore WAM

#### Music

703 Hit List
704 Hip-Hop and R&B
705 MC MixTape
706 Dance/Electronica
707 Rap
708 Hip-Hop Classics
709 Throwback Jamz
710 R&B Classics
711 R&B Soul
712 Gospel
713 Reggae
714 Classic Rock
715 Retro Rock
716 Rock

717 Metal
718 Alternative
719 Classic Alternative
720 Adult Alternative
721 Soft Rock
722 Pop Hits
723 90's
724 80's
725 70's
726 Solid Gold Oldies
727 Party Favorites
728 Stage & Screen
729 Kidz Only!
730 Toddler Toons
731 Today's Country
732 True Country
733 Classic Country
734 Contemporary Christian
735 Sounds of the Season
736 Soundscapes
737 Smooth Jazz
738 Jazz
739 Blues
740 Singers & Swing
741 Easy Listening
742 Classical Masterpieces
743 Light Classical
744 Musica Urbana
745 Pop Latino
746 Tropicales
747 Mexicana
748 Romances

#### High Definition

503 WLAX (FOX) • La Crosse
508 WKBT (CBS) • La Crosse
510 KTTC (NBC) • Rochester
512 WHLA (PBS) • La Crosse
513 WEAU (NBC) • Eau Claire
514 OVC HD
518 WXOW (ABC) • La Crosse
527 LIFETIME HD
528 ESPN HD
529 ESPN 2 HD
531 NFL Network HD
533 FSN HD
536 Big Ten Network HD
540 USA HD
541 TNT HD
544 HDNet
545 HDNet Movies
546 Discovery HD Theatre
548 NAT GEO HD
549 FOOD NETWORK HD
550 HGTV HD
553 HISTORY HD
554 A&E HD
575 SCI FI HD
590 MGM HD
591 LIFETIME MOVIE HD
592 UNIVERSAL HD



# Cable Television Annual Notice

ROLLINGSTONE, MN  
APRIL 2009