

## 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, Showtime Unlimited and Starz/Encore Super Pak. Multiple movie paks enjoy discounted savings! Digital Pay-Per-View. With HBC's digital receiver, on-line ordering is just a click away. And with our convenient on-line programming guide you always know what movies and events will be playing. Digital Music offers a wide selection of music for your listening pleasure.

Internet Service has four options for high speed Internet service, 3B4K, 1.5, 3.0 & 4.0 Meg. We also give you the option to rent or purchase your cable modem. This advanced technology allows you to be surfing or sending e-mail while watching your favorite program and talking on the telephone. HBC's phone line Internet service utilizes 56Kbps V.90 digital modems.

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!

## 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 pay-per-view 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 HBC Pay-Per-View selections, 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 932-8000 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 1242 Whitewater Avenue, St. Charles, MN 55972. 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.

**Pay-Per-View Policy.** Credit is granted only in those cases where a pay-per-view movie or event failed to transmit. To qualify for credit, HBC must be notified of the problem within 30 minutes of the movie or event start time. Call 932-8000 to report the problem.

**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

1:00 - 5:00 PM, Monday-Wednesday-Friday

Our telephone (932-8000) 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

Telephone (507) 932-8888

8 AM to 5:00 PM (24 hour on-call)

Internet (507) 932-TECH (932-8324)

8 AM - 8 PM, Monday - Friday

8 AM - 5 PM, Saturday

Customers may reach us 24 hours a day, 7 days a week by calling 507-932-8000 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 St. Charles**  
**820 Whitewater Avenue**  
**St. Charles, MN 55972**  
**507-932-3020**

**Digital Receivers.** In order to receive HBC digital channels, a digital receiver will be required. When using the 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 each digital receiver. The remote control that comes with either box is compatible with most TVs and VCRs.

**PRODUCTS AND SERVICES OFFERED** - Certain prices are subject to tax and franchise fees

### Residential Cable Pricing

Basic . . . . . \$13.19 /mo.

Expanded Basic (includes Basic) . . . . . \$48.54 /mo.

### Digital Cable TV Packages

Digital Complete Package . . . . . \$144.15 /mo.\*

Expanded Basic, Digital Basic channels & Music, PPV, and

4 Premium Pak

Set-top box required. 1st set-top box is included.

Internet: 3.0 Meg (cable modem required)

Telephone: Local service plus 60 minutes of long distance

Additional features: Voice Mail, Call Waiting, Caller ID, Spamcuffs

**Digital Plus Package** . . . . . \$119.15 /mo.\*

Expanded Basic, Digital Basic channels & Music, PPV, and 2

Premium Pak

Set-top box required. 1st set-top box is included.

Internet: 3.0 Meg (cable modem required)

Telephone: Local service plus 60 minutes of long distance

Additional features: Call Waiting, Caller ID, Spamcuffs

**Digital Value Package** . . . . . \$100.35 /mo.\*

Expanded Basic, Digital Basic channels & Music and PPV

.Set-top box required. 1st set-top box is included.

Internet: 3.0 Meg (cable modem required)

Telephone: Local service plus 60 minutes of long distance

Additional features: Call Waiting, Caller ID, Spamcuffs

\*Package prices do not include cable modem rental. Ask

HBC about purchasing a cable modem. Packages assume you

have chosen HBC as your long distance carrier.

### Digital Cable TV Services

Digital Basic . . . . . \$12.29 /mo.

Includes Digital TV Channels, Digital Music, Interactive Guide, Digital

Receiver and Remote and PPV access.

Digital Receiver (includes Remote) . . . . . \$4.95 /mo.

Digital Premiums available HBO, Cinemax, Showtime Unlimited, and

Starz! Super Pak

First Pak (requires Digital Basic) . . . . . \$14.95 /mo.

2 Premium Paks. . . . . \$24.90 /mo.

3 Premium Paks. . . . . \$34.50 /mo.

4 Premium Paks. . . . . \$48.90 /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 Televison and Digital Video Recorder)

HD-DVR Receiver . . . . . \$24.85 /mo.

Additional DVR Receiver . . . . . \$15.26 /mo.

Ordering Pay-Per-View events or movies with your remote

1. Ordering pay-per-view is easy with TV Guide Interactive. Using your

remote, select any of pay-per-view options from the Main Menu.

2. When you find a program you want to watch, highlight it and

press OK for an information screen.

3. Select the time you want to watch the program

4. To confirm the order, highlight YES and press OK. A reminder is

automatically set and will appear on your screen just before the

program begins. For additional features and options refer to the

TV Guide Interactive Quick Reference Guide.

### Residential High Speed Internet Pricing

4.0 Meg without cable modem rental . . . . . \$45.95 /mo.

3.0 Meg without cable modem rental . . . . . \$35.95 /mo.

1.5 Meg without cable modem rental . . . . . \$30.95 /mo.

384 Kbps without cable modem rental . . . . . \$20.95 /mo.

Pricing does not include cable modem rental. High-speed Internet service requires a cable modem. Cable modem rental is \$10 per month. Cable modems can be purchased for a one-time price of \$69.95. 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 service. Additional equipment is 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 price, contact customer service at 507-932-8000. Prices are

subject to tax and franchise fees.

### 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 maybe 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 noncommercial tele-

vision 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 noncommercial educational TV 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 507-932-8000.

#### CONTACT INFORMATION:

1242 Whitewater Avenue, St. Charles, MN 55972  
Office Hours: 8 AM - 5:00 PM, Tuesday and Thursday  
Phone: 507-932-8000  
E-mail: info@hbci.com Web: www.hbcs.com  
Internet technical support: 507-932-TECH (932-8324)  
Telephone/Cable Repair: 507-932-8888  
Customers may reach us 24 hours a day, 7 days a week by calling 507-932-8888 and leaving a message. In case of emergency, an HBC service representative will be contacted.

#### Channel line up

##### Basic

2	KTCA (PBS) 2 • St. Paul
3	WLAX (FOX) 25 • La Crosse
4	WCCO (CBS) 4 • Minneapolis
5	KSTP (ABC) 5 • St. Paul
6	TV Guide Channel
7	WKBT (CBS) 8 • La Crosse
8	WHLA (PBS) 31 • La Crosse
9	KMSP (UPN) 9 • Minneapolis
10	KTTTC (NBC) 10 • Rochester
11	WGN - Chicago
12	KSMQ (PBS) • Austin
13	WEAU (NBC) • Eau Claire
14	QVC
15	The CW
16	MyNetworkTV (WKBT DT 8.2)
18	WXOW (ABC) 19 • La Crosse
19	Local Government
20	HBC Community
21	HSN
23	The Weather Channel
24	Winona State University
25	HBC-TV 25 • Local Programming

##### Expanded

26	Oxygen
27	Lifetime
28	ESPN
29	ESPN2
30	ESPN Classic
31	NFL Network
32	The Golf Channel
33	FSN
34	Speed Channel
35	Versus
36	Big Ten Network
37	The Disney Channel
38	Cartoon Network
39	TV Land
40	USA
41	TNT
42	Nickelodeon
43	SoapNet
44	FX
45	TLC
46	Discovery
47	truTV
48	National Geographic
49	Food Network
50	HGTV
51	GSN (Game Show Network)
52	Discovery Health
53	History
54	A&E
55	ABC Family
56	Hallmark Channel
57	Animal Planet
58	CNN Headline News
59	CNN
60	E! Entertainment
61	Fox News
62	MSNBC
63	CNBC
64	MoviePlex
65	Fox Movie Channel
66	TBS
67	AMC
68	Travel Channel
69	We
70	Bravo
71	Univision
72	BET
73	Spike TV
74	Comedy Central
75	Sci-Fi
76	VH1
77	CMT
78	MTV
79	CSPAN
81	EWTN
82	C-SPAN II

##### Digital Basic

200	Discovery Kids
201	Science Channel

202	FitTV
203	Planet Green
204	Disney XD
205	Style
206	Investigation Discovery
207	Military Channel
208	BIO
209	History International
210	BBC America
211	Lifetime Movie Network
212	DIY Network
213	Bloomberg
214	Trinity Broadcast Network
215	Fox Soccer Channel
216	Outdoor Channel
217	ESPN
218	ESPNNews
219	Sportsman Channel
220	TCM
221	Independent Film Channel
231	G4
232	Noggin
233	Nicktoons
234	The N
235	MTV 2
236	MTV Hits
237	VH1 Classic
238	FUSE
239	RFD TV
240	ABC News Now
241	Lifetime Real Women
242	Boomerang
243	Fox Business
244	FUEL
245	Fox Reality
246	Tennis Channel
247	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

##### Showtime Unlimited Pak

316	Showtime
317	Showtime Too
318	Showtime Showcase
319	Showtime Extreme
320	Showtime Beyond
321	Showtime Next
322	Showtime Family
326	Showtime Women
327	The Movie Channel
328	TMC xtra
329	Flix

##### 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

##### Pay-Per-View

801	Preview Channel
802	Pay-Per-View 1
803	Pay-Per-View 2
804	Pay-Per-View 3
805	Pay-Per-View 4
806	Pay-Per-View 5
807	Pay-Per-View 6
808	Pay-Per-View 7

##### High Definition

503	WLAX (FOX) • La Crosse
507	WKBT (CBS) • La Crosse
508	WHLA (PBS) • La Crosse
510	KTTTC (NBC) • Rochester
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

##### Showtime Unlimited Pak

576	Showtime HD
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# Cable Television Annual Notice

ST. CHARLES, MN  
APRIL 2009