

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

Basic. You'll find favorite broadcast channels from the region such as KTTC-10, WXOW-19, WKBT-8 and WLAX-25, plus Twin Cities stations such as KARE-11, KMSP-9, KSTP-5, WCCO-4 and more!

Expanded Basic. Expanded basic offers you a wide selection of national networks, such as Animal Planet, Comedy Central, ESPN, Fox Sports Net North, ABC Family, Hallmark Channel, Home & Garden Television, National Geographic and more!

Digital Premiums. Choose one or more of our digital premium paks to bring hit movies into your home. We offer HBO Movie Pak, Cinemax Movie Pak, Showtime Unlimited and Starz!/Encore Super Pak. Premium channels are the way to go for inexpensive in-home movie entertainment. And if you take multiple movie paks enjoy discounted savings!

Digital Pay-Per-View. Ordering PPV has never been easier! 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. HBC's digital audio music channels offer a wide selection of music for your listening pleasure, such as 70's Hits, Adult Alternative, Big Band Swing, Contemporary Christian, Jazz, Holidays and Happenings, Today's Country, Solid Gold Olides, Easy Listening, Soft Rock, R & B Hits and much more!

Internet Service. HBC has four options for high speed Internet service, 384k, 1.5, 3 & 4 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.

HBCs phone line Internet service utilizes 56Kbps V.90 digital modems.

Local and Long Distance Service. HBC's local 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. Our policies and procedures are intended to achieve these goals.

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, 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. Monthly statements can be paid either by check, cash or automatic payment plan. 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 Payment Plan. Our Automatic Payment Plan allows you to have your monthly bill paid directly from your checking account, or applied to your Visa or Mastercard. To take advantage of this payment option please contact us at 932-8000 to obtain the necessary authorization form. The form must be completed and returned to us. If you choose the checking account option, be certain to enclose a voided 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, plus reconnection charges, one-month's advanced service fees, and deposits are paid to HBC. 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 M-F between 8 a.m. and 5:30 p.m. After hours and weekends call 932-8888.

What if I move? Please call one week 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. When you do return, you will be required to pay a reconnection fee.

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, a reconnection fee, and a month's service fee in advance. You are responsible for any equipment we furnish to you, and upon termination of service you must return it to us in good condition or pay us 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, fax or e-mail, or in writing.

HBC's St. Charles Office Hours: (507) 932-8000

1 AM - 5 PM, Monday, Wednesday, Thursday, Friday

HBC Winona Customer Service Department: (507) 932-8000

8 AM - 5:30 PM, Monday - Friday

Our telephone (507-932-8000) 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

Television (507) 932-8888

8 AM to 5:30 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 authority is:

City of St. Charles

City Hall

830 Whitewater Ave.

St. Charles, MN 55972

507-932-3020

Converter Box. Your television or VCR may be "cable ready," or able to receive all HBC channels. Some older television sets or VCRs may require a converter box to receive HBC Expanded Basic channels. A converter box is available for a nominal monthly charge from HBC.

Subscribers should be aware that HBC customer terms and conditions prohibit the use of illegal converter/descrambler boxes. This is considered cable theft, and unfairly results in higher prices to honest cable subscribers. Moreover, people caught selling or using these illegal devices may face criminal charges.

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 converter and digital receivers. The remote controls that come with either boxes are compatible with most TV's and VCR's.

As new technology becomes available, HBC may offer equipment for purchase.

PRODUCTS AND SERVICES OFFERED

HBC Basic Cable service includes regional broadcast stations and franchise-required public, educational and government access channels, plus select network channels. HBC Expanded Basic service includes Basic Cable, plus other non-premium cable channels such as Lifetime, ABC Family and HGTV. HBC Basic Digital Tier provides digital transmission of special interest programs by genre. HBC Digital Premium Paks offer multiple channels of programming for various premium networks such as HBO, Showtime, Cinemax, etc. Subscribing to digital cable with an HBC digital receiver allows you to access Pay-Per-View (PPV) and digital audio music.

We also have high-speed cable modem Internet and telephone services available, call for details.

Residential Cable Pricing

Basic \$9.95 per month

Expanded Basic (includes Basic) \$43.95 per month

Converter Box Rental \$3.00 per month

Digital Cable TV Packages

Digital Complete Package (1 yr term) \$135.85 per month*

Cable: All Premiums, Digital Basic channels, Digital Music, PPV, and Expanded Basic; 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 (1 yr term) \$109.85 per month*

Cable: 2-Movie Pak, Digital Basic channels, Digital Music, PPV, and Expanded Basic. 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 (minimum 9 month term) . . . \$92.85 per month*

Cable: Digital Basic channels, Digital Music, PPV, and Expanded Basic. 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. Or, ask HBC about purchasing a cable modem. Packages assume you have chosen HBC as your long distance carrier. Prices are subject to tax and franchise fees

Digital Cable TV Services

Digital Basic \$10.95 per month

Includes 31 Digital TV Channels, Digital Music, Interactive Guide and PPV access, Digital Receiver and Remote

Digital Receiver, additional boxes (include Remotes) . . \$4.95 per month Digital Premiums

Choose from HBO, Cinemax, Showtime Unlimited, and Starz! Super Pak

First Pak (requires Digital Basic) \$13.95 per month

2 Premium Paks \$22.90 per month

3 Premium Paks \$31.85 per month

4 Premium Paks \$40.80 per month

Premium Only Paks

Include Digital Music, Interactive Guide and PPV access, Digital Receiver and Remote

1 Premium Pak \$17.95 per month

2 Premium Paks \$26.90 per month

3 Premium Paks \$34.90 per month

4 Premium Paks \$44.80 per month

HDTV (High Definition Television)

Requires Expanded Basic and Digital Basic Or Premiums

HD Receiver \$6.95 per month

HD Tier \$6.95 per month

DVR (Digital Video Recorder)

Requires Expanded Basic and Digital Basic

DVR Box \$7.95 per month

DVR Service \$6.95 per month

(Digital Receiver Purchase programs are available call 932-8000 for info)

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 \$44.95 per month

3.0 Meg without cable modem rental \$34.95 per month

1.5 Meg without cable modem rental \$29.95 per month

384 Kbps without cable modem rental \$19.95 per month

Pricing does not include cable modem rental.

Cable modem rental \$10.00 per month

Cable modems can be purchased for a one-time price of \$69.95 plus tax.

High-speed

Internet service requires a cable modem. Four 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 plus tax.

Unlimited Dial-up Internet Service

Unlimited dial-up \$16.95 per month

One-time \$20 activation fee. Includes four e-mail addresses, five megs of personal homepage space, Spamcuffs and Web Accelerator.

Multiple Computers

More than one computer within a home can be connected for Internet service. Additional equipment is required.

4-port HUB \$3 per month or a one-time purchase price of \$39.95.

Additional IP Addresses \$5 per month 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 first email address per month
 Additional e-mail addresses \$4 per address per month
 Additional megs of server storage \$1 per month per meg
 Forwarding of e-mail. \$5 per month per address
 Vacation message \$2 per month per address
 Additional Email w/ Spamcuffs \$1 per month per address
 (one month increments)

Cable Service Rates

Installation (pre-wired home). \$43.95
 Other technical work. \$42 per hour
 Activation of existing outlets Free at time of install
 New Outlets. \$19.95 at time of install
 Activation of existing outlets \$14.95 each after install
 New outlets. \$21.95 each after install

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.

Do I need a converter box? Your television or VCR may be cable ready or able to receive all HBC analog channels. If that is the case, you will only need an HBC digital cable receiver to receive digital channels. Most older television sets are not cable ready. If you own a television that is not cable ready, and you would like to receive all HBC analog channels, you will need to obtain from HBC a converter box. A nominal monthly fee is assessed for either type of equipment box. HBC reserves the right to scramble certain channels (pay-per-view and premium channels) for which you will need an HBC digital cable receiver.

Can I use a universal remote? Remote control units that are compatible with converter boxes, television sets, and VCRs can purchased from local retailers. 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. Find the set-up function for your television. This can be part of the controls on your set or may be found as part of the menu option using your remote control. Go to channel set-up; there will be choice of AIR 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. Now re-program 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 that you subscribe to that channel or that channel is included in the service you subscribe to. Tighten the cable on the back of your TV and wall outlet. 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 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 noncommercial 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.

Why do some programs get blacked out? 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 whose has dominant market area (DMA) rights can require HBC to black out network programming (like Oprah Winfrey or Dr. Phil) 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 Star Trek, Friends 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.

St Charles Community Channel: HBC Cable Channel 20 is a non-discriminatory local access channel open to use by local residents of St. Charles and Winona County, and by authorized representatives of non-profit organizations. These persons will have the opportunity to create commercial-free programs to be aired, free of charge, on HBC Cable Channel 20. (Commercial, lottery information, obscene, slanderous, or libelous materials are strictly prohibited.) Channel 20 also airs taped replays of St. Charles City Council meetings. Persons interested in learning more about the government access channel can call 507-932-8000.

CONTACT INFORMATION:

1242 Whitewater Avenue, St. Charles, MN 55972
 Office Hours: 1 PM - 5:00 PM, Monday, Wednesday, Thursday, Friday
 Phone: 507-932-8000
 E-mail: info@hbc.com Web: www.hbcsc.net
 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

<i>Basic</i>		<i>Expanded</i>	
2	KTCA (PBS) 2 • St. Paul	26	Oxygen
3	WLAX (FOX) 25 • La Crosse	27	Lifetime
4	WCCO (CBS) 4 • Minneapolis	28	ESPN
5	KSTP (ABC) 5 • St. Paul	29	ESPN2
6	TV Guide Channel	30	ESPN Classic
7	WKBT (CBS) 8 • La Crosse	31	NFL Network
8	WHLA (PBS) 31 • La Crosse	32	The Golf Channel
9	KMSP (FOX) 9 • Minneapolis	33	Fox Sports Net North
10	KTTC (NBC) 10 • Rochester	34	Speed Channel
11	WGN • Chicago	35	Versus
12	KXLT (FOX) 47 • Rochester	36	Cartoon Network
13	WEAU (NBC) 13 • Eau Claire	37	The Disney Channel
14	QVC	38	Toon Disney
15	The CW	39	TV Land
16	My Network (WKBT-DT 8.2)	40	USA
18	WXOW (ABC) 19 • La Crosse	41	TNT
20	St. Charles Government	42	Nickelodeon
21	HSN	43	SoapNet
22	KARE (NBC) 11 • Minneapolis	44	FX
23	The Weather Channel	45	The Learning Channel
24	KSMQ (PBS) • Austin	46	Discovery
25	HBC TV-25 • Local Programming	47	Court TV
		48	National Geographic
		49	Food Network
		50	HGTV

51	GSN (Game Show Network)
52	Discovery Health
53	The History Channel
54	Arts & Entertainment
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	CSPAN II
83	MN Government Channel

Digital Basic

Basic	
200	Discovery Kids
201	The Science Channel
202	Fit TV
203	Discovery Home & Leisure
205	Style
206	Discovery Times
207	Military Channel
208	Biography Channel
209	History Channel Int'l
210	BBC America
211	Lifetime Movie Network
212	Do It Yourself Network
213	Bloomberg
214	Trinity Broadcast Network
215	Fox Soccer
216	Outdoor Channel
217	ESPNU
218	ESPNNews
219	Sportsman Channel
220	TCM
221	Independent Film Channel
222	AZN TV
231	G4TechTV
232	Noggin
233	Nicktoons
234	GAS
235	MTV 2
236	MTV Hits
237	VH1 Classic
238	FUSE
239	RFD TV

HBO Pak

301	Home Box Office
302	HBO Plus
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	The Movie Channel 2
329	Flix
330	Sundance

Starz! Super Pak

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

Music

702	Showcase
703	Today's Country
704	Classic Country
705	Bluegrass
706	R&B and Hip-Hop
707	Classic R&B
708	Smooth R&B
709	R&B Hits
710	Rap
711	Metal
712	Rock
713	Arena Rock
714	Classic Rock
715	Alternative
716	Retro-Active
717	Electronica
718	Dance
719	Adult Alternative
720	Soft Rock
721	Hit List
722	Party Favorites
723	'90s
724	'80s
725	'70s
726	Solid Gold Oldies
727	Singers & Standards
728	Big Band & Swing
729	Easy Listening
730	Smooth Jazz
731	Jazz
732	Blues
733	Reggae
734	Soundscapes
735	Classical Masterpieces
736	Opera
737	Light Classical
738	Show Tunes
739	Contemporary Christian
740	Gospel
741	Radio Disney
742	Sounds of the Seasons
743	Musica Urbana
744	Salsa y Merengue
745	Rock 'en Español
746	Pop Latino

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	KTTC (NBC) • Rochester
518	WXOW (ABC) • La Crosse
528	ESPN
529	ESPN 2
531	NFL Network HD
540	Universal HD
541	TNT HD
544	HD Net
545	HD Movies
546	Discovery Theatre

Showtime Unlimited Pak

576	Showtime HD
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Cable Television Annual Notice

ST. CHARLES, MN
 April 2007