

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 Oldies, Easy Listening, Soft Rock, R & B Hits and much more!

Internet Service. HBC has four options for high speed Internet service, 384K, 1.5 , 3.0 & 5.0 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. 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 credit card. Electronic payment options or auto plan is also available. 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 or billing@hbci.com 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 reconnect-

tion 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 474-4000 M-F between 8 a.m. and 5:00 p.m. After hours and weekends call 932-8000.

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 - 5:00 PM, Monday - 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).

Television (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 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

City Hall

830 Whitewater Ave.

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 digital receivers. The remote controls 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. 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 /mo.
Expanded Basic (includes Basic) \$45.30 /mo.

Digital Cable TV Packages

Digital Complete Package \$138.15 /mo.*
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 \$112.15 /mo.*
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 \$95.35 /mo.*
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 /mo.
Includes 30 Digital TV Channels, Digital Music, Interactive Guide, Digital Receiver and Remote and PPV access.

Digital Receiver (include Remotes) \$4.95 /mo.
Digital Premiums Choose from HBO, Cinemax, Showtime Unlimited, and Starz! Super Pak

First Pak (requires Digital Basic) \$13.95 /mo.
2 Premium Paks. \$22.90 /mo.
3 Premium Paks. \$31.85 /mo.
4 Premium Paks. \$40.80 /mo.

Premium Only Paks

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

1 Premium Pak \$17.95 /mo.
2 Premium Paks. \$26.90 /mo.

3 Premium Paks. \$34.90 /mo.
4 Premium Paks \$44.80 /mo.

HDTV (High Definition Television)

Requires Expanded Basic and Digital Basic Or Premiums
HD Receiver. \$13.90 /mo.
Additional HD Receiver \$6.95 /mo.

DVR (Digital Video Recorder)

Requires Expanded Basic and Digital Basic
DVR Receiver. \$14.90 /mo.
Additional DVR Receiver \$14.90 /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

5.0 Meg without cable modem rental \$44.95 /mo.
3.0 Meg without cable modem rental \$34.95 /mo.
1.5 Meg without cable modem rental \$29.95 /mo.
384 Kbps without cable modem rental \$19.95 /mo.
Pricing does not include cable modem rental. Cable modem rental is \$10 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. 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 plus tax. 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 \$16.95 /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

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 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? Remote control units that are compatible with converter boxes, television sets, and VCRs can be 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 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. 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. 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 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.) 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 government access channel can call 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@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

Basic	66	TBS	
2	KTCA (PBS) 2 • St. Paul	67	AMC
3	WLAX (FOX) 25 • La Crosse	68	Travel Channel
4	WCCO (CBS) 4 • Minneapolis	69	We
5	KSTP (ABC) 5 • St. Paul	70	Bravo
6	TV Guide Channel	71	Univision
7	WKBT (CBS) 8 • La Crosse	72	BET
8	WHLA (PBS) 31 • La Crosse	73	Spike TV
9	KMSP (UPN) 9 • Minneapolis	74	Comedy Central
10	KTTC (NBC) 10 • Rochester	75	Sci-Fi
11	WGN • Chicago	76	VH1
12	KXLT (FOX) 47 • Rochester	77	CMT
13	WEAU (NBC) 13 • Eau Claire	78	MTV
14	QVC	79	CSPAN
15	The CW	81	EWTN
16	MyNetworkTV (WKBT DT 8.2)	82	CSPAN II
18	WXOW (ABC) 19 • La Crosse		
19	St. Charles Community		
21	HSN		
22	KARE (NBC) 11 • Minneapolis		
23	The Weather Channel		
24	KMSQ (PBS) • Austin		
25	HBC-TV 25 • Local Programming		

Expanded

26	Oxygen	200	Discovery Kids
27	Lifetime	201	Science Channel
28	ESPN	202	FitTV
29	ESPN2	203	Discovery Home & Leisure
30	ESPN Classic	204	Toon Disney
31	NFL Network	205	Style
32	The Golf Channel	206	Investigation Discovery
33	FSN	207	Military Channel
34	Speed Channel	208	Biography Channel
35	Versus	209	History International
36	Big Ten Network	210	BBC America
37	The Disney Channel	211	Lifetime Movie Network
38	Cartoon Network	212	DIY Network
39	TV Land	213	Bloomberg
40	USA	214	Trinity Broadcast Network
41	TNT	215	Fox Soccer Channel
42	Nickelodeon	216	Outdoor Channel
43	SoapNet	217	ESPNU
44	FX	218	ESPNews
45	TLC	219	Sportsman Channel
46	Discovery	220	TCM
47	truTV (formerly Court TV)	221	Independent Film Channel
48	National Geographic	221	G4
49	Food Network	232	Noggin
50	HGTV	233	Nicktoons
51	GSN (Game Show Network)	234	The N (formerly Games & Sports)
52	Discovery Health	235	MTV 2
53	The History Channel	236	MTV Hits
54	A&E	237	VH1 Classic
55	ABC Family	238	FUSE
56	Hallmark Channel	239	RFD TV
57	Animal Planet	240	ABC News Now
58	CNN Headline News	241	Lifetime Real Women
59	CNN	242	Boomerang
60	E! Entertainment	243	Fox Business
61	Fox News		
62	MSNBC		
63	CNBC		
64	MoviePlex		
65	Fox Movie Channel		

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
330	Sundance

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

702	Sounds of the Season
703	Today's Country
704	Classic Country
705	Bluegrass
706	Hip-Hop & R&B
707	Classic R&B
708	R&B Soul
709	R&B Hits
710	Rap
711	Metal
712	Rock
713	Arena Rock
714	Classic Rock
715	Adult Alternative
716	Alternative
717	Retro-Active
718	Electronica
719	Dance
720	Lite Hits
721	Adult Top 40
722	Hit List
723	Kidz Only!
724	Party Favorites
725	Showcase
726	'90s
727	'80s
728	'70s
729	Solid Gold Oldies
730	Smooth Jazz
731	Jazz
732	Blues
733	Reggae
734	Soundscapes
735	Easy Listening
736	Big Band & Swing
737	Singers & Standards
738	Show Tunes
739	Contemporary Christian
740	Gospel
741	Classical Masterpieces
742	Light Classical
743	Pop Latino
744	Musica Urbana
745	Salsa y Merengue
746	Rock 'En Español
748	Opera

Pay-Per-View

800	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 HD
529	ESPN 2 HD
531	NFL Network HD
533	FSN HD
536	Big Ten Network HD
540	Universal HD
541	TNT HD
544	HDNet
545	HDNet Movies
546	Discovery HD Theatre

Showtime Unlimited Pack

576	Showtime HD
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Cable Television Annual Notice

ST. CHARLES, MN
2008