



WINONA

58 Johnson Street
Winona, MN 55987
7am to 5:30pm - Monday through Friday
8am to Noon - Saturday
Phone: 507-474-4000
Internet Help: 507-474-Help (474-4357)
Telephone/Cable Repair: 507-474-4000

ST. CHARLES

1242 Whitewater Ave.
St. Charles, MN 55972
CALL FOR HOURS
Phone: 507-932-8000
Internet Help: 507-932-TECH (932-8324)
Telephone/Cable Repair: 507-932-8888

WABASHA

329 Hiawatha Drive East Suite 1
Wabasha, MN 55981
9:00am to 5:30pm Tuesday and Thursday
Phone: 651-560-4000
Internet Help: 651-560-HELP (560-4357)
Telephone/Cable Repair: 651-560-4444

TOLL FREE NUMBERS

Customer Service: 888-474-9995
Internet Help: 877-457-9669

E-mail: info@hbci.com Website: <http://www.hbci.com>



Simplify Your Life!



Cable Guidebook

Welcome!

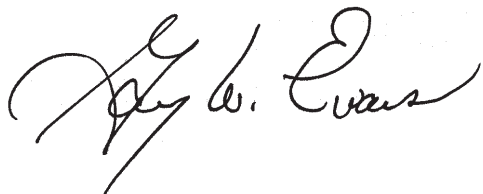
All of us at Hiawatha Broadband Communications are pleased that you have chosen us as your preferred communications services provider. Your support has enabled us to build a state-of-the-art network to serve your growing needs: high-speed Internet...cable television... local and long distance telephone service. HBC is excited about being able to offer you a full complement of services designed to make your life easier.

Our cable system includes the content you have enjoyed as well as additional channels that appeal to varied interests. And we have packaged the channels so you can select those things you will most enjoy. We expect you will quickly notice the differences...and find them to be of great benefit, in the areas of both education and entertainment.

Inside this Customer Handbook you will find important information – keep this guide handy for easy reference.

Our customers are very important to us and we welcome questions and comments from you. Please contact us at 474-4000 in Winona, 932-8000 in St. Charles, 560-4000 in Wabasha, or by e-mail at info@hbci.com.

Sincerely,

A handwritten signature in black ink that reads "J. W. Evans". The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

President and CEO



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, calling cards and more!

Hiawatha Broadband Communications, Inc.

Notice to Subscribers

Concerning 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 58 Johnson St., Winona, MN 55987, 329 Hiawatha Dr. E., Wabasha, MN or 1242 Whitewater Ave, St. Charles, MN 55972. A \$20 service charge will be imposed on any dis-honored 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 474-4000 in Winona, 432-8000 in St. Charles, 560-4000 in Wabasha 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.

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 providing services in a community reaches 1000 + 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, (like KSMP-9, KARE-11 or WCCO-4), the network whose has dominant market area (DMA) rights (which our market is La Crosse/Eau Claire) those stations (WKBT-8, WXOW-19, WLAX-25, WEAU-13) have the right to require HBC to "black out" network programming from the second affiliate (like ABC News, General Hospital, American Idol or CSI). This is an FCC rule called "Network Non-Duplication."

In addition, some television stations purchase exclusive rights to syndicated programs (like "Will & Grace", "Friends" or "Oprah") 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 News: 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 airs City Council, County Board, and School District Board meetings, in addition to programs related to city, county and District government. The government access channel airs on channel 19 in Winona and channel 20 in St. Charles and Wabasha. Persons interested in learning more about the government access channel can call 507-474-4000 in Winona, 932-8000 in St. Charles and 560-4000 in Wabasha.

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, Big Ten Network, NFL Channel, 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 • Digital Pay-Per-View (where available) ordering 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, Golden Oldies, Modern Country, Rock N Blues, Soft Hits, Symphonic and much more!

DVR • Create your own programming lineup by recording only the shows you like so you can watch them when you want to. Automatically record a full season of shows. Pause live TV and create your own instant replays. Record one show while watching another. Record two shows at once. Store 40 hours or more – no video tapes needed!

HDTV • High Definition Television has lifelike pictures and digital sound. The higher resolution produces crystal clear pictures and the digital sound enhances your audio surround sound enjoyment. Films retain their original width, enhancing your home theater experience. You will also see more of a football field and more panoramic nature views.

INTERNET SERVICE • HBC has a variety of high-speed internet speeds to choose from. 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.

BUNDLED SERVICES

Buy a Bundle... Save a Bundle! When you take two of these services (Expanded Basic- High Speed Internet-Local Telephone) get \$3 off your monthly bill. When you take all three services you get \$6 off your monthly bill. (Not available with digital packages)



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.

Our normal business hours are:

Monday through Friday 8 AM to 5:30 PM in Winona;
in St. Charles Monday, Wednesday, Thursday and Friday 1 PM to 5 PM;
in Wabasha 8:00 AM to 4:30 PM Monday through Friday.

Our Telephones are 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).

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 Winona
City Hall
207 Lafayette Street
Winona, MN 55987
507-457-8200

City of Goodview
City Hall
4140 Fifth Street
Winona, MN 55987
507-452-1630

City of St. Charles
City Hall
830 Whitewater Ave.
St. Charles, MN 55972
507-932-3020

City of Wabasha
City Hall
900 Hiawatha Ave. East
Wabasha, MN 55981
651-565-4568

HBC TROUBLE AND REPAIR SERVICE DEPARTMENT

In Winona:
Telephone or Television 507-474-7000
7:30am to 5:30pm (24 hour on call)
Internet 507-474-HELP (474-4357)
8am to 8pm Monday - Friday
8am to 5pm Saturday

In St. Charles
Telephone or Television 507-932-8888
(24 hour on call)
Internet 507-932-8324

In Wabasha:
Telephone or Television 651-560-4444
(24 hour on call)
Internet 651-561-HELP (561-4357)

Customers may reach us 24 hours a day, 7 days a week by calling in Winona 507-474-4000 or in St. Charles 507-932-8000 or in Wabasha 651-560-4444 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.

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.

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. (Where Available)

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



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 (WHERE AVAILABLE) • 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 7:00 a.m. and 5:30 p.m. After hours and weekends call 474-7000.

MOVING • 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.

TEMPORARY MOVE (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.

UPGRADING YOUR SERVICE • At HBC we understand things change. Upgrading can add value to your entertainment package! To add services like HD (High Definition) DVR (Digital Video Recorder) to your current service, call our Client Relations team at 507-474-4000 to take advantage of HBC's variety of products.



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 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 converter box, television, or VCR may cause future compatibility problems and the loss of the function of the remote control.

Why won't my television receive channels above channel 13? Find the TV 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 questions, call our trouble repair department.

