

# St. Charles Value Guide

Effective June 2009  
 - Rates not include tax, franchise fees or telephone surcharges.  
 Pricing is subject to change.



1242 Whitewater Ave - St. Charles MN 55972  
 1:00 p.m. to 5:00 p.m. - Monday, Wednesday & Friday  
 Phone: 507-932-8000  
 Internet Help: 507-932-TECH (932-8324)  
 Telephone/Cable Repair: 507-932-8888

## Video

### Expanded Basic Cable TV

Service includes Basic Cable TV service. Activation of a new or non-working outlet fee will apply. Basic Cable service is also available, please call for details.

- Expanded Basic Cable Service \$48.54/mo.

### Digital Cable TV

Expanded Basic required for all digital cable TV customers. Service includes 30+ digital TV channels, digital music, interactive guide, PPV access, digital receiver and remote.

- Digital Basic \$12.29/mo.
- Additional Digital Receiver \$4.95/mo.
- Cable Card \$1.95/mo.

### Digital Premiums

Choose from HBO, Cinemax, Showtime Unlimited, and Starz! Super Pak. Digital receiver is required for premium channels. Receiver rental is \$2.00 for the first receiver and \$4.95 for each additional.

- First Pak \$14.95/mo.
- 2 Premium Paks \$24.90/mo.
- 3 Premium Paks \$34.50/mo.
- 4 Premium Paks \$48.90/mo.

### HDTV & DVR

HDTV (High Definition TV) and DVR (Digital Video Recorder) require Expanded Basic.  
 HDTV - Service includes all HD channels and remote.

1st HD Receiver \$14.90/mo.  
 Additional HD Receiver \$7.45/mo.

HD/DVR - Service includes all HD channels, DVR service and remote.

- 1st HD/DVR Receiver \$24.85/mo.
- 1st HD/DVR with Digital \$31.49/mo.
- Additional HD/DVR Receiver \$15.26/mo.

- Digital receivers cannot be used outside of the HBC system

## Refer-A-Friend

Now you can save more money than ever with our Refer-A-Friend program! When you refer a friend who signs up for HBC services, both you and your friend benefit! For additional information call your local office at 474-4000, 932-8000 or 560-4000 today!

### 3+ Service Referral = \$50 credit each

Your Friend takes 3 (Cable, Internet, Phone)

### 2 Service Referral = \$20 credit each

Your Friend Takes 2 (Cable, Internet, Phone)

### 1 Service Referral = \$10 credit each

Your Friend Takes 1 (Cable, Internet, Phone)

1 friend you're referring

2 your name

3 your address

4 your phone number

HBC customers should fill out this coupon and submit it to HBC either by mail or in person in order to earn this credit. Any friend referred who has not been a subscriber to HBC products and services for 6 months prior can be the recipient. Once the referred friend's services have been installed and both the customer and the friend's accounts are current, then both will receive appropriate credit on their HBC bills. Only one Refer-A-Friend credit will be issued per Recipient. Ticket expires 90 days after the date of new service installation.

## Internet & Computer

### High-Speed Internet

Prices do not include the cost of a cable modem or the one time activation fee of \$20.00. Service includes six e-mail addresses and 30 MB of server space.

- 384Kbps\* \$20.95/mo.
- 1.5Mbps\* \$30.95/mo.
- 3.0Mbps\* \$35.95/mo.
- 5.0Mbps\* \$45.95/mo.
- 7.0Mbps\* Coming Soon
- 14.0Mbps\* Coming Soon
- 21.0Mbps\* Coming Soon

\* Actual speed may vary. All speeds not available in some areas.

### HBC Express/Dial-Up Internet

HBC Express offers Dial-up Internet access from virtually anywhere in the United States. Local Dial-Up is also available, please call for details.

- Prices start at just \$17.95/mo.

### Equipment

#### Ethernet Card -

A network interface (ethernet) card is required for cable modem service. If your computer isn't ethernet ready, you may purchase PC-compatible cards from HBC.

- Desktop card \$29.95 ea.

#### Modem -

High-speed Internet service requires a cable modem.

- Cable modem rental \$10.00/mo.
- New cable modems \$69.95  
- 1 year warranty
- Reconditioned modems \$49.95  
- when available; 90 day warranty

### Networking -

Multiple computers can be connected to the Internet without additional service fees. However, you may need additional equipment listed below. Some networking may require more specialized installation. Ask for a quote.

- Router \$69.95
- Wireless Router \$69.95
- Add'l IP Addresses \$5.00/mo./computer
- One-time outlet fee \$69.95/computer  
- At time of install

### Options

#### SpamCuffs® -

Service includes junk e-mail and e-mail virus filtering.

- 1st E-mail Address \$2.95/mo./address
- Add'l E-mail Addresses \$1.00/mo./address

#### E-mail Services -

- Additional E-mail Addresses \$4.00/mo.
- E-mail Forwarding \$5.00/mo./address
- E-mail Only \$8.95/mo./address

#### Web Services -

Services include Internet content filter for pornography, hate, gambling, etc. and server storage options.

- Content Filter \$2.50/mo./computer
- Additional Server Storage \$1.00/mo./MB

#### Computer Repair -

HBC technicians offer repair on computers, home networking, network printers, Xbox & PS3 networking, software installation, and custom training.

- Base Rate (based on actual time) \$48/hour
- On-Site (does not include base rate) \$25/trip

## Bundle & Save!

### Combine services and receive a discount.

- 2 Services\* Discount \$3.00/mo.
- 3 Services\* Discount \$6.00/mo.
- 4 Services\* Discount \$9.00/mo.

\* Some restrictions apply. Bundle discounts not available with Digital Packages. For details speak to an HBC customer service representative.

## Phone

### Local Service

Service includes unlimited local service. Price does not include end user fee, Tele-Relay or 911.

- Local \$13.70/mo.
- Installation Free

### Feature Options -

Name	Monthly Charge	One Time Charge
Anonymous Call Rejection	1.90	5.00
Call Forwarding	1.00	5.00
Call Forwarding- Busy Line	1.00	5.00
Call Forwarding- No Answer	1.00	5.00
Call Forward- Remote	4.00	5.00
Call Forwarding- Variable	1.00	5.00
Call Reminder	1.90	5.00
Call Screening	2.75	5.00
Call Waiting	3.00	5.00
Caller ID- Blocking	N/C	N/C
Caller ID- Name/Number	5.75	5.00
Direct Connect	1.25	5.00
Distinctive Ringing	3.50	5.00
Personal Ring	1.50	5.00
Selective Call Acceptance	2.75	5.00
Speed Calling- 30 Numbers	2.75	5.00
Speed calling- 8 Numbers	1.90	5.00
Voice mail	4.95	5.00

### Long Distance

Local phone service from HBC is required for any calling plans. 1+ dialing areas include United States, Hawaii, Canada and Alaska. Some restrictions apply, call for details.

#### Unlimited\* Local And Long Distance -

\*Some restrictions apply, call for details.

- Includes a choice of three calling features
- \$45.95 per/mo.

#### Clear Savings 500 -

Plan includes 500 minutes of 1+ direct dialed service per month and a choice of three calling features.

- \$14.95 per month.
- Any minutes over 500 will be billed at 3.5¢ / min.

#### Clear Savings Plus -

- \$0.09 cents per minute after the first 60 minutes.

#### Phone Cents (3.5¢ a minute) -

- No monthly fees!
- Only 3.5¢ a minute for domestic long distance calls

#### Residential 800 Toll Free Number

- \$0.10 cents per minute

## VIP & Digital Packages

Packages include Video, Internet & Phone service. For specific information on package content visit this url <http://my.hbci.com/whitepages/rates/HBCPackages.pdf>

### VIP Packages

- VIP Complete \$162.59/mo.
- VIP Plus \$137.59/mo.
- VIP Value \$118.79/mo.

### Digital Packages

- Digital Complete \$144.15/mo.
- Digital Plus \$119.15/mo.
- Digital Value \$100.35/mo.

\* Some restrictions apply. Bundle discounts not available with packages. For details speak to an HBC customer service representative.

HBC would like to encourage you to consider the environment before printing this and other manuals and guides found on <http://my.hbci.com>.

