

# Annual Cable Customer Notice

## 2020

### Customer privacy

**Personally, identifiable subscriber information; restrictions on access.** To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints.

Except as indicated below under **Disclosure prohibited; exceptions**, all personally identifiable information is used for the normal business purpose of offering and providing cable television service and other services to you. Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

**Disclosure prohibited; exceptions.** Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

**Business activities.** We may disclose customer information in order to conduct business activities related to providing cable service or other service.

**Unauthorized reception of cable service.** We may disclose customer information in order to detect unauthorized reception of our cable service.

**Names and addresses to third parties.** We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write us at any time with this request.

**Court order.** We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

**Law enforcement request.** We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

**Customer rights.** As a customer, you may review your personal information maintained by us by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect the information and remove any references to other customers. You may request correction of any errors in personal information that we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

### Customer service

**Complaint procedures.** At TrioTel, providing high-quality customer care and technical service is our top priority. We endeavor to resolve any complaints concerning cable television or other services as soon as possible. Please use the following procedures to help us resolve your complaints:

1. Contact our business office at the phone number listed on your monthly bill. Our business office is open weekdays during normal business hours. If you do not call during our normal business hours, you may be re-directed to our on-call technician for support.

2. During normal business hours, you may speak with a Customer Service Representative (CSR). Our CSR will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, the CSR will schedule a Service Technician to visit your home, usually by the next business day.
3. Emergencies, such as fallen trees or utility poles, violent storms, or other severe weather, may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergencies may affect a large service area, and it may take several days to resume full service to the entire area.
4. We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC during that time.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. You may also contact your franchise authority:

TrioTel Communications, Inc.  
330 South Nebraska St., PO Box 630  
Salem, SD 57058  
Email: [customerservice@triotel.com](mailto:customerservice@triotel.com)  
Office: 605-425-2238  
Fax: 605-425-2712  
Toll-Free: 800-242-1925

**Services and prices.** Please contact us at (605) 425-2238 or visit our website at <http://www.triotel.net> for information on services and prices including:

- Products and services offered
- Prices and options for subscribing to services
- Channel positions
- Installation and maintenance policies and prices
- Instructions for using our cable service

#### **Equipment compatibility**

**Set-top boxes.** Some models of TV receivers and other devices (VCRs, DVD Players, TiVo, etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation and display features such as "Picture-in-Picture."

**Remote control devices.** Remote control devices available from retail outlets may be compatible with our set-top boxes. Remote control devices that may be compatible with some models of our set-top boxes include the brand Universal Remote Control.

**CableCARDS.** Our fiber optic, IPTV technology is not compatible with CableCARDS.

#### **Unauthorized reception of cable service**

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled

under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.

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## VIDEO SERVICES & PRICES

|  |  |                            |
|--|--|----------------------------|
| <b>Initial Install</b>                                   | Includes 1 jack. Includes 3 Set Top Boxes and Remotes. TV 's must be in place.         | \$131.00                   |
| <b>Retransmission Fee: Required with TV Subscription</b> | Fee to Local Broadcasters (updated yearly): KDLT/NBC, KELO/CBS, KSFY/ABC, and KTTW/FOX | \$20.09/month              |
| <b>Aid to Construction</b>                               | Plowing Fiber to the Home  | Contact Office for Pricing |

### PRODUCTS & SERVICES OFFERED

|                                 |                                   |               |
|---------------------------------|-----------------------------------|---------------|
| Simply Right with Internet      | 20+ Channels                      | \$29.95/month |
| Simply Right without Internet   | 20+ Channels                      | \$39.95/month |
| Simply Right + Preferred Choice | 100+ Channels + 50 Music Channels | \$55.00/month |

### Additional Programming: Preferred Choice Required

|                           |                             |                |
|---------------------------|-----------------------------|----------------|
| High Definition Equipment | 70+ Channels                | \$10.95/month  |
| Adult Programming         | 1 Channel                   | \$10.95/month  |
| NFL Red Zone (in season)  | 1 Channel, Residential Only | \$49.95/season |

### Premium Channels: Preferred Choice Required

|              |                               |               |
|--------------|-------------------------------|---------------|
| HBO          | 5 Channels                    | \$11.95/month |
| Cinemax      | 4 Channels                    | \$10.95/month |
| Showtime     | 5 Channels                    | \$10.95/month |
| STARZ/Encore | 4 STARZ and 7 Encore Channels | \$10.95/month |

### Premium Channel Bundles: Preferred Choice Required

|                               |                              |               |
|-------------------------------|------------------------------|---------------|
| TrioVision DOUBLE DEAL        | Choice of 2 Premium Channels | \$19.95/month |
| TrioVision TRIPLE DEAL        | Choice of 3 Premium Channels | \$27.95/month |
| TrioVision HOMERUN STEAL DEAL | All Premium Channels         | \$33.95/month |

### Add On's

|                              |  |               |
|------------------------------|--|---------------|
| Additional Set Top Box       | Per box  | \$3.95/month  |
| Digital Video Recorder (DVR) | Per box. Control & Play DVR from any STB                       | \$10.95/month |
| SAVE ME NOW                  | DVR & HD Equipment, Preferred Choice Required                  | \$15.95/month |
| Time Shift Drive             | Per drive. Pause & rewind TV without a DVR. Restrictions Apply | \$1.95/month  |

### ADDITIONAL FEE'S & PRICES

|                                 |                                     |
|---------------------------------|-------------------------------------|
| Vacation Rate- minimum 3 months | \$0.00/month + \$25.00 to Reconnect |
| Suspension for Non Pay          | \$28.00 Restoral                    |

|  |   |
|--|---|
| Service Order Call   | \$20.00                                 |
| Labor- 1/2 hour minimum                                    | \$65.00/man hour                        |
| After Hours/Weekend Call                                   | \$125.00/hour + Service Order Call      |
| Programming Remotes (With Wire Maintenance)                | \$0.00                                  |
| Programming Remotes (Without Wire Maintenance)             | \$20.00                                 |
| Additional Jack (at Initial Install) TV's must be in place | \$25.00                                 |
| Extra Jack   | Time and Materials + Service Order Call |
| Additional STB (after Initial Install) Includes Jack       | \$65.00                                 |

**Wire Maintenance**

\$2.75/month

Covers the diagnosis, maintenance and repair on existing telephone, Internet and video wiring and jacks in your home. Includes replacement and programming on TrioVision remote controls. Wiring not done to industry standards will not be covered by wire maintenance; nor diagnosis, maintenance or repairs to customer owned equipment such as telephones, televisions, computers or other electronic equipment. Wire maintenance does not cover labor charges associated with service calls.

Video is not considered an essential service per the FCC. Repairs will be made during normal TrioTel business hours (Mon-Fri, 8AM to 4:30PM). Service Order, Premise Visit, and Labor Charges may accrue for repairs requested by the customer after-hours. Charges may accrue if the fault of the reported trouble is with the customer's equipment and not TrioTel equipment. Subscription to the TrioTel Wire Maintenance Plan may protect the customer from some of these charges. TrioTel reserves the right to change rates at any time.

## TRIOVISION CHANNEL LINE-UP

Serving Alexandria, Canova, Center, Clayton, Emery, Fulton, Salem, Spencer, and Winfred.

**Simply Right Channels**

|   |                     |    |                             |     |                       |
|---|---------------------|----|-----------------------------|-----|-----------------------|
| 1 | TrioVision Tutorial | 10 | Home Shopping Network (HSN) | 20  | ThisTV                |
| 2 | PBS (KCSD)          | 11 | KELO (CBS)                  | 21  | CW                    |
| 3 | PBS Create          | 13 | KSFY (ABC)                  | 22  | Antenna TV            |
| 4 | PBS World           | 14 | QVC                         | 23  | Escape TV             |
| 5 | KDLT (NBC)          | 15 | UTV                         | 29  | TrioTel Special Event |
| 6 | KCPO                | 16 | KELO Weather                | 30  | Beaver Nation Network |
| 7 | COZI TV             | 17 | TrioTel Special Event       | 118 | WGN America           |
| 8 | MeTV                | 18 | TrioTel Special Event       | 160 | Trinity               |
| 9 | FOX (KTTW)          | 19 | TrioTel Special Event       | 161 | EWTN                  |

**Preferred Choice Channels**

|    |                          |     |                    |     |                             |
|----|--------------------------|-----|--------------------|-----|-----------------------------|
| 12 | The Weather Channel      | 124 | ESPN               | 154 | Comedy Central              |
| 84 | Discovery Life Channel   | 125 | ESPN 2             | 156 | Hallmark Movies & Mysteries |
| 85 | American Heroes Channel  | 126 | ESPNews            | 164 | CMT                         |
| 86 | Discovery Family Channel | 127 | ESPN Classic       | 166 | GAC                         |
| 87 | Investigation Discovery  | 128 | ESPNU              | 168 | VH1                         |
| 88 | Destination America      | 129 | The Golf Channel   | 169 | MTV Classic                 |
| 89 | Discovery Science        | 130 | Fox Sports 1       | 170 | MTV                         |
| 90 | Discovery Channel        | 131 | Outdoor Channel    | 171 | MTV 2                       |
| 97 | Disney JR                | 132 | NBC Sports Network | 172 | Nick Music                  |

|     |                             |     |                        |     |                    |
|-----|-----------------------------|-----|------------------------|-----|--------------------|
| 98  | Boomerang                   | 133 | NFL Network            | 175 | OWN                |
| 99  | Teen Nick                   | 135 | Lifetime Real Women    | 176 | The Travel Channel |
| 100 | Nick Jr.                    | 136 | Lifetime Movie Network | 177 | HGTV               |
| 101 | Nicktoons                   | 137 | FX Movie Channel       | 178 | TLC                |
| 102 | Nickelodeon                 | 138 | USA Network            | 179 | Food Network       |
| 103 | Cartoon Network             | 139 | TBS                    | 181 | DIY                |
| 104 | Disney Channel              | 140 | TNT                    | 184 | RFD TV             |
| 105 | Disney XD                   | 141 | Turner Classic Movies  | 186 | Fox Business       |
| 106 | Freeform                    | 142 | Paramount TV           | 188 | CNN                |
| 107 | Game Show Network           | 143 | Hallmark Channel       | 189 | CNBC               |
| 108 | Animal Planet               | 144 | FX                     | 190 | CNN Headline News  |
| 109 | National Geographic Channel | 145 | E!                     | 191 | C-SPAN             |
| 110 | National Geographic Wild    | 146 | Bravo                  | 192 | Fox News Channel   |
| 116 | TV Land                     | 147 | Lifetime               | 193 | truTV              |
| 120 | Big Ten Network 1           | 149 | Syfy                   | 194 | MSNBC              |
| 121 | Big Ten Network 2           | 151 | Oxygen                 | 197 | FYI                |
| 122 | Big Ten Network 3           | 152 | A&E                    | 198 | History Channel    |
| 123 | Fox Sports North            | 153 | FXX                    | 199 | ViceLand           |

#### NFL Red Zone

|     |                  |
|-----|------------------|
| 134 | NFL Red Zone     |
| 534 | NFL Red Zone HD* |

\*HD Subscription Required

#### High Definition (HD) Channels

|     |                             |     |                           |     |                           |
|-----|-----------------------------|-----|---------------------------|-----|---------------------------|
| 402 | PBS HD                      | 522 | Big Ten Extra Game HD     | 566 | Great American Country HD |
| 405 | KDLT HD                     | 523 | FSN HD                    | 568 | VH1 HD                    |
| 409 | KTTW HD                     | 524 | ESPN HD                   | 570 | MTV HD                    |
| 411 | KELO HD                     | 525 | ESPN 2 HD                 | 571 | MTV2 HD                   |
| 413 | KSFY HD                     | 526 | ESPNews HD                | 575 | OWN HD                    |
| 480 | Motor Trend Network         | 528 | ESPNU HD                  | 576 | The Travel Channel HD     |
| 484 | Discovery Life HD           | 529 | The Golf Channel HD       | 577 | HGTV HD                   |
| 485 | American Heroes Channel HD  | 530 | Fox Sports 1 HD           | 578 | TLC HD                    |
| 486 | Discovery Family Channel HD | 531 | Outdoor Channel HD        | 579 | Food Network HD           |
| 487 | Investigation Discovery HD  | 532 | NBC Sports Network HD     | 581 | DIY HD                    |
| 488 | Destination America HD      | 533 | NFL Network HD            | 583 | Cowboy Channel HD         |
| 489 | Science HD                  | 535 | Midco Sports Network HD   | 584 | RFD TV HD                 |
| 490 | Discovery HD                | 536 | Lifetime Movie Network HD | 586 | Fox Business HD           |
| 497 | Disney JR HD                | 537 | FX Movie HD               | 588 | CNN HD                    |
| 499 | TeenNick HD                 | 538 | USA Network HD            | 589 | CNBC HD                   |
| 500 | Nick JR HD                  | 539 | TBS HD                    | 590 | CNN Headline News HD      |
| 501 | Nickelodeon Toons HD        | 540 | TNT HD                    | 592 | Fox News Channel HD       |
| 502 | Nickelodeon HD              | 541 | Turner Classic Movies HD  | 593 | truTV HD                  |
| 503 | Cartoon Network HD          | 542 | Paramount TV HD           | 594 | MSNBC HD                  |
| 504 | Disney HD                   | 543 | Hallmark Channel HD       | 597 | FYI HD                    |
| 505 | Disney XD HD                | 544 | FX HD                     | 598 | History HD                |
| 506 | Freeform HD                 | 545 | E! HD                     | 599 | ViceLand HD               |
| 507 | GSN HD                      | 546 | Bravo HD                  | 600 | HBO HD**                  |
| 508 | Animal Planet HD            | 547 | Lifetime HD               | 606 | HBO 2 HD**                |
| 509 | National Geographic HD      | 549 | Syfy HD                   | 614 | Cinemax HD**              |

510 National Geographic Wild HD  
516 TV Land HD  
518 WGN America HD  
520 Big Ten Network HD  
521 Big Ten Extra Game HD

551 Oxygen HD  
552 A&E HD  
553 FXX HD  
554 Comedy Central HD  
564 CMT HD

626 STARZ HD\*\*  
656 Showtime HD\*\*  
665 AXS TV  
666 Hallmark Drama HD  
667 Hallmark Movies & Mysteries HD

#### Music Channels

801 Flashback 70's  
802 Everything 80's  
803 Nothin' But 90's  
804 Jukebox Oldies  
805 Dance Clubbin'  
806 Easy Listening  
807 Swinging Standards  
808 Hit List  
809 Groove (Disco & Funk)  
810 Maximum Party  
811 The Chill Lounge  
812 Pop Adult  
813 Christian Pop & Rock  
814 Jammin'  
815 Gospel  
816 Holiday Hits  
817 Adult Alternative

818 Classic Rock  
819 Rock  
820 Alternative  
821 Heavy Metal  
822 Alt Rock Classics  
823 Country Classics  
824 Alt Country/Americana  
825 Hot Country  
826 No Fences  
827 Bluegrass  
828 Folk Roots  
829 Hip-Hop/R&B  
830 Classic R'n'B & Soul  
831 Soul Storm  
832 Jazz Masters  
833 Jazz Now  
834 Hip Hop

835 Smooth Jazz  
836 The Blues  
837 Broadway  
838 Chamber Music  
839 Classic Masters  
840 Popular Classical  
841 Eclectic Electronic  
842 Éxitos Tropicales  
843 Éxitos del Momento  
844 Ritmos Latinos  
845 Retro Latino  
846 Rock en Español  
847 Romance Latino  
848 Y2K  
849 The Spa Lounge  
850 Kids' Stuff

#### Premium Channels

##### HBO

200 HBO  
202 HBO Comedy  
204 HBO Family  
206 HBO 2  
208 HBO Signature

##### Cinemax

214 CineMAX  
216 ActionMAX  
218 MoreMAX  
220 ThrillerMAX

##### Starz/Encore

226 STARZ  
228 STARZ Edge  
230 STARZ Cinema  
232 STARZ Kids & Family  
238 STARZ Encore  
240 STARZ Encore Action  
242 STARZ Encore Classic  
244 STARZ Encore Suspense  
246 STARZ Encore Black  
248 STARZ Encore Family  
250 STARZ Westerns

##### Showtime

256 Showtime  
258 Showtime 1  
260 Showtime Extreme  
262 Showtime Family Zone  
264 Showtime Movie Channel

##### Adult Programming

350 Playboy