

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
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.

VIDEO SERVICES & PRICES

Initial Install	Includes 1 jack. Includes 3 Set Top Boxes and Remotes. TV 's must be in place.	\$99.00
Retransmission Fee: Required with TV Subscription	Fee to Local Broadcasters (updated yearly): KDLT/NBC, KELO/CBS, KSFY/ABC, and KTTW/FOX	\$20.09/month
PRODUCTS & SERVICES OFFERED		
Simply Right	20+ Channels	\$20.95/month
Simply Right + Preferred Choice	100+ Channels + 50 Music Channels	\$60.95/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		
TV Only- TV Subscription without Phone or Internet		\$20.00/month
Vacation Rate- minimum 3 months		\$0.00/month + \$25.00 to Reconnect

Suspension for Non Pay	\$28.00 Restoral Charge
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 (KCSO)	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	551	Oxygen HD	626	STARZ HD**
516	TV Land HD	552	A&E HD	656	Showtime HD**
518	WGN America HD	553	FXX HD	665	AXS TV
520	Big Ten Network HD	554	Comedy Central HD	666	Hallmark Drama HD
521	Big Ten Extra Game HD	564	CMT HD	667	Hallmark Movies & Mysteries HD

Music Channels

801	Flashback 70's	818	Classic Rock	835	Smooth Jazz
802	Everything 80's	819	Rock	836	The Blues
803	Nothin' But 90's	820	Alternative	837	Broadway
804	Jukebox Oldies	821	Heavy Metal	838	Chamber Music
805	Dance Clubbin'	822	Alt Rock Classics	839	Classic Masters
806	Easy Listening	823	Country Classics	840	Popular Classical
807	Swinging Standards	824	Alt Country/Americana	841	Eclectic Electronic
808	Hit List	825	Hot Country	842	Éxitos Tropicales
809	Groove (Disco & Funk)	826	No Fences	843	Éxitos del Momento
810	Maximum Party	827	Bluegrass	844	Ritmos Latinos
811	The Chill Lounge	828	Folk Roots	845	Retro Latino
812	Pop Adult	829	Hip-Hop/R&B	846	Rock en Español
813	Christian Pop & Rock	830	Classic R'n'B & Soul	847	Romance Latino
814	Jammin'	831	Soul Storm	848	Y2K
815	Gospel	832	Jazz Masters	849	The Spa Lounge
816	Holiday Hits	833	Jazz Now	850	Kids' Stuff
817	Adult Alternative	834	Hip Hop		

Premium Channels

HBO		Starz/Encore		Showtime	
200	HBO	226	STARZ	256	Showtime
202	HBO Comedy	228	STARZ Edge	258	Showtime 1
204	HBO Family	230	STARZ Cinema	260	Showtime Extreme
206	HBO 2	232	STARZ Kids & Family	262	Showtime Family Zone
208	HBO Signature	238	STARZ Encore	264	Showtime Movie Channel
Cinemax		240	STARZ Encore Action	Adult Programming	
214	CineMAX	242	STARZ Encore Classic	350	Playboy
216	ActionMAX	244	STARZ Encore Suspense		
218	MoreMAX	246	STARZ Encore Black		
220	ThrillerMAX	248	STARZ Encore Family		
		250	STARZ Westerns		