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June 30, 2020

Hand Delivered

Steven Kahl
Executive Director
ND Public Service Commission
Capitol
600 E. Boulevard, Twelfth Floor
Bismarck, ND 58505

RE: Midcontinent Communications Annual ETC Certification Filing and Submittal
Pursuant to N.D.A.C. §69-09-05-12.1/FCC Form 481 – Carrier Annual Reporting

Dear Mr. Kahl:

Enclosed for filing please find the following:

1. Midcontinent's Annual ETC Certification Filing and Submittal Pursuant to N.D.A.C. §69-09-05-12.1;
2. Exhibit D – Lifeline ad;
3. Exhibit E – Affidavit.

By separate cover letter, and separately bound and placed in a sealed envelope labeled "PROTECTED INFORMATION – PRIVATE," is one copy of the Confidential Exhibits A, B and C referenced in the document.

Expedited review has also been requested.

Thank you.

Sincerely,

PEARCE DURICK PLLC



ZACHARY E. PELHAM

Counsel to Midcontinent Communications

ZEP/ak
Enclosures

IN THE MATTER OF THE REQUEST OF)	
MIDCONTINENT COMMUNICATIONS FOR)	ANNUAL ETC CERTIFICATION
CERTIFICATION REGARDING ITS USE OF)	FILING AND SUBMITTAL
FEDERAL UNIVERSAL SERVICE SUPPORT.)	PURSUANT TO N.D.A.C. § 69-09-05-12.1

Midcontinent Communications (“Midcontinent”), by and through its attorney, makes this filing to seek certification from the Federal Communications Commission (the “FCC”) as is required under 47 CFR 54.313 and to comply with the Commission’s rules pertaining to ETCs. As part of this filing, Midcontinent offers the following:

1. Pursuant to 47 C.F.R. § 54.314, each carrier that has been designated as an eligible telecommunications carrier (“ETC”) that is eligible to receive future federal universal service support must file an annual certification with the FCC and the Universal Service Administrative Company (“USAC”) stating that federal high-cost support provided to the carrier will be used only for the provision, maintenance, and upgrading of facilities and services for which the support is intended. This certification requirement applies to various categories of federal universal service support, including support provided pursuant to 47 C.F.R. §§ 54.301, 54.305, and/or 54.307, and/or 47 C.F.R Part 36, Subpart F (high-cost loop support, local switching support, safety net additive support and safety valve support). Support provided under these FCC rule provisions will only in the future be made available if the State Commission files the requisite certification pursuant to 46 C.F.R. § 54.314.

2. The certification required to receive federal universal service support for all four quarters during calendar year 2021 is currently due to be filed with the FCC and USAC on or before October 1, 2020. The certification may be presented to these entities in the form of a letter from the State Commission. The letter must identify which carriers in the State are eligible to receive federal support during the 12-month period and must certify that the carriers listed will only use the support for the provision, maintenance and upgrading of facilities and services for which the support is intended.

3. Midcontinent is a competitive local exchange telephone company that has previously been designated by this Commission as a Competitive ETC (CETC). Midcontinent provides local exchange telephone services, including all of the essential services that are included in federal definition of universal service within its established service area in South Dakota, North Dakota, Kansas and Minnesota.

4. As required by the provisions of §54.313(a)(3), Midcontinent is committed to providing service throughout its existing service areas to all customers making a reasonable request for service. Midcontinent has, since 2005, served as a competitive eligible telecommunications carrier within its established service areas. Midcontinent already has extended wireline local exchange network facilities throughout its service area as necessary to make all essential local exchange services that are support by federal universal service available to end-user customers within its service area. Consistent with its past practice, Midcontinent hereby certifies that it will provide service on a timely basis to all requesting customers within its designated ETC service area. In certain cases, the provisioning of this service may require a customer in a new location to first meet the requirements of Midcontinent's line extension policies. These line extension policies are, however, consistent with the requirement under both federal and state law to meet all reasonable requests for service. In those areas Midcontinent cannot provide service on its own facilities there are agreements with the ILEC to lease or resell services. In 2019, Midcontinent fulfilled all requests for telephone service in its service area. Midcontinent certifies that it is complying with applicable service standards and consumer protection rules. Midcontinent also certifies that in those exchanges where service is being offered, it offers local usage plans comparable to the incumbent local exchange provider.

5. Midcontinent certifies that it has the ability to remain functional in emergency situations as required by the provisions of §54.313(a)(6). Midcontinent is currently in compliance with this Commission's "auxiliary and battery power requirements" set forth in §54.202(a)(2).

6. In accordance with §54.314, Midcontinent certifies that all federal high-cost support received during 2019 and 2020 was and will be used for the provision, maintenance, and upgrading of facilities and services for which the support is intended.

7. Midcontinent certifies that it does provide equal access to long distance carriers.

8. In addition to the information included in CONFIDENTIAL Exhibit A, the following information is provided to meet the Commission's "Certification requirements" set forth in ND Administrative Code §69-09-05.12.1:

- Midcontinent's service quality improvement plan is to continue to upgrade its telecommunications facilities and equipment as necessary to meet evolving service requirements and maintain high quality service throughout its service area. As a competitive local exchange carrier, Midcontinent upgrades and replaces facilities and equipment as necessary. In furtherance of its service quality improvement plan, Midcontinent will use any high-cost universal service amounts received by it to offset expenditures incurred as it continues to upgrade and replace facilities and equipment. Midcontinent's Actual Capital Expenditures for 2019 and Estimated 2021 Capital Expenditures are attached as CONFIDENTIAL Exhibit B.

- During calendar year 2019, Midcontinent did not experience any unplanned service outage affecting at least 10 percent of its end user customers, for a period lasting longer than 30 minutes.
- Midcontinent was able to provide service to all potential customers that requested service during 2019, and as of December 31, 2019, Midcontinent had no unfulfilled requests for service.
- During 2019, one complaint was received by Midcontinent Communications as outlined in Exhibit C.

9. An eligible telecommunications carrier, under ND Administrative Code § 69-09-05-12.1, is also required to demonstrate annually of its Lifeline and Link-up assistance program outreach. Midcontinent's Lifeline outreach program includes information and application form on its website, www.midco.com.

Midcontinent's telephone service brochures and the handbooks, Exhibit D, provided to new telephone customers provide information on the availability of Lifeline assistance. Also, at least annually Midcontinent advises customers of the program through its statement message, during 2018 messages ran in September. Midcontinent also ran commercial spots on cable TV periodically during 2018; print copy of ad is in Exhibit D.

As required by the FCC, Midcontinent did conduct a recertification of all its lifeline customers with results filed with USAC and the FCC on January 31, 2020. Attached is an Affidavit, Exhibit E, containing certification, including those required under the provisions of 60-09-05-12.1 (5), (6), (7), (8) and 47 CFR 54.313.

10. Based on all of the forgoing information including the information provided on Confidential Exhibits A, B, and C, Midcontinent requests that this Commission issue an appropriate certification to the FCC and USAC indicating that Midcontinent Communications is in compliance with 47 U.S.C. § 254(e) and should receive all federal universal service support determined for distribution to Midcontinent in 2021. **In order to ensure that certification is issued to the FCC prior to October 1, 2020, Midcontinent would further ask the Commission to expedite the process that is initiated based on this filing.**

Dated this 30th day of June 2020.

Respectfully Submitted,

PEARCE DURICK PLLC

BY:



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*Individually and as Members of the Firm
Attorneys for Midcontinent Communications*

Exhibits to Midcontinent's 2020 ETC Filing:

- Exhibit A- Operation Expenses (**CONFIDENTIAL – NOT FOR PUBLIC**)
- Exhibit B - Two Year Capital Expenditures (**CONFIDENTIAL – NOT FOR PUBLIC**)
- Exhibit C - Outages and Customer Complaints (**CONFIDENTIAL – NOT FOR PUBLIC**)
- Exhibit D - Lifeline
- Exhibit E - Affidavit

MIDCONTINENT COMMUNICATIONS

CONFIDENTIAL

Exhibit A

MIDCONTINENT COMMUNICATIONS

CONFIDENTIAL

Exhibit B

MIDCONTINENT COMMUNICATIONS

CONFIDENTIAL

Exhibit C

MIDCONTINENT COMMUNICATIONS

Exhibit D - Lifeline

Terms & Conditions of Lifeline Plans

Lifeline provides discounts on Midco residential service plans that include voice service. Lifeline discounts provided to qualified recipients include the \$9.25 per month federal Lifeline discount plus state discounts, if available.

Midco's flat-rated residential voice service plans provide unlimited local calling. Lifeline discounts may be applied to bundled service packages that include voice services, internet service and/or video service. Lifeline discounts may also apply to voice service plans that include optional calling features such as caller ID, call waiting, and voicemail.

Toll service is available to customers receiving Lifeline discounts in the same manner that it is available to non-Lifeline customers. Toll limitation service is available to Lifeline customers at no charge.

Information concerning Midco's Lifeline program can be found on our Lifeline web page at www.midco.com/lifeline/



Stay Connected with Lifeline

Whether it's keeping in touch with family, searching and applying for a job, doing school work or paying bills – staying connected is important.

Lifeline is a federal program intended to put home phone and internet service within the reach of qualifying families - giving low-income households affordable home phone or internet access.

This isn't a promotion or special offer. If you reside in a state where Midco is an eligible telecommunications carrier (ETC) and Midco services are available at your home address, you may be eligible for this program if you meet the program qualifications.



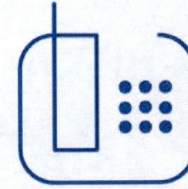
Broadband Assistance



Enjoy cost-effective connectivity, with no installation fee and rent-free modems.¹

- Up to 25 Mbps downloads & 3 Mbps uploads

Home Phone Assistance



Get reliable, digital home phone service at a reduced monthly rate.² There's no installation fee, and it includes free long-distance blocking upon request.

Eligibility

Lifeline Assistance is available to qualifying new and current customers who meet income guidelines. Some of the other eligibility requirements include:

- Only one Lifeline credit is allowed per household.
- Only one Lifeline credit is allowed per individual.
- Midco service must be in the eligible participant's name or they must certify that the program participant is a member of the household.
- You may be required to recertify household eligibility at any time. Failure to recertify may result in termination of the Lifeline benefit.
- Lifeline assistance cannot be transferred to another person.



How to Apply

- Visit [CheckLifeline.org](https://www.CheckLifeline.org) to apply and check your eligibility for this federal program. If you need help, call the Lifeline Support Center at 1.877.524.1325.
- [Download the PDF Lifeline application](#) and mail it **with your proof of eligibility document(s)** to USAC, Lifeline Support Center, PO Box 7081, London, KY 40742.
- Contact us at 1.800.888.1300. We'll mail you a form to fill out and send to USAC **with your proof of eligibility document(s)**.

APPLY ONLINE

DOWNLOAD APPLICATION

Note: As of March 24, 2020, customers who reside in the state of Minnesota wishing to apply for the Lifeline benefit will be required to check their Lifeline eligibility through the FCC and USACs (Universal Service Administrative Company) National Verifier system.

Minnesota Customers

Having trouble paying for phone or internet service? [Minnesota's Telephone Assistance Plan \(TAP\)](#) and the federal Lifeline program help make these services affordable to low-income consumers.

TAP offers a \$7 per month discount on home landline telephone service online. The Lifeline program offers a \$7.25 per month discount on home landline service or \$9.25 per month discount on internet service. Program eligibility is based on income. Consumers enrolled in [certain federal programs](#) may already be eligible.

LEARN MORE



FAQ

What qualifications must I meet to be eligible?



I am currently a Midco customer. Can I switch to a Lifeline plan?



I am not currently a Midco customer. Do I need to have active Midco service before I can apply for Lifeline?



Do I qualify for MN TAP program?



What steps do I take to renew my contract?



What other things should I be aware of before I begin my application?



Questions or Complaints

For unresolved questions or complaints, you may contact the state utilities commission in your state:

Kansas

Kansas Corporation Commission,
Office of Public Affairs and Consumer Protection
1500 SW Arrowhead Road, Topeka, KS 66604
Toll-Free: 1.800.662.0027, or in Topeka: 785.271.3140
Hearing or speech impaired TCC Kansas Relay Center:
1.800.766.3777

Minnesota

Minnesota Public Utilities Commission, Consumer Affairs
Office
121 7th Place E, Ste 350, Saint Paul, MN 55101
Toll-Free: 1.800.657.3782 or 651.296.0406
MN.gov

North Dakota

North Dakota Public Service Commission
600 E Boulevard, Bismarck, ND 58505
Toll-Free: 1.877.245.6685 or in Bismarck: 701.328.2400

South Dakota

South Dakota Public Utilities Commission, Consumer Affairs
Capitol Building, 500 E Capitol Ave, Pierre, SD 57501
Phone: 605.773.3201

Services may not be available in all areas, and some restrictions may apply.

¹ Actual speeds may vary depending on your computer or mobile device's capacity, the number of devices accessing the internet at one time and web traffic. Speeds may also be impacted by third-party equipment (such as your computer or router). If you enroll in Lifeline internet, download speeds are up to 25 Mbps. These speeds are not compatible with our TiVo® service, which requires a minimum of 50 Mbps downloads.

² When qualifying under the Federal Telephone Lifeline Program, if you live in Minnesota or Kansas, you will also qualify for additional state assistance under the Minnesota Telephone Assistance Program (TAP) or the Kansas State Lifeline program.

Taxes and other federal fees will increase the cost on phone services. FCC regulations state that broadband Lifeline recipients must remain with the same internet service provider (in this case, Midco) for at least 12 months after first qualifying for the Lifeline discount. After that, you are free to switch your internet and qualify for a Lifeline benefit with a different company. The FCC allows an exception if you move to a different state or area where your provider (Midco) doesn't offer service. If that's the case, please contact us so we can help you transfer your broadband Lifeline benefit to your new internet provider.



Cross Channel- Broadband Lifeline:30 (brand refresh)

Video	AUDIO
<p><i>Currently says "Apply for Midco Lifeline Assistance Program"</i></p> <p><i>Midco logo with contact information.</i></p>	<p>At Midco, we believe being connected is important. You use your internet and phone to pay bills, complete homework and stay in touch with family and friends.</p> <p>But we know for some people, a home phone or internet connection is just not affordable.</p> <p>We're here to change that with the Lifeline assistance program.</p> <p>Qualifying households can get home phone service at a reduced monthly rate and broadband internet for less than \$10 a month.</p> <p>To find out if you qualify for Lifeline assistance, call 1.800.888.1300 or visit Midco.com/Lifeline.</p>



2019 ANNUAL NOTICE

The digital cable boxes may limit your ability to use certain advanced features on your TV or other video equipment. These digital cable boxes will "convert" the cable channels to a designated video input on your TV. The process of converting all of our channels to a designated channel means that you can only receive one channel on your TV at a time through the digital cable box. You consequently may be unable to use certain features of your TV or other video devices without additional equipment, such as recording one program while watching another, recording two or more consecutive programs that appear on different channels and the use of picture-in-picture may not be possible without additional equipment.

The remote control that may have come with your TV or other video equipment also may be capable of controlling the digital cable box. If you choose, you may buy a "universal" remote control unit from a retail store that is capable of working with our digital cable boxes. Although features and functions of remote controls vary significantly, many universal remote control models from Sony, RCA, and Universal Electronics may be programmed to operate our digital equipment. For more information about the compatibility of your remote control unit with Midco equipment, visit a Midco Customer Experience Center or at Midco.com/RemoteControls.

All set-top converter boxes and remote controls leased from us must be returned with the within five (5) calendar days after disconnection of Service in accordance with Section 5 of the General Terms and Conditions above. If our equipment is not returned or is damaged, replacement costs will be charged to your account.

INTERNET ACCESS SERVICE

We provide internet access service subject to Midco's Subscriber Agreement, Acceptable User Policy and Privacy Policy, each of which may be changed at Midco's discretion. Current versions of these documents are available online at Midco.com/Legal.

Midco also provides its Internet Service Performance, Terms, and Network Management Disclosure online at Midco.com/Legal. The disclosure may be changed or updated at any time without notice.

Copyright Infringement Policy: While Midco does not monitor customer webpage views or content of downloads, third parties may notify us of alleged copyright infringement. In those instances, information is gathered independently by copyright holders or their agents. We will send the complaint to our customers via email, the United States Postal Service and/or via web alert.

Our main purpose is to ensure our customers are aware of alleged and potentially unknown copyright infringement activity and of potential consequences associated with such activity. This information was gathered independently by the copyright holder. Please note that Midco is not a party to complaints such as these. We do not release a customer's identity to a copyright holder unless required to do so by a court order or a valid subpoena, issued by a court with jurisdiction over Midco.

If we receive repeated copyright infringement notices for a customer over a period of time and after notifications have been sent to the customer, we may choose to take action up to and including disconnection of service, due to violation of our Acceptable User Policy.

For more information, please view our Copyright Infringement Policy online at Midco.com/Legal.

BILLING POLICIES AND PROCEDURES:

- Midco's Services generally are billed one month in advance. The exceptions are for Services such as long-distance voice calls and pay-per-view or ON Demand movies or events, which are billed after they are provided to you.
- Once your installation is complete, you will receive your first billing statement within 5-7 business days of the initial installation of service. If you make changes to your service, charges or credits will appear on your next billing statement. If you disconnect all Services, you will receive your final bill within 5-7 business days. Charges for Services you begin on the date they were installed or changed. Because Midco bills one month in advance, new Services or Services that have been changed will likely fall in a month for which we have already billed. Midco may require payment in advance for the partial month of service by credit card or other electronic payment options. If the initial partial month payment is not collected at the time service is initiated, your first bill following the purchase of new Services probably will have partial month billing from the date you received the new Services until the next billing cycle along with one month in advance for all the Services you receive.
- The bills you receive will show the total amount due and the payment due date. When you subscribed to our Services, you agreed to pay us monthly by the payment due date reflected on the monthly bill for that Service and for any other charges due, including any administrative and related fees, charges, and assessments for late payments or non-payments, returned check fees, and other charges or additional fees. The due date is indicated at the top of your monthly statement. Please allow for sufficient mailing time to ensure that your payment reaches us by the due date. Electronic payments may take up to three business days to process.
- When you subscribed to Midco's Services, you agreed to pay all city, state and federal fees and taxes, franchise fees, regulatory fees, retransmission fees, and other charges, if any, which are now, or may in the future be, assessed by governmental entities on the Services you receive from us. Franchise fees are paid by us to the city or township in which you live for use of public rights-of-way and the right to operate a cable television system in your community. Regulatory fees are charges that the FCC assesses and uses to fund federal government oversight and regulation of cable television operators. We typically identify and include franchise and FCC regulatory fees and other governmentally-imposed fees and taxes on your monthly bill.
- A late fee of up to \$10 will be assessed to accounts not paid in full each month by the due date. When you subscribed to Midco's Services, you agreed that the amount of the late fee bears a reasonable relation to probable damages suffered by Midco, and is not disproportionate to any damages reasonably to be anticipated from the payment of less than the full amount of your account.

- If we are required to use a collection agency or attorney to collect money that you owe us or to assert any other right that we may have against you, subject to applicable law, you have agreed that we pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees, and court costs.
- If you believe your bill contains an error or you otherwise wish to request a credit on your bill, you must notify us within sixty (60) days from the time you receive the bill for which you are seeking correction.
- Subject to applicable law, your Service may be suspended or disconnected if you do not pay your bill by the due date indicated on your monthly statement, and we may require you to pay all past-due charges, an installation fee, and a minimum of one month's advanced charges before we reconnect your service. If you have been suspended or disconnected three times, you may not be eligible for reconnection. If you do not reconnect for any reason, any rental equipment must be returned to us within five (5) calendar days following the disconnection of Service(s) as specified in Section 6 of the General Terms and Conditions above. A handling fee will be charged for returned checks. To have your Service(s) reinstated after disconnection, you must pay a reconnect charge in addition to the account balance and the next month's service fee. A fee may also be assessed if you wish to expedite the reconnection of Service.
- You may request that your cable TV, voice, or internet service be disconnected at any time. Services cannot be disconnected the same day as the request, one (1) business day notice is required and billing for this Service will cease on the scheduled date. Your last billing statement may include credits due to partial month billing of the disconnected Service(s). To avoid any further liability, all leased equipment required for cable TV, voice, and internet services must be returned to Midco within five (5) calendar days after disconnection of Service(s) as specified in Section 5 of the General Terms and Conditions. If the equipment shows evidence of damage due to negligence or beyond normal wear and tear, Midco may charge for the replacement cost of the unit.

COMPLAINT RESOLUTION PROCEDURES

Customer Concern Resolution: If you have questions or concerns regarding your Midco Service, please call Customer Service at 1.800.888.1300. This contact number is provided on your monthly statement and online at Midco.com.

You can also: Submit your concern in writing. Be sure to include your name, address, best contact telephone number and best time to contact you. Mail your concern to: Midco, Attn: Customer Service, P.O. Box 5010, Sioux Falls, SD 57117.

In addition, if you are dissatisfied with our handling of your cable complaint, you may contact your local franchising authority. You will find the address of the responsible officer for your franchising authority on your monthly statement.

Questions or complaints concerning Midco's Internet Service Performance, Terms, and Network Management Disclosure may be sent to netiservice@midco.net or Midco Network, 3901 N. Louise Ave., Sioux Falls, SD 57107.

Signal Quality Complaint Resolution: Complaints concerning the technical quality of the cable television signals we provide to you can be made in writing and sent to the following address: **Midco, ATTN: Customer Service, P.O. Box 5010, Sioux Falls, SD, 57117**

Or if you prefer, call us at 1.800.888.1300 or reach customer service via live chat or social media channels at Midco.com/Contact. A service technician will investigate complaints concerning the technical quality of cable television signals within one business day of receipt, consistent with our ability to access your premises if such access appears necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may call Midco or reach Customer Service via Midco.com/Contact, and we will review the complaint and the corrective action taken.

If we cannot take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a cable TV service complaint are deficient in some manner, you may contact the local franchising authority listed on your monthly billing statement.

Local Voice Service Complaint Resolution: If you have a local voice service complaint you feel is not being resolved to your satisfaction, you may contact your state public utility commission.

- South Dakota: Public Utility Commission (PUC) at 1.800.332.1782
- North Dakota: Public Service Commission (PSC) 1.701.328.2400
- Minnesota: Public Utility Commission (PUC) 1.800.657.3782
- Kansas: Kansas Corporation Commission (KCC) 1.800.662.0027
- For interstate services, you may contact the Consumer and Governmental Affairs Bureau of the Federal Communications Commission, 445 12th Street SW, Washington, DC 20554, 1.888.225.5322, TTY: 1.888.835.5322.

MISCELLANEOUS GENERAL INFORMATION

Parental Controls: With the wide variety of programming available on cable channels, we recognize that not all programs or channels are suitable for every member of the household. For cable TV customers who have access to the program guide through their digital receiver, HD digital adapter, DVR or TiVo® DVR, channels, ratings and programs can be blocked using the remote and following the instructions on the guide. You may set controls on what programs may be viewed through use of a PIN. In addition, you can restrict access to pay-per-view programming. For further information, please call 1.800.888.1300 or visit Midco.com/ParentalControls.

© 2019 Midcontinent Communications. All Rights Reserved. Midco is an EEO/AAE employer including Vets and Disabled.

October 2019

Midcontinent Communications ("Midco," "we" or "us") is committed to providing you, our customer ("you" or "customer"), with state-of-the-art technology and exceptional customer service. This Notice summarizes Midco's policies and practices that directly affect you as a Midco customer. Use of your Midco services indicates your agreement to abide by these policies and terms. We will send you written, electronic or other appropriate notices when we make material changes to these policies and practices and when they will take effect. If you find the changes unacceptable, you have the right to cancel your service. However, if you continue to receive services after the effective date of any change, this will serve as your acceptance of the changes communicated to you.

CUSTOMER CARE - OUR PLEDGE TO YOU

- If for any reason, you do not completely satisfy with your new or upgraded service during the first thirty (30) days from installation, we will refund all charges, including installation.
- Under normal operating conditions, the average telephone call answer time by a customer service representative will not exceed thirty (30) seconds after you have selected the prompts to direct your call to the team that can assist you.
- We will notify you a minimum of thirty (30) days in advance of any price or channel change that is within our control. Changes in taxes or other government-related charges are not within our control and will be communicated to you as soon as possible.

Service Calls/Installations:

- We offer a variety of appointment schedules Monday through Friday. In some areas, evening and Saturday appointments are also available. Based on the schedule, we will inform you of the arrival time for the technician.
- Specific service timeframes are not available in all areas. We then offer one-half day or full-day appointment windows, as available.

Service Disruptions:

- We will respond to any area service disruption within twenty four (24) hours. (An area service disruption occurs when it impacts multiple customers.)
- Under normal business conditions, we will begin working on individual customer service disruptions promptly within twenty four (24) hours after receiving notice of any condition within our control. We will begin actions to correct any other service problems within one business day after we receive notification of the service problem.
- Equipment may be mailed to your location for installation. You are responsible for that equipment.

PRIVACY

General Privacy Policies

Authorized Users: If you choose to add an authorized user to your account, you are granting total account access to that person. This means an authorized user can obtain billing and service information, have access to call records, make payments, install, upgrade, downgrade or disconnect services, as well as take over responsibility of the account by removing your name as the account holder through the Change of Account Responsibility process.

Protection of Nonpublic Personal Information: We consider the privacy of our subscribers to be very important, and we are committed to keeping nonpublic personal information about our subscribers secure and confidential. Midco's Privacy Policy can be viewed at Midco.com/Legal. This notice does not cover information that may be collected through any other products, services or websites, even if accessed through our services or cable system. You should read the privacy policies for these other products, services and websites to learn how they handle your personal information.

Pertinent Personal Information: "Personally identifiable information" is information that identifies a particular person; it does not include aggregate data that does not identify a particular person or persons. The personally identifiable information that we collect concerning our customers in connection with the provision of our services includes (i) contact information including your name, billing address, and home, business and mobile telephone numbers, as well as email and text messaging addresses; (ii) social security and driver's license numbers; (iii) billing, payment and deposit records, including credit card and bank account numbers used to pay for our services; (iv) credit information, maintenance and complaint information, including customer correspondence and communications records; and (v) the services you have chosen to receive and information about the television sets, set-top boxes, and other equipment and devices connected to our cable system. When you use our interactive or other transactional services such as ON Demand video or pay-per-view, we may collect certain information about your use of these services. If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities, as well as your landlord's name, address and telephone number. We collect and use this information for billing and collections, programming, marketing, maintenance, and other cable-related purposes, including the detection of unauthorized reception of cable services. We may collect such information during the period of time that you are receiving service and for a reasonable amount of time thereafter for purposes of follow-up billing (L.U.C.). We may combine the personally identifiable information that we collect about you as part of our regular business records with information about you obtained from third parties for the purpose of creating an enhanced customer database to help us identify other services we or our affiliates, provide that might interest you. We will destroy the personally identifiable information when the information is no longer necessary to conduct our service-related activities and is not required by us for other legitimate business reasons such as tax or accounting purposes. We also may collect anonymous and/or aggregate viewing information which does not identify you personally for any reason, including determining which programs are most popular, how many people watch the show, and which cable features are used most often.

Disclosure of Information - Personal Privacy Protection: Midco strives to protect your privacy and will not release personally identifiable information we have collected about you in connection with the operation of our cable system without your consent, except to those businesses or individuals lawfully permitted to receive it. We may disclose personally identifiable information about you to others without your consent, if necessary to conduct a legitimate business activity related to a service we provide to you. For example, if necessary, we may occasionally disclose your name, address, or other subscriber information we have collected to an affiliate or another unrelated company for the following purposes: (a) to assist us in providing administrative services and customer assistance; (b) to prepare, print, or deliver monthly notices for our services or follow-up marketing or informational materials that we distribute to our customers; (c) to prepare and conduct subscriber surveys that allow us to assess and enhance the services

we provide to our customers; (d) to collect a past due bill; or (e) to develop or maintain software for us. You may prohibit or limit disclosure of your name and address for mailing lists by contacting us at 1.800.888.1300.

We may be legally required to release your personal information to the government or a third party due to a law, court order, subpoena, or other government order or legal process. We also may release your personal information if we believe an emergency involving danger of death or serious physical injury or a credible threat to children or public safety requires disclosure. When allowed by law, we will notify you before releasing your personal information to give you a chance, if you decide it is in your interest, to seek advice from an attorney. In some situations, we are legally prohibited from providing you with any notification regarding the release of your personal information.

Anonymized Information: Information that is anonymized (stripped of any information that could be used to identify you) may be used by Midco for any reason and shared freely with affiliates, partners and other third parties, including advertisers, content providers, audience measurement and market research firms. These firms may combine this information with details about you or your community (such as census neighborhood information) to generate audience analysis data that helps us and our network partners decide which programs and channels to carry, and to improve our cable TV services. We may also use this information to provide a more personalized experience by directing advertisers to channels that produce more sales as they consider, design, and evaluate advertising campaigns. This information may then be further aggregated (combined with information from many other users), and may include information such as traffic patterns, trends in connection with various types of transactions, and other information.

Home Security Services: In some areas, we provide home monitoring services, which may include video surveillance services at a customer's request. This monitoring service would provide notification of alarms to emergency responders and may securely record and store video at your direction and for your use only. Our employees and agents do not have access to any recorded video. Video is stored so long as you remain a subscriber to this service subject to the Maximum Storage Detailed Below. You can permanently protect selected clips within the system and/or download them at your option. Once you reach your Maximum Storage Amount (as defined by the level of Security Services chosen), the oldest video clips are deleted to store the most recent. This is commonly referred to as First In First Out.

Home Network Services: In some areas, we may offer home network services to our customers. To provide these services, we install software on equipment leased to our customers for use in their homes. The software allows us to troubleshoot home networking problems and monitor the use of electronic devices in the home which are connected to our network, including the operational status, type and number of devices connected in your home at any particular time, and their signal strength, data usage and other performance measures. Any data collected performing this service will be destroyed when the information is no longer necessary to conduct our service-related activities and is not required by us for other legitimate business reasons.

Voice Assistance Devices: If you link a voice assistance device to your home network or device, that device may transmit data to its controlling outside entity or location. Midco has no control over what you authorize, and your device has access to or what information that device does transmit to an outside entity. Only you control that data access. For information on what that device does access and share, review the privacy policy provided by that device's company.

Your Right to Review Personal Information: The personally identifiable information about you that Midco collects and maintains is available for your review at a Midco Customer Experience Center during normal business hours, or call 1.800.888.1300 for assistance. We will correct our records if you make a reasonable showing that any of the information we have collected is inaccurate.

VOICE PRIVACY POLICY

Do-Not-Call Policy: Midco has adopted its Do-Not-Call policy to ensure that we honor the privacy preferences of our customers and potential customers. Our policy is to comply with all applicable federal and state Do-Not-Call laws and to refrain from making any voice calling solicitations to any person who has indicated a desire not to receive such calls. This policy shall be followed by all persons who use the voice calling to make the residential services offered by Midco. You may obtain a copy of this policy at any of our Customer Experience Centers, by contacting us via mail at P.O. Box 5010, Sioux Falls, SD, 57117, or by calling 1.800.888.1300.

CABLE PRIVACY POLICY

Noncompliance: If you believe we have violated your cable television privacy rights as established by law, we encourage you to contact us directly to resolve your question or concern. In addition to other remedies that may be available to you under state law, you may bring a civil action against us in a United States District Court to enforce the limitations imposed on us by federal law with respect to your personally identifiable information.

GENERAL TERMS AND CONDITIONS

The following are general Terms and Conditions of the Agreement you accept when you receive Midco's services. For purposes of this Agreement, Midco services may include, but are not limited to, cable television service, internet service and voice service, each a "Service" and collectively the "Services."

Midco may change prices, fees, the Services and/or the terms and conditions of this Agreement in the future. Unless this Agreement or applicable law specifies otherwise, we will give you thirty (30) days prior notice of any significant change to this Agreement. If you do not agree to the change, you have the right to cancel your Service(s). However, if you continue to receive the Service(s) after the end of the notice period (the "Effective Date") of the change, you will be considered to have accepted the changes. You may not modify this Agreement by making any typed, handwritten, or any other changes to it for any purpose.

Midco reserves the right to refuse service if:

- An applicant is indebted to Midco for past bills incurred and refuses to liquidate the debt;
- An applicant refuses to pay a reasonable deposit, advance payment, or installation charge;
- An applicant has been suspended or disconnected on three (3) prior occasions;
- An applicant, although not personally liable to Midco, is attempting

Call 1.800.888.1300
Go to Midco.com/Contact or Midco.com/Business/Contact
Visit one of our Customer Experience Centers





Contact Us: Midco.com or 1.800.888.1300

NEW CUSTOMER
123 SUNSHINE WAY
ANYTOWN, USA 51000



Total Amount Due \$00.00
Pay By 07/04/18
Account Number 0123456789

News from Midco!

Welcome to Midco!

We know that you'll enjoy our reliable phone service. By subscribing to the service, you agree to the terms and conditions described in the enclosed agreement and at Midco.com/Legal.

Assistance: Low-income telephone subscribers may qualify for Lifeline Assistance Programs. Visit Midco.com/Lifeline or call 1.800.888.1300 for details.

Alert: Caller identification is susceptible to fraud known as Caller ID Spoofing. Fraudulent parties can deliberately falsify a number relayed to your caller ID to try to disguise their identity and where the call was originated. For more information visit www.fcc.gov/guides/caller-id-and-spoofing.

Your privacy is important at Midco. When requesting call record information, we follow strict verification procedures before releasing information.

Questions? Call 1.800.888.1300.

New Charges Summary

Phone Services 00.00
Additional Phone Services 0.00
Taxes, Surcharges & Fees 00.00

Total New Charges \$00.00

Current Billing Summary

Previous Balance 0.00
Current Amount Before Savings 0.00
Total Monthly Savings 00.00

Total Amount Due \$00.00

You Saved \$0.00 This Month

Phone Package Discount -0.00

Detach and enclose the portion below with your payment. Please write your account number on your check. Do not send cash.



PO Box 5010, Sioux Falls, SD 57117-5010
9607 3 AB 0.408 011100//31786

NEW CUSTOMER
123 SUNSHINE WAY
ANYTOWN, SD 51000

Pay Online: Visit Midco.com. Register for or sign in to My Account.
Pay by EFT: Currently enrolled in Automatic Payment
Pay by Phone: Call 1.800.888.1300 to make an automated payment.
Pay by Mail: Return this stub with payment. Do not send cash.

Total Amount Due Do Not Remit
Pay By 07/04/18
Account Number 0123456789

Statement Code 001

Name/Address Corrections Noted

Make checks payable to:

MIDCONTINENT COMMUNICATIONS
P.O. BOX 5010
SIOUX FALLS, SD 57117-5010





Contact Us: Midco.com or 1.800.888.1300

Total Amount Due

\$0.00

Pay By

07/04/18

Account Number

0123456789

Phone Services

\$00.00

Home Phone Package	06/15-07/14	00.00
	(Unpackaged Price \$00.00)	
Discounts:		
Phone Package Discount		-\$00.00

Get calling with a basic phone line ((701) 751-1569), 8 calling features, unlimited local & domestic long-distance calling, plus voicemail with eVOICE.

Additional Phone Services

-\$0.00

For Telephone: (701) 751-1569		
Federal Lifeline Support	06/15-07/14	-0.00

Taxes, Surcharges & Fees

\$0.00

Phone		
Federal Access		0.00
Federal Excise Tax		0.00
Universal Service Fee		0.00
Local Number Portability		0.00
County Govt 911 Emergency Surcharge		0.00
Federal TRS & Administration Fee		0.00
Access Recovery Charge		0.00
Telecom Relay Services		0.00
Gross Receipts Tax		0.00
Local Sales Tax		0.00
County Sales Tax		0.00
State Sales Tax		0.00

Frequently Asked Questions

What are Federal Access Charges?

These charges - proposed and authorized by the Federal Communications Commission (FCC) - provide for access to and maintenance of the local network.

What is the Federal Excise Tax?

The federal government mandates this tax, which is imposed on local and wireless phone services.

What is the Universal Service Fee?

In May 1997, the Federal Communications Commission adopted rules mandating all telecommunications carriers pay into a federal program called the Universal Service Fund (USF). The fund helps provide affordable telecommunications services for both low-income customers and customers in rural areas. It also provides discounts on internet access for eligible schools, libraries and rural healthcare providers.

What is the Local Number Portability Fee?

The Federal Communications Commission permits phone companies to add this charge to all phone lines as compensation for creating systems that allow residential and business phone customers to retain their existing local phone numbers (at the same location) when switching from one local phone service to another.

What is the County Government 911 Emergency Surcharge?

Local governments mandate this surcharge to help pay for emergency services such as fire and rescue.

Closed Captioning Inquiry: If you need assistance with closed captioning, you may contact us via email at closed_caption@midco.net, call us at 1.800.888.1300 or send a fax to 605.271.1986. For written inquiries, please contact Scott Anderson, Chief Legal Officer, 3901 N Louise Avenue, Sioux Falls, SD 57107.



Contact Us: Midco.com or 1.800.888.1300

Total Amount Due

\$34.91

Pay By

07/04/18

Account Number

0123456789

What is the Federal Telecom Relay Service (TRS) and Administration Fee?

All carriers providing interstate telecommunications must support TRS, which enables phone conversations between people with speech/hearing impairments and those without. The Federal TRS surcharge is assessed as a percentage of interstate toll charges.

What is the Access Recovery Charge (ARC) Fee?

The Access Recovery Charge (ARC) is a fee related to changes in FCC rules. This monthly fee is a way to recover the costs of providing access to the phone network.

What is the Telecom Relay Service Charge?

This state service charge helps to pay for the state relay center, which transmits and translates calls for hearing-impaired people.

What is the Gross Receipts Tax? This tax is on gross receipts derived from the furnishing of phone services. The service provider collects the tax and reports the collections annually to the Department of Revenue.

What are State and Local Taxes?

State, local and municipal governments mandate these taxes on goods and services.

What is Midco's policy on refunds for credit card transactions?

When a customer pays money on an account by credit or debit card, and there needs to be a partial or full refund to that card because of the customer's transaction, it is Midco's policy to issue a credit to the customer's account as long as it is within 30 days of the credit transaction. If there was an error in the amount charged to card by Midco, we may issue a credit to the customer's credit card with a manager's approval.

What is Midco's policy for returned payments?

If any payment is returned unpaid, Midco will apply a fee to your next monthly statement. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

For customers who have authorized recurring payments: You authorize Midco to make a one-time electronic funds transfer (EFT) from your account to collect a fee. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

If you plan on moving, please call 1.800.888.1300 or visit Midco.com/Move at least two weeks prior to your move to ensure a smooth transition of services. Then complete a change of address form with the U.S. Postal Service at USPS.com to make sure your mail always reaches you.

Call Before You Dig There may be underground wires located in your yard. Digging into an underground wire could result in serious personal injury, service interruptions or property damage. If utility lines are cut, you may be liable for charges. Please call 811 or the appropriate number for your state to locate underground utility cables:

South Dakota 1.800.781.7474

North Dakota 1.800.795.0555

Minnesota 1.800.252.1166

Wisconsin 1.800.242.8511

Kansas 1.800.344.7322

Service and Pricing for ANYTOWN, USA

A LA CARTE RATES

Basic Cable	\$69.95	Whole Home Wi-Fi	\$7.95	Add/Activate Outlet	\$25.00
Essentials Cable	\$39.95	Modem Monthly Lease	\$3.00	Special Phone Feature Install	\$25.00
Limited Cable	\$19.95	Wireless Modem Monthly Lease	\$5.00	Home Service Call	\$50.00
Cinemax	\$16.00	Local Home Phone Line	\$20.00	Directory Listing Change Fee	\$6.00
HBO	\$16.00	Additional Home Phone Line	\$9.95	Modem Purchase DOCSIS 3.1	\$149.00
SHOWTIME	\$16.00	Caller ID	\$3.95	Wireless Modem Purchase DOCSIS 3.1	\$199.00
STARZ ENCORE	\$16.00	Voicemail	\$5.95	Midco SmartHOME Installation	\$100.00
The Movie Channel	\$16.00	Three-Way Calling	\$3.95	Reconnect Fee	\$75.00
Variety Package	\$3.50	Call Forwarding	\$3.95	CR123 Battery	\$5.00
Spanish Package	\$4.00	Call Waiting	\$3.95	CR2 Battery	\$5.00
Sports & Variety Package	\$9.00	Speed Call-30 Number	\$3.95	64GB SD Card	\$29.00
CableCARD Monthly Lease	\$4.00	Speed Call-8 Number	\$3.95	Motion Detector Beam	\$74.00
Digital Receiver Lease \$4/ea	\$4.00	Call Forward-Busy/Don't Answer	\$3.95	Door/Window Sensor	\$39.00
Digital Adapter Lease \$3/ea	\$3.00	International Long Distance Service	\$0.00	Deadbolt Door Lock - Nickel	\$229.00
DVR Lease \$16/ea	\$16.00	Non-Listed Directory Service	\$3.95	Deadbolt Door Lock - Bronze	\$229.00
HD Receiver Lease \$8/ea	\$8.00	Non-Published Service	\$3.95	Firefighter Wireless Audio Detector	\$74.00
HD/Digital Adapter Lease \$3/ea	\$3.00	Distinctive Ring	\$3.95	Glass Break Detector	\$119.00
TiVo Service Fee	\$4.00	Last Call Return	\$3.95	Garage Door Sensor	\$74.00
TiVo DVR	\$16.00	Continuous Redial	\$3.95	Motion Detector	\$89.00
TiVo Mini Lease	\$8.00	Call Waiting-Identification	\$3.95	Smart Bulb	\$24.00
TiVo Stream Lease	\$5.00	Additional Directory Listing	\$3.95	Indoor Camera	\$154.00
Midco Internet 50	\$49.95	Selective Call Rejection	\$3.95	Outdoor Camera	\$219.00
Midco Internet 100	\$59.95	Toll Denial Block	\$3.95	Outlet Control	\$59.00
Midco Internet 150	\$69.95	Terminating Call Manager	\$0.00	Smoke/CO Detector	\$149.00
Midco Internet 200	\$99.95	Unlimited Domestic Long Distance	\$10.95	Thermostat	\$129.00
Midco Gig Internet	\$99.95	Installation	\$50.00	Water Sensor	\$69.00

PACKAGES

ULTIMATE QUAD	\$215.80	ULTIMATE TRIO	\$185.85	THEATRE TRIO	\$168.85
Ultimate Theatre Suite Midco Internet 150 Home Phone Package Midco SmartHOME Four Service Discount		Ultimate Theatre Suite Midco Internet 150 Home Phone Package Three Service Discount		Theatre Suite Midco Internet 100 Home Phone Package Three Service Discount	
PREFERRED TRIO	\$152.85	MIDCO INTERNET & THEATRE SUITE	\$145.90	MIDCO INTERNET & PREFERRED CABLE	\$129.90
Preferred Cable Midco Internet 100 Home Phone Package Three Service Discount		Theatre Suite Midco Internet 100 Two Service Discount		Basic Cable Preferred Cable Midco Internet 100 Two Service Discount	
BASIC TRIO	\$129.90	ULTIMATE SUITE	\$127.95	MIDCO INTERNET & BASIC CABLE	\$119.90
Basic Cable Midco Internet 100 Local Home Phone Line Three Service Discount		Preferred Cable HBO Starz/Encore Cinemax Showtime The Movie Channel Sports & Variety Package		Basic Cable Midco Internet 100 Two Service Discount	
THEATRE SUITE & HOME PHONE PKG	\$118.90	THEATRE SUITE	\$95.95	MIDCO INTERNET & HOME PHONE PKG	\$82.90
Theatre Suite Home Phone Package Two Service Discount		Preferred Cable 1 Premium Movie Package		Midco Internet 100 Home Phone Package Two Service Discount	
PREFERRED CABLE	\$79.95	SMARTHOME BUNDLE	\$39.95	HOME PHONE PACKAGE	\$32.95
Basic Cable Preferred Cable		Midco SmartHOME Midco SmartHOME Touchscreen Monthly Lease		Local Home Phone Line Caller ID Optional Voicemail 3-Way Calling Call Forward Speed Call-30 Number Distinctive Ring Last Call Return Continuous Redial Call Waiting-Identification Unlimited Domestic Long Distance	

Service and Pricing for ANYTOWN, USA

LIMITED HBO SUITE Limited Cable HBO Digital Receiver Monthly Lease	\$26.95	TELEPHONE 8 FEATURE GROUP Caller ID Three-Way Calling Call Forwarding Speed Call-30 Number Distinctive Ring Last Call Return Continuous Redial Call Waiting-Identification	\$9.95	TELEPHONE 3 FEATURE GROUP 3 Features	\$7.95
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CUSTOMER SERVICE

Call 1-800-888-1300

PO Box 5010
Sioux Falls, SD 57117-5010

Visit Our Website
midco.com



Statement Quick Guide

Review this quick guide to better understand your new Midco® statement. For more information, call 1.800.888.1300 or visit Midco.com/Contact.



AMOUNT DUE, PAY BY DATE, ACCOUNT NUMBER

Use your account number when inquiring about any customer service issues or when using online bill pay through Midco.com/MyAccount. To avoid a late fee, please pay the total amount due by date indicated.

ACCOUNT INFORMATION

This shows the name and address that receive Midco services (may or may not differ from billing address).



Contact Us: Midco.com or 1.800.888.1300

CUSTOMER NAME
ADDRESS LINE 1
CITY SD 57000-1111

News from Midco®

Due to a recent Federal Communications Commission order, you'll notice an adjustment to the Universal Service Fee on your statement. You may also see slight increases in your federal access and federal TRS fees.

Starz/Encore and HBO/Cinemax will offer Free Previews in November. Starz/Encore free preview will be November 25-29 and the HBO/Cinemax free preview will be November 26-29. The Free Preview may contain PG, PG-13, TV-14, TVMA, NC17 and R rated programs. If you do not want to see the preview, use the parental controls to block the programming. If you have questions on how to block programming, contact us at Midco.com/ContactUs.

New Channel: KSFY-Me TV (ch. 592) has been added to the Midcontinent channel lineup as of 9/1/15. MeTV showcases classic shows from the 50s through the 80s.

With NHL Center Ice, the game lives where you do. Call Midco today at 1.800.888.1300 to order NHL Center Ice at the special Early Bird price of \$131.56 or 4 payments of \$32.89.

Hit Series, New Seasons. Don't miss the new seasons of Showtime's Original Series, *HOMELAND* and *THE AFFAIR*. All new episodes air Sundays in October.

NEWS FROM MIDCO

Read important messages about service updates, new programming, and products for your area.



Total Amount Due \$154.62
Pay By 11/04/15
Account Number 000000000

NEW CHARGES SUMMARY

View monthly charges billed in advance depending on services: Internet, cable TV and phone (includes leased equipment).

New Charges Summary	
Bundled Services	112.90
Additional Cable TV Services	28.00
Additional Internet Services	3.00
Additional Phone Services	6.88
Additional Discounts	-30.00
Taxes, Surcharges & Fees	33.84
Total New Charges	\$154.62

Current Billing Summary	
Previous Balance	185.70
Payment Received 9/28/15	-85.70
Current Amount Before Savings	202.52
Total Monthly Savings	-48.00
Total Amount Due	\$154.62

CURRENT BILLING SUMMARY

See balance, payments received, new charges and amount due.

You Saved \$48.00 This Month

Offer Extension through 10/14/16	-30.00
Three Service Discount	-18.00

SUMMARY OF SAVINGS

See promotional and/or service discounts.

Detach and enclose the portion below with your payment. Please write your account number on your check. Do not send cash.



PO Box 5010, Sioux Falls, SD 57117-5010
N 0.00 011000 / 3965

CUSTOMER NAME
ADDRESS LINE 1
CITY SD 57000-1111

Pay Online: Visit Midco.com, Register for or sign in to My Account.
Pay by EFT: Set up an automated payment. (See reverse side.)
Pay by Phone: Call 1.800.888.1300 to make an automated payment.
Pay by Mail: Return this stub with payment. Do not send cash.

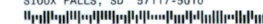
Total Amount Due \$154.62
Pay By 11/04/15
Account Number 000000000

Statement Code 001

Name/Address Corrections Noted

Make checks payable to:

MIDCONTINENT COMMUNICATIONS
P.O. BOX 5010
SIOUX FALLS, SD 57117-5010



1 2 32 10147312401 00015462 10147312401 00015462 9

PAYMENT OPTIONS

For your convenience, there are several ways to pay for your Midco services. For easy online bill pay, register at Midco.com/MyAccount today!

REMITTANCE FORM

Return this with payment in the enclosed envelope. Be sure you can see the Midco address in the envelope window. No remittance is necessary if you have recurring payments through auto-pay or Midco online bill pay.

Page 2 of 3

Total Amount Due \$154.62
Pay By 11/04/15
Account Number 000000000

BUNDLED SERVICES
Current month's services and charges for any combination of packages or bundles for Internet, cable TV and phone services

Bundled Services \$112.90

Basic Trio	10/15-11/14	112.90
<i>(Unbundled Price \$131.90)</i>		
Discounts:		
Three Service Discount		-198.00

Includes access to a variety of Basic Cable programming featuring genres from news, entertainment, sports, kids and home. Plus, Midco Xstream Internet and (605) 555-5555 Basic Phone Line.

Additional Cable TV Services \$28.90

HD/Digital Adapter Lease \$2/ea	10/15-11/14	8.00
HD/Dig Adapter Lease Waived	10/15-11/14	-8.00
Tivo Digital Video Recorder	10/15-11/14	16.00
Tivo Service Fee	10/15-11/14	4.00
Tivo Mini Lease	10/15-11/14	8.00

Additional Internet Services \$3.00

MidcoNet Modem Lease	10/15-11/14	3.00
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Additional Phone Services \$6.88

For Telephone: (605) 555-5555		2.93
Long Distance Charges		3.95
Caller ID	10/15-11/14	3.95

Other Charges and Adjustments \$8.00

ON Demand or Pay-Per-View Charges		4.00
Move Title 1		4.00
Move Title 2		4.00

Additional Discounts -\$30.00

Offer Extension (10/2015 - 10/2016) -30.00

Taxes, Surcharges & Fees \$33.84

Cable TV		
FCC Fee		0.08
Local Broadcast Retransmission Fee		5.92
Franchise Fee		4.75
Phone		
Federal Access		6.50
Federal Excise Tax		0.97
Universal Service Fee		1.90
Local Number Portability		0.43
County Govt 911 Emergency Surcharge		1.25
Federal TRS & Administration Fee		0.26
Access Recovery Charge		1.50
Telecom Relay Services		0.15
Gross Receipts Tax		1.49
Local Sales Tax		2.87
State Sales Tax		5.77

Telephone Detail

Directory Listing
This is how your directory listing will appear in the local telephone directory. If you wish to make changes to your directory listing, please log in to Midco.com.

Customer Name Address Line 1 City (605) 555-5555

605-555-5555 Long Distance Charges

Date	Time	Number	Destination	Duration	Amount
09/16	10:30 pm	507-555-0001	WORTHINGTON, MN	1:18	0.12
09/17	9:10 pm	602-555-0502	EDEN PRARE, MN	0:12	0.02

Additional Cable TV Services
Equipment lease

Additional Internet Services
Equipment lease and related charges

Additional Phone Services
Long distance, directory assistance and operator-assisted calls

Other Charges and Adjustments
ON Demand and pay-per-view purchases

CURRENT MONTH'S SERVICES AND CHARGES

ADDITIONAL DISCOUNTS
Promotional and other savings not included in package discounts

TAXES, SURCHARGES & FEES
Mandated taxes, surcharges and fees (by service)

TELEPHONE DETAIL
Summary of usage charges on each phone line

Automatic Payment Authorization (EFT)

Customer Name: _____ Account: 000000000 Pay By: 11/04/15

ADDRESS LINE 1: _____
CITY SD 57000-0000

To pay online, visit Midco.com and register for My Account.

Please debit my:

Checking Account (enclose a voided check)

Savings Account (enclose a voided deposit slip)

I (we) authorize Midcontinent Communications to initiate entries to my (our) account described for my (our) monthly bill beginning with next month's statement. I (we) understand that the current month's charges may be paid separately by check or credit card.

Signature _____ Signature (if required for a joint account) _____

This authority is to remain in full force and effect until Midco has received written notification from me (or either of us) of its termination allowing Midco at least 45 days prior to next processing date. Please be advised should any electronic payments return "NSF" (non-sufficient funds) your account will be assessed the maximum NSF fee allowed by applicable law.

AUTOMATIC PAYMENT AUTHORIZATION FORM
Electronic funds transfer (EFT) authorization form if you want your payments automatically debited from a bank account each month

Page 3 of 3

Total Amount Due \$154.62
Pay By 11/04/15
Account Number 000000000

605-555-5555 Long Distance Charges (continued)

Date	Time	Number	Destination	Duration	Amount
10/12	6:10 pm	507-555-0001	WORTHINGTON, MN	0:06	0.01
10/12	6:17 pm	507-555-0001	WORTHINGTON, MN	0:06	0.01
10/12	7:17 pm	507-555-0001	WORTHINGTON, MN	0:12	0.02

Long Distance Charges for 605-555-5555 36:48 2.93

Frequently Asked Questions

Where can I find programming updates?
The majority of the television programming you enjoy is owned by media companies other than Midcontinent Communications. From time-to-time we are required to negotiate with broadcast and cable networks for the right to transmit their signals to you. Visit Midco.com/Programming for the latest programming updates.

What is the Local Broadcast Retransmission Fee?
A portion of the amount paid to local broadcast stations so we may retransmit their signals to you.

What are Federal Access Charges?
These are charges proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.

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This tax is mandated by the federal government. They are imposed on local and wireless telephone services.

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What is the Access Recovery Charge (ARC) Fee?
The Access Recovery Charge (ARC) is a telephone fee related to changes in FCC rules. This monthly fee is a way to recover the costs of providing access to the telephone network.

What is the Telecom Relay Service Charge?
This state service charge helps to pay for the relay center which transmits and translates calls for hearing-impaired people.

What is the Gross Receipts Tax?
This tax is on gross receipts derived from the furnishing of telephone services. The service provider collects the tax and reports the collections annually to the Department of Revenue.

What are State and Local Taxes?
These taxes are mandated by state, local and municipal governments on goods and services.

If you plan on moving, please call Midcontinent three weeks prior to your move to ensure that you experience no interruption of service.

Call Before You Dig
There may be underground wires located in your yard. Digging into an underground wire could result in serious personal injury, service interruptions or property damage. If utility lines are cut, you may be liable for charges. Please call 811 or the appropriate number for your state to locate underground utility cables:
South Dakota 1.800.781.7474
North Dakota 1.800.795.0555
Minnesota 1.800.252.1166
Wisconsin 1.800.242.8511

FREQUENTLY ASKED QUESTIONS
Additional details about service charges, fees, taxes, surcharges and other Midco service information

MIDCONTINENT COMMUNICATIONS

Exhibit E - Affidavit

