MIDCO[®]

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.

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

MIDCO, **ACCOUNT**

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.

Pay By

Total Amount Due

Account Number





\$154.62

11/04/15 000000000

New Charges Summary 112.90 Bundled Services Iditional Cable TV Service Additional Internet Services 3.00 Additional Phone Services 6.88 -30.00 Additional Discounts 33.84 Total New Charges \$154.62

Current Billing Summary evious Balance 185.70 vment Received Current Amount Refore Savings 202.62 Total Monthly Savings -48.00 Total Amount Due \$154.62

You Saved \$48.00 This Month Offer Extension through -18.00 hree Service Discount

NEW CHARGES SUMMARY

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

CURRENT BILLING **SUMMARY**

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

SUMMARY OF **SAVINGS**

See promotional and/ or service discounts.

DO MIDCO

PO Box 5010, Sioux Falls, SD 57117-5010

CUSTOMER NAME ADDRESS LINE 1 CITY SD 57000-1111

Pay Online: Midco.com and register for My Account Pay by EFT: Set up automated payment

Pay by Phone: Call 1800 8881300 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 00000000 Statement Code 001 ■ Name/Address Corrections Noted

MIDCONTINENT COMMUNICATIONS

P.O. BOX 5010 SIOUX FALLS, SD 57117-5010 ՈրդիերդիկորկՈւկոլիկՈւութիրդի կոլիիոլի իրդի

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.

MIDCO[®]

BUNDLED SERVICES

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

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

Page 2 of 3 MIDCO. Total Amount Due \$154.62 11/04/15 Pav Bv **Account Number** 000000000 \$112.90 Additional Discounts -\$30.00 **Bundled Services** Offer Extension (10/2015 - 10/2016) 10/15-11/14 112.90 -30.00 (Unbundled Price \$130.90 Taxes, Surcharges & Fees \$33.84 Three Service Discount 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. Cable TV Local Broadcast Retransmission Fee 5.92 4.75 Franchise Fee **Additional Cable TV Services** \$28.90 Federal Access HD/Digital Adapter Lease \$2/ea 10/15-11/14 8.00 Fodoral Evriso Tay 0.97 1.90 0.43 1.25 0.26 1.50 0.15 1.49 2.87 HD/Dig Adapter Lease Waived 10/15-11/14 -8.00 Universal Service Fee iVo Digital Video Recorder 10/15-11/14 16.00 Local Number Portability 10/15-11/14 4.00 TiVo Service Fee County Govt 911 Emergency Surcharge TiVo Mini Lease 10/15-11/14 8.00 Federal TRS & Administration Fee Access Recovery Charge Additional Internet Services \$3.00 Telecom Relay Services Gross Receipts Tax MidcoNet Modem Lease 10/15-11/14 3.00 ocal Sales Tax **Additional Phone Services** \$6.88 For Telephone: (605) 555-5555 **Telephone Detail** 10/15-11/14 3.95 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 Other Charges and Adjustments \$8.00 Customer Name Address Line 1 City --ON Demand or Pay-Per-View Charges Movie Title 1 605-555-5555 Long Distance Charges Movie Title 2 4.00 Date Time Number 09/16 10:30 pm 507-555-0001 Closed Captioning Inquiry: If you need assistance with closed captioning, you may contact us via email at closed_captioni@midco.net, call us at 1.800.888.1300 or send a fax to 605.2713986. For written inquiries, please contact Scott Anderson, General Courset, 3001 N Louise Avenue, Sioux Falls, SD 5707.

Local Franchise Authority-FCC Community City Of Harrisburg PO Box 26 Harrisburg, SD 57445-0587 Phone: 605.397.8422

Automatic Payment Authorization (EFT)

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 must be pa

Customer Name

DO MIDCO

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

Pav Bv: 11/04/15

Please debit my:

Checking Account (enclose a voided check)

Savings Account (enclose a voided deposit slip)

To pay online, visit Midco.com and

MIDCO.

605-555-5555 Long Distance Charges (continued)

Date Time 10/12 6:10 pm Number 507-555-0001 Destination 0:06 507-555-0001 WORTHINGTN MN 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 e required to negotiate with broadcast and cable networks for the right to transmit their signals to you. Visit Midco.com/Programming for the latest

What is the Local Broadcast Potransmission 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.

What is the Federal Excise Tax?

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

What is the Universal Service Fee? n May of 1997, the Federal Communications Commission (FCC) adopted rules

that mandated all telecommunications carriers pay into a federal program called the Universal Service Fund (USF). This fund helps provide affordable telecommunications services for 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 nermits telephone companies to add

this charge to all telephone lines as compensation for creating systems which allow residential and business telephone customers the ability to retain, at the same location, their existing local telephone numbers when switching from one local telephone service to another.

What is the County Government 911 Emergency Surcharge? This surcharge is mandated by local governments to help pay for emergency

services such as fire and rescue.

What is the Federal Telecom Relay Service (TRS)

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

Total Amount Due Pay By

11/04/15 Account Number 000000000

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\$154.62

What is the Access Recovery Charge (ARC) Fee? The Access Recovery Charge (ARC) is a telephone fee related to changes in FCC

ules. This monthly fee is a way to recover the costs of providing access to the

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.

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.

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

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

AUTOMATIC PAYMENT AUTHORIZATION FORM

This authority is to remain in full force and effect until Midro has received written notification from me (or either of us) of its termination allowing Midco at least 45 days prior to next processing date. <u>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</u>

Signature (if required for a joint account)

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