

dled)  
Variety Tier - \$8.99, Hispanic Tier - \$3.99, HD Access - \$9.99/household  
HBO - \$15.99, Starz, Showtime - \$14.99, Cinemax - \$7.99

All Premium Channels - \$41.99  
Standard receiver - \$4.99, DVR receiver - \$6.99, Whole Home DVR service - \$5.99

TV service installation - \$99 plus \$50 per each receiver after 3rd

Service order charge - \$15 (change) \$45 trip, \$80 per hour (repair)

Unreturned equipment (per device not returned)- Remote control - \$25, Digital Receiver - \$500, Modem - \$125, Wireless device - \$200

**Channels, Packages, and Pricing** - are effective as of the date of this notice and may change. Notice will be provided per FCC rules if/when channels, packages or pricing are changed. Updated information can also be found at [www.getintegra.com](http://www.getintegra.com) or by contacting our office.

#### Contact Information

Local Customer Service Center:  
4690 Colorado St SE Prior Lake, MN 55372  
Local Mailing/Payment Address: Integra Telecom 4690 Colorado St SE Prior Lake, MN 55372  
Office Hours: Monday-Friday 8am – 6pm  
Customer service phone number: 952.226.7000  
Website: [www.getintegra.com](http://www.getintegra.com)  
Email: [prlcare@integratelecom.com](mailto:prlcare@integratelecom.com)  
After hour repairs: 952.447.5611

#### Closed Captioning Concerns:

In writing: Integra Telecom 4690 Colorado St SE Prior Lake, MN 55372 Attn: Customer Care Manager  
By Email: [closedcaption@integratelecom.com](mailto:closedcaption@integratelecom.com)  
By Phone: 952.226.7000, By Fax: 952.447.2949

#### Local Franchising Authority:

**Prior Lake** – 952.447.9800 - 4646 Dakota St SE Prior Lake, MN 55372

**Savage** – 952.882.2660 – 6000 McColl Drive Savage, MN 55378

**Credit River Township** – 952.440.5515 18985 Meadow View Boulevard Prior Lake, MN 55372

**Elko New Market** – 952.461.2777 – 601 Main Street Elko New Market, MN 55020

**New Market Township** – 952.461.1920 - 8950 230th St Lakeville, MN 55044

**Cedar Lake Township** - 952.994.6926 - 27750 Teale Ave, New Prague, MN 56071

**Spring Lake Township** - 952.492.7030 - 20381 Fairlawn

Ave Prior Lake, MN 55372

#### FCC Address:

Federal Communications Commission – Consumer & Governmental Affairs Bureau 445 12th Street, Southwest, Washington, DC 20554 (888) 225-5322 TTY (888) 835-5322

#### Channels available

A total of 300 channels are available which includes 66 HD channels. All channels require the use of an Integra Digital TV receiver (Set Top Box). A complete up-to-date listing of our channel lineup, available packages, and prices can be found at [www.getintegra.com](http://www.getintegra.com) or by calling 952.226.7000 or in writing at 4690 Colorado St SE Prior Lake, MN 55372 or by emailing [prlcare@integratelecom.com](mailto:prlcare@integratelecom.com) to obtain a printed copy.

#### Packages Available

Basic (32 channels)  
Expanded (155 channels (includes Basic package))  
NFL Red Zone (1 channel)  
Variety Tier (35 channels)  
Hispanic Tier (7 channels)  
Showtime (15 channels)  
Starz (15 channels)  
HBO (11 channels)  
Cinemax (12 channels)  
HD Tier (48 channels)  
Variety HD Tier (1 channel)



4690 Colorado St SE Prior Lake, MN 55372



#### Digital TV Terms, Conditions, and Acceptable Use Policy 1/4/2013

As a Digital TV customer of Integra Telecom, you have access to one of the most advanced, state-of-the-art communications networks in the country. Integra Telecom offers a wide array of services including Digital TV, high speed Internet and local and long distance telephone services. It is important to Integra Telecom that you are informed about the services we provide, our policies and procedures, and your rights as an Integra Telecom Digital TV customer.

**Products and Services Offered** – Integra Telecom offers several video programming tiers and services, including a Basic service tier that includes many of the local television broadcast stations and an Expanded service tier that includes many additional cable programming services. The Digital TV service is 100% digital, providing for a clear picture as well as advanced features like an interactive, on-screen programming guide, favorites lists, parental controls and more. In addition to the Basic and Expanded packages, a Variety Tier, a Hispanic Tier, digital music channels, and premium movie channels are also available. Visit us at [www.getintegra.com](http://www.getintegra.com) or call 952.226.7000 for more information about products and services we offer. Adding or removing packages may incur a service charge. New customers may be required to complete a credit check in order to determine if a deposit is required for service to commence.

**Prices, Channels and Programming Options** – A complete up-to-date listing of our channel lineup, available packages, and prices can be found at [www.getintegra.com](http://www.getintegra.com) or by calling 952.226.7000 or in writing at 4690 Colorado St SE Prior Lake, MN 55372 or by emailing [prlcare@integratelecom.com](mailto:prlcare@integratelecom.com) to obtain a printed copy.

**Changes in Service or Prices** – Subject to applicable law, we have the right to change our services, channels, and prices at any time. As an Integra Telecom customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on your monthly bill, as a bill insert, as a newspaper legal notice or information channel notice, in a separate mailing or some other written form.

**Installation and Service Maintenance Policies** – Someone over 18 years of age must be home during any

installation or repair of your Integra Telecom services. Integra Telecom will make every reasonable effort to re-schedule any missed service appointment at a convenient time for you.

**Access to Customer Premises** – By ordering service, you agree to allow employees and agents of Integra Telecom access to your premises at reasonable times to inspect and maintain the Digital TV delivery equipment at your service address and, upon termination of service, to remove the equipment. Failure by Integra Telecom to remove equipment does not deem it abandoned.

**How to Use Your Digital TV Services** – Customers may visit us at [www.getintegra.com](http://www.getintegra.com) or call 952.226.7000 for more information regarding how to use your cable service. You may also visit our office at 4690 Colorado St SE Prior Lake, MN 55372 for instructions on using the Digital TV system.

**Billing / Miscellaneous Fees** – Your monthly invoice provides the charges, due date, payments and credits for your account, and may also contain special customer messages. Services are billed in advance, and prorations may occur when service levels are changed. Bills are due on the date specified on the invoice and must be received by Integra Telecom by the due date. Integra Telecom is not responsible for payments mailed but not received on or before the due date. Late fees, and reconnect fees may be added to any bill amount unpaid after the due date. If your payment is made with a non-sufficient fund check, you may be charged a fee for handling.

**Complaint Procedures** – Customers can direct billing or service complaints to Integra Telecom at 952.226.7000 or by writing 4690 Colorado St SE Prior Lake, MN 55372. If you believe Integra Telecom has not properly resolved your issue, you may contact your local franchise authority (City or Township Clerk of your respective community).

**Delinquent Accounts** – If your service is disconnected for non-payment, we require full payment of the balance, a reconnect fee, and in some circumstances, a deposit for reconnection.

**Disconnect Policy** – Early termination fees may apply for disconnected Digital TV service. Billing for service will stop on the day that all Digital TV equipment has been returned to the Integra Telecom office. Charges will be assessed to your account for any unreturned equipment.

**Theft of Cable Service** – Viewing unauthorized cable service is a crime punishable by fines and/or imprisonment. Additionally, customers may be billed for any services found to have been unbilled within the past 12 months. If you receive channels that you are not subscribed to, please contact Integra Telecom at 952.226.7000.

**Television Picture Quality** – If you experience problems with the quality of television signals you receive, please contact us at 952.226.7000. Integra Telecom will resolve your issue or we will explain the reasons why we cannot solve the problem, if such reason exists.

**Privacy Policy** - In the course of doing business with Integra Telecom and its affiliated operating companies ("Integra Telecom") you may share personal, business, and financial information with us. We treat this information as confidential and recognize the importance of protecting access to it. You should note, however, that it is impossible to guarantee that such information is or will be completely safe from unauthorized access or use. You may provide information when communicating or transacting with us in writing, electronically, or by telephone. For instance, information may come from requests for forms or literature, contracts, and your transactions and account positions with us. On occasion, such information may come from outside agencies or communications providers, and others that provide services to us. In addition, Integra Telecom may collect information during visits to our websites, usually in the form of cookies, registration forms, and log files. We do not sell information about current or former customers to any unrelated third parties, and we do not disclose it to third parties unless necessary to process a transaction, service an account, to protect the security and integrity of our website and our services and network, to protect our rights and property and the rights and property of others, to respond to claims that submitted information violates the rights or interest of third parties, to take precautions against liability, to correct technical problems and malfunctions in how our website operates and in our systems and services, pursuant to a customer's specific direction, or as otherwise permitted or required by law or legal process. You should note that in connection with our data services, when you register a domain name, your address, e-mail and phone number are published in the public WHOIS database which is available for public viewing.

In the event we, our parent or any of our affiliates or subsidiaries are acquired by another entity or merge with a third party, information you provide to us may be transferred to that entity or one or more of its affiliates.

We will take steps to inform any successor entity that it will be bound to respect the provisions of this Policy with regard to any Personal Information in its possession prior to the acquisition or merger. In the event of bankruptcy, both this policy and the provisions of applicable law will apply.

Integra Telecom may use information you provide to inform you about additional services and products offered by the Integra Telecom family of companies and Integra Telecom authorized agents whose offerings might be of interest to you, unless you instruct otherwise, and in accordance with applicable laws and regulations.

Our Web site may contain links to third party Web sites. While we try to link only to sites that share our standards and respect for privacy, we are not responsible for the content or the privacy practice of any third party Web sites. For this reason, we encourage you to review the privacy policies of these other web sites before disclosing any personal information to or through them.

If you have any questions or concerns about this Privacy Policy or the privacy practices of Integra Telecom, call 952.226.7000 or sending an e-mail request to [pricare@integratelecom.com](mailto:pricare@integratelecom.com).

**Television Equipment Compatibility** - A digital receiver is required for Integra Digital TV programming. Integra Telecom technicians will provide all necessary equipment at installation to best accommodate your specific equipment. Cabling from the digital receiver to your equipment may be available for a fee.

Most modern television sets are compatible with the Integra Digital TV service. Depending on the output port and cable used from the digital receiver, auxiliary equipment including VCRs, external DVRs, sound systems, etc. may or may not be compatible with the Digital TV service. Some TV or VCR features like Picture in Picture, may not be available with the digital service. For specific information on compatibility, please contact our customer care team at 952.226.7000.

All equipment installed by the technician is property of Integra Telecom. This equipment may include, but is not limited to wiring, DSL modem, Digital TV receivers, remote controls, HPNA devices, Wireless devices, Home Plug devices or any other adapter used to transmit the signal over the wiring in your home.

**Remote Controls** – Each Digital TV receiver includes a universal remote control. This remote will control your digital receiver, and may operate your TV as well as your auxiliary devices. Please contact Integra Telecom for remote control compatibility information.

**Packages and Pricing:**

Basic – \$20 (requires voice line) \$69.99 (bundled)  
Expanded - \$80.89 (a la carte), \$106.89, \$126.89 (bun-