VIDEO NOTICE- PLEASE READ

November 2026

Dear Customer;

Thank you for being a TrioVision customer! We hope you are enjoying your service and we look forward to serving you the remaining of 2026 and into the new year.

The attached notice contains important information concerning your cable television services. We provide this notice as a service to our customers and in accordance with applicable federal law and FCC regulations. It is important to us that you are informed about the services we provide, our policies and procedures and your rights as a customer.

Due to our video contract renewals throughout the year, your channel lineup may have changes. Please check out the spreadsheet on the back of this packet for current channel listings.

We encourage you to review the following information and contact us at (605) 425-2238 with any questions.

Sincerely,

TrioTel Communications, Inc.
Salem, SD

Annual Cable Customer Notice

2026

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, 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 FOX	$40.97/month
Aid to Construction	Plowing Fiber to the Home	Contact Office for Pricing
PRODUCTS & SERVICES OFFERED		
Simply Right with Internet	31 Channels	$29.95/month
Simply Right without Internet	31 Channels	$39.95/month
ADDITIONAL PROGRAMMING		
Preferred Choice (Simply Right Required)	100+ Channels	$55.00/month
Premium Channels: Preferred Choice Required		
Adult Programming	1 Channel	$10.95/month
NFL Red Zone (in season)	1 Channel, Residential Only	$68.95/season
HBO	4 Channels	$11.95/month
Cinemax	3 Channels	$10.95/month
Showtime	5 Channels	$10.95/month
STARZ/Encore	11 Channels	$10.95/month
Premium Channel Bundles: Preferred Choice Required *(excludes Adult Programming and NFL RedZone)*		
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

ADDITIONAL FEE'S & PRICES

Vacation Rate- minimum 3 months	$0.00/month + $25.00 to Reconnect
Late Fee	$20.00
Suspension for Non-Pay Restoral	$28.00
Service Order Call	$20.00
Labor- 1/2 hour minimum	$65.00/man hour, $85.00/man hour after first 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	Time and Materials + Service Order Call

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 customer owned equipment.

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	**14**	QVC	**25**	Outlaw Channel
2	PBS (KCSD)	**15**	MyNetworkTV	**28**	TrioTel Special Event
3	PBS Create	**16**	KELO Weather Now	**29**	TrioTel Special Event
4	PBS World	**17**	TrioTel Special Event	**30**	Beaver Nation
5	KDLT (NBC)	**18**	TrioTel Special Event	**31**	Corn Palace Events
7	COZI TV	**19**	TrioTel Special Event	**32**	DWU Channel
8	MeTV	**20**	TCT	**118**	NewsNation
9	FOX	**21**	CW	**119**	GoYotes TV
10	Home Shopping Network (HSN)	**22**	The 365	**160**	Trinity Broadcasting
11	KELO (CBS)	**23**	Ion Mystery	**161**	EWTN
13	KSFY (ABC)	**24**	KSFL		

Preferred Choice Channels

80	MotorTrend Network	**125**	ESPN 2	**157**	Hallmark Drama
84	Discovery Life Channel	**126**	ESPNews	**158**	ANTHEM
85	American Heroes Channel	**128**	ESPNU	**159**	HD Net Movies
86	Discovery Family Channel	**129**	The Golf Channel	**164**	CMT
87	Investigation Discovery	**130**	Fox Sports 1	**166**	Great American Family
88	Destination America	**131**	Outdoor Channel	**168**	VH1
89	Science	**132**	Midco Sports 2 Network	**169**	MTV Classic

90	The Discovery Channel
97	Disney Junior
98	Boomerang
99	Teen Nick
100	Nick Jr.
101	Nicktoons Network
102	Nickelodeon
103	Cartoon Network
104	Disney Channel
105	Disney XD
106	Freeform
107	Game Show Network
108	Animal Planet
109	National Geographic USA
110	National Geographic Wild
114	TwinsTV
115	MLB Network
116	TV Land
120	Big Ten Network
121	Big Ten Network
122	Big Ten Network
124	ESPN
133	NFL Network
134	Midco Sports Network
135	Lifetime Real Women
136	Lifetime Movies
137	FX Movie Channel
138	USA Network
139	TBS
140	TNT
141	Turner Classic Movies
142	Paramount Network
143	Hallmark Channel
144	FX
145	E! Entertainment
146	Bravo
147	Lifetime
149	SYFY
151	Oxygen
152	A&E Network
153	FXX
154	Comedy Central
156	Hallmark Movies & Mysteries
170	MTV
171	MTV 2
172	Nick Music
175	OWN
176	The Travel Channel
177	HGTV
178	TLC
179	Food Network
181	Magnolia Network
183	Cowboy Channel
184	RFD-TV
186	Fox Business
188	CNN
189	CNBC
190	CNN Headline News
191	C-SPAN
192	FOX News Channel
193	truTV
194	MSNBC
197	FYI
198	History Channel
199	Viceland

Premium Channels

127	**NFL RedZone**

HBO

200	HBO
202	HBO Comedy
206	HBO Hits
208	HBO Drama

Cinemax

214	CineMAX
216	CineMAX Action
218	CineMAX Hits

Starz/Encore

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

Showtime

256	Showtime
258	Showtime 2
260	Showtime Extreme
262	Showtime Family Zone
264	The Movie Channel

Adult Programming

350	Playboy