

Digital TV Channel Lineup

Basic TV

1	Integra Interactive TV	105	Teen Nick
2	KTCA (PBS)	107	Animal Planet
4	WCCO (CBS)	108	The Hub
5	KSTP (ABC)	121	TBS
7	HSN	122	ABC Family
9	KMSP (FOX)	123	USA
10	WFTC (MY 29)	124	FX
11	KARE (NBC)	125	TNT
13	TPT Life (PBS)	126	truTV
15	Prior Lake Govt. Acc.	127	TV Land
16	Savage Edu. Access	128	Hallmark
17	Prior Lake Edu. Acc.	129	A&E
18	Savage Govt. Acc.	130	National Geographic
19	Prior Lake Open Acc.	131	Discovery
20	Savage Comm. Access	132	TLC
23	WUCW (CW)	133	History
45	KSTC (Local)	134	Investigation Disc.
51	TPT MN (Public)	135	BBC America
52	TPT WX (Public)	136	BBC World News
61	C-SPAN	137	Military
62	C-SPAN 2	138	Science
63	C-SPAN 3	139	Travel
64	EWTN	141	Spike TV
66	QVC	142	Comedy Central
67	TVC	144	SyFy
69	Shop NBC	145	Sleuth
		156	Fox Movie Channel
		157	TCM

Expanded TV

70	ESPN	158	Chiller
71	ESPN Classic	171	Bloomberg
72	ESPNNews	172	CNN
73	ESPN U	173	HLN
74	ESPN 2	174	ABC News Now
75	Speed	175	MSNBC
76	Fox Soccer	176	CNBC
77	Fox Sports North	177	CNBC World
79	Big Ten	178	Fox News
80	FCS Atlantic	179	Fox Business
81	FCS Central	180	Weather
82	FCS Pacific	200	CMT
85	Outdoor Channel	201	CMT Pure Country
86	Golf Channel	202	GAC
87	Versus	203	Fuel
98	Disney Channel	204	MTV
99	Disney XD	205	MTV 2
100	Nick at Nite	206	MTV Hits
101	Nick 2	207	MTV Jams
102	Nick Toons	208	BET
103	Cartoon Network	209	VH1/Music First
104	Nick Jr.	210	VH1 Classic
		211	VH1 Soul

212	Centric
213	BET Gospel
215	MTV U
216	MTV Tr3s
225	SOAPnet
226	Lifetime
227	Lifetime Movies
228	Lifetime Real Women
231	Food Network
232	HGTV
233	Planet Green
234	DIY Network
235	Cooking Channel
237	Bravo
238	Logo
239	style.
240	E!
241	Nat Geo Wild
242	OWN
243	Discover Fit and Health
244	G4

Digital Music

601	Hit List
602	Pop Adult
603	Standards
604	Jukebox Oldies
605	Flashback 70's
606	Everything 80's
607	Nothin but 90's
608	Maximum Party
609	Disco Classics
610	Dance Clubbin'
611	Holiday Hits
612	Classic Rock
613	Rock Alternative
614	Rock
615	Metal-Hard Rock
616	Alt Rock Classics
617	The Blues
618	Adult Alternative
619	Folk Roots
620	Alt-Country Americans
621	Hot Country
622	No Fences
623	Country Classics
624	Bluegrass
625	The Light
626	Gospel
627	Soul Storm
628	Urban Beats

629	Retro R&B
630	Big Band
631	Jazz Masters
632	Jazz Now
633	Smooth Jazz
634	The Chill Lounge
635	The Spa
636	Easy Listening
637	Pop Classics
638	Classic Masters
639	Chamber Music
640	Baroque
641	Opera Plus
642	Celtic
643	Jammin'
644	Latino Tropical
645	Today's Latin Pop
646	Retro Latino
647	Latino Urbana
648	Latino Tejano
649	Regional Mexican
650	Kids Stuff

Variety Tier

88	NFL Network
106	PBS Kids Sprout
300	Bio
301	History International
302	Military History
303	Crime & Investigation
304	CNN International
305	Boomerang
308	Hallmark Movie
323	Oxygen
566	Mun 2

HD Tier

674	Investigation Disc. HD
675	Hub HD
687	Toons HD
688	CNBC HD
689	SyFy HD
690	USA HD
691	Bravo HD
694	CNN HD
695	TNT HD
696	TBS HD
698	Lifetime HD
699	Lifetime Movies HD
702	KTCA (PBS) HD
704	WCCO (CBS) HD

705	KSTP (ABC) HD
709	KMSP (FOX) HD
710	WFTC (MY29) HD
711	KARE (NBC) HD
723	WUCW (CW) HD
745	KSTC (Local)
746	Fox Sports North HD
751	Nat'l Geographic HD
752	HD Theatre
754	Palladia HD
755	Food Network HD
756	HGTV HD
757	ESPN HD
758	ESPN 2 HD
759	Outdoor Channel HD
760	ESPN U HD
761	A&E HD
762	History HD
764	Universal HD
765	ESPNNews HD
767	Versus HD
768	Animal Planet HD
769	TLC HD
770	Science HD
771	Discovery HD
772	Travel HD
774	Speed HD
779	Planet Green HD
780	Golf HD
787	Big Ten HD
792	E! HD
794	ABC Family HD
795	Disney HD
796	Disney XD HD
766	NFL Network HD

NFL Red Zone

97	NFL Red Zone
----	--------------

HBO

500	HBO E
501	HBO W
502	HBO 2 E
504	HBO Signature E
506	HBO Family E
508	HBO Comedy E
510	HBO Zone E
900	HBO E HD
902	HBO 2 E HD
906	HBO Family E HD
908	HBO Comedy E HD

Showtime

306	Flix
450	Showtime
452	Showtime Too
454	Showtime Showcase
456	Showtime FamilyZone
458	Showtime Women
460	Showtime Extreme
462	Showtime Beyond
464	Showtime Next
466	The Movie Channel
468	Movie Channel Extra
850	Showtime HD
852	Sho Too HD
854	Showtime Showcase
866	TMC HD

Starz

400	Starz
402	Starz Cinema
404	Starz Kids & Family
406	Starz Comedy
408	Starz Edge
410	Starz in Black
800	Starz HD
804	Starz Kids & Fam. HD
806	Starz Comedy HD
808	Starz Edge HD
412	Encore
414	Encore Drama
416	Encore Mystery
418	Encore Wam
424	Encore Westerns

Cinemax

514	MAX
516	MoreMAX
518	5-Star MAX
520	OuterMAX
522	ActionMAX
524	ThrillerMAX
526	WMAX
527	@MAX
914	MAX HD
918	5-Star Max
922	ActionMax HD
927	@MAX HD



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, digital music channels, and premium movie channels are also available. Visit us at 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 or by calling 952.226.7000 or in writing at 4690 Colorado St SE Prior Lake, MN 55372 or by emailing pricare@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 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 prlcare@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), \$104.89, \$124.89 (bundled)
Variety 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
Installation - \$99 plus \$50 per each receiver after 3rd

Service order charge - \$13 (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 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
Email: 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
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