



Fidelity Communications Co.
64 North Clark St.
Sullivan, MO 63080
www.FidelityCommunications.com

Watch TV Everywhere

Now available **FREE** to Fidelity TV customers!

Tired of being chained to the TV to watch your favorite channels? With **Watch TV Everywhere** from Fidelity, you can watch your favorite channels on almost any device for free!

Just register once at www.WatchTVEverywhere.com using your Fidelity account number, found at the top of your Fidelity bill, with a capital "A" in front of it, as well as the correct spelling of the last name on the account to register. You can then access some of your favorite channels and shows from your laptop, desktop computer, tablet, or smart phone over an Internet connection—anytime, anywhere!

For all the details, available channels, and answers to your questions, go to: www.FidelityCommunications.com/tve. To start watching, click on the WATCH TVE NOW tab, or check out your android or iTunes app store and download the app for the channels you want to watch. As long as you receive the channel as a part of your Fidelity TV service, you can view that channel's Watch TV Everywhere content for FREE (if it's available).



www.FidelityCommunications.com/tve

TVE Channels Currently Available:



2014 Fidelity Communications Co. Customer Notification

Each year Fidelity is required to notify you of your privacy rights, billing procedures, set-top box converter/TV compatibility, common service outage and problems, and refund and complaint procedures. This information is available both online and in your local business office. View the complete document at: <http://www.fidelitycommunications.com/television/notification-2014>. Contact your local business office to receive a copy in person or by mail. Programming, pricing, terms and condition subject to change. ©2014 Fidelity Communications Co.



Fidelity News & Updates

Your Internet speeds will get even **FASTER** in June with **NO RATE INCREASES!**

Fidelity already provides the FASTEST Internet speeds in your area, and we're leading the way for even **FASTER** speeds coming this summer!

If you are a Fidelity Internet customer with an 8 Meg, 16 Meg, 25 Meg or 50 Meg package, your speeds will be getting even **faster this summer!** And the biggest news? We're launching a new 100 Meg package with faster upload speeds for those of you who need **SERIOUS** speed!

Look for more information and special offers for new and current Internet customers coming soon!



New **100 Meg** Internet speeds are coming in June!



Nat Geo Wild Now Available On MAXView Channel 116

Watch the WILDLY popular show: *The Incredible Dr. Pol*, plus the new series from famous dog trainer Cesar Milian: *Cesar 911*. If you love everything about animals, Nat Geo Wild is your kind of channel!

*MAXView Tier was formerly known as Fidelity's Digital Ultimate Tier. Nat Geo Wild launched on March 1, 2014

Get The Inside Scoop

For this year's TV and Power Pack rate adjustments, see page 2 inside.

Check out the latest and greatest channel line-up inside!



SPRING UPDATE 2014

www.FidelityCommunications.com

The truth about TV rates

We HATE to raise TV rates. As TV customers ourselves, whether we live in a Fidelity area and have Fidelity's TV service, or live in the country and have Dish Network or DIRECTV, it makes us just as mad as it makes you when our TV rates go up. If we didn't have to raise your rates to stay in business, believe us, we wouldn't.

Every year, the channels we carry increase our costs. Ten years ago, the increases were minor. But today our programmers, especially local broadcast channels and sports channels, are raising our rates by ridiculous amounts. And we have no choice but to pay these increases or they will yank their channels off the air.

Eight companies – AMC Networks, CBS, 21st Century Fox, Time Warner, Viacom, Discovery, Disney, and Scripps Networks – control 90% of total TV viewership in the U.S. This means they have the power to determine what they want to charge us, and therefore, what they want to charge YOU.

No TV providers are immune from these massive programmer rate increases—in fact, we are all in the same boat. Dish Network just did a \$5 increase on its packages, and increased the prices of their Hoppers from \$7 to \$12—a whopping \$5 each. DIRECTV just raised customer's rates AND dropped the Weather Channel and Inspiration Network because the rate increases were too high for them to pay.

We can tell you that the rate increases from our programmers this year are the highest we've ever seen, and are far more than the actual increases we are passing on to you (see rate adjustments effective April 1st in the grid on the right). Even with these rate increases, we actually lose money each year because our rate increases are growing at a faster rate than the increases we pass through to you.

We also know as customers, you don't really care about what happens behind the scenes! You want to turn on your TV, watch your programs and not have your rates go up. We understand and we feel the same way. HOWEVER, rapidly rising TV prices are becoming a larger, and very serious national problem.

KEEPING YOU INFORMED:

Go to www.TVOnMySide.com for up-to-the-minute updates on the fight to keep your TV prices as low as possible!

Every time a programming contract comes up for renewal, especially with one of the big eight companies mentioned above, they try to get a massive rate increase from us—which means a massive rate increase for you. We are your advocates, and we will fight hard to keep your TV rates as low as possible.

To learn more about all of these negotiations and the growing problems of out-of-control programming increases, please go to www.TVOnMySide.com. It will be constantly updated with the information YOU need to stay informed about our contract negotiations.

Our commitment to you and to providing you with quality TV service has never been stronger. We truly value your business and appreciate your understanding—and we look forward to the continued opportunity to earn your business. As always, if you have questions, please feel free to contact your local office or give us a call at 1-800-392-8070.

April 1, 2014 Rate Adjustments

| MUSTView TV (formerly Basic) | New Price Per Month |
|---|---------------------|
| MUSTView TV (formerly Basic) | \$23.99 |
| MEGAView TV (formerly Expanded Basic) | \$61.99 |
| Power Pack (available in some areas) | \$95.99 |
| Power Pack - Lifeline Phone | \$84.20 |
| Just Perfect Package (no longer offered) | \$118.99 |
| Just Perfect Movie Lover's Pkg (no longer offered) | \$145.99 |

A complete list of 4/1 package prices can be found at: www.FidelityCommunications.com.

Attached Channel Lineup Effective April 1, 2014.

For current lineup information, please visit us online at: <http://www.fidelitycommunications.com/television/channel-lineup>

Please cut out and fold the channel line-up below to keep for your home!



Lebanon Channel Lineup

| MUSTView | |
|----------|--------------------------------------|
| 2 | C-SPAN |
| 3 | KOZK - PBS - Springfield |
| 4 | KOLR - CBS - Springfield |
| 5 | KOZL - Ozarks Local - Springfield |
| 6 | Fidelity Local 6 |
| 7 | TBN |
| 8 | KSPR - ABC - Springfield |
| 9 | TV Guide |
| 10 | KCZ - CW - Springfield |
| 11 | KRBK - FOX - Osage Beach/Springfield |
| 12 | KYTV - NBC - Springfield |
| 13 | QVC |
| 95 | JackeTV |
| 98 | WeatherPlus - KYTV - Springfield |

| MEGAView | |
|----------|-------------------------|
| 14 | USA |
| 15 | TV Land |
| 16 | ESPN |
| 17 | ESPN2 |
| 18 | ESPNU |
| 20 | Disney XD |
| 21 | Disney |
| 22 | CNBC |
| 23 | Syfy |
| 24 | HLN |
| 25 | Discovery Channel |
| 27 | Lifetime |
| 28 | A&E |
| 29 | TLC |
| 30 | The Weather Channel |
| 31 | TNT |
| 32 | AMC |
| 33 | FS Midwest |
| 34 | Comedy Central |
| 35 | Nickelodeon |
| 36 | FX |
| 37 | CNN |
| 38 | TBS |
| 39 | History Channel |
| 40 | E! |
| 41 | Fox News Channel |
| 42 | Spike TV |
| 43 | Animal Planet |
| 44 | Fox Sports 1 |
| 45 | National Geographic |
| 46 | Cartoon Network |
| 47 | MTV |
| 48 | VH-1 |
| 49 | ABC Family |
| 50 | HGTV |
| 51 | Food Network |
| 52 | Bravo |
| 53 | Turner Classic Movies |
| 54 | MSNBC |
| 55 | Outdoor Channel |
| 56 | Golf Channel |
| 57 | GSN |
| 58 | truTV |
| 59 | Hallmark Channel |
| 60 | Travel Channel |
| 61 | CMT |
| 62 | Disney Jr. |
| 63 | Oxygen |
| 64 | Investigation Discovery |
| 68 | FS Midwest Plus |

| Digital Service | |
|-----------------|---------------------------------|
| 1 | Video On Demand [PPV] |
| 160 | PBS Create - KOZK - Springfield |
| 601-602 | IN DEMAND Movies & Events [PPV] |
| 608-609 | IN DEMAND Movies & Events [PPV] |
| 621-623 | Adult Channels [PPV] |
| 630 | NFL RedZone [Premium] |
| 640 | NFL RedZone HD [Premium] |
| 901-950 | Digital Music |

| MAXView | |
|---------|--------------------------|
| 101 | The Hub |
| 102 | Science |
| 103 | Destination America |
| 106 | Independent Film Channel |
| 107 | FX |
| 108 | MTV2 |
| 115 | NFL Network |
| 116 | Nat Geo Wild |
| 121 | American Heroes Channel |
| 122 | Cooking Channel |
| 123 | BBC America |
| 125 | ESPNNews |
| 126 | NBC Sports Network |
| 127 | RFD TV |
| 128 | Biography |
| 129 | H2 |
| 130 | YouToo |
| 131 | Nick Jr. |
| 132 | Nicktoons |
| 133 | TeenNick |
| 140 | Hallmark Movie Channel |
| 142 | Pivot |
| 143 | GAC |
| 144 | CMT Pure Country |
| 145 | VH-1 Classic |
| 146 | G4 |
| 147 | Discovery Fit & Health |
| 149 | OWN |
| 150 | Fox Business |
| 152 | FX Movie Channel |
| 153 | DIY Network |
| 154 | Esquire Network |
| 156 | Lifetime Movie Network |

Lineup continues on reverse side.



Lebanon Channel Lineup

| Premium | |
|---------|------------------------|
| 200 | HBO |
| 201 | HBO2 |
| 202 | HBO Signature |
| 203 | HBO Family |
| 204 | HBO Comedy |
| 205 | HBO Zone |
| 206 | HBO HD |
| 210 | Cinemax |
| 211 | More Max |
| 212 | Action Max |
| 213 | ThrillerMax |
| 214 | Cinemax HD |
| 220 | Showtime |
| 221 | Showtime 2 |
| 222 | Showtime Showcase |
| 223 | Showtime Extreme |
| 224 | Showtime Next |
| 225 | Showtime Family |
| 226 | Showtime Women |
| 227 | Flix |
| 228 | Showtime HD |
| 230 | The Movie Channel |
| 231 | The Movie Channel Xtra |
| 233 | The Movie Channel HD |
| 240 | Starz |
| 241 | Starz Edge |
| 242 | Starz Cinema |
| 243 | Starz Kids & Family |
| 244 | Starz Comedy |
| 245 | Starz HD |
| 250 | Encore |
| 251 | Encore Black |
| 252 | Encore Action |
| 253 | Encore Westerns |
| 254 | Encore Classic |
| 255 | Encore Suspense |
| 256 | Encore Family |
| 257 | Encore HD |

| HD Basic* | |
|-----------|----------------------------|
| 430 | The Weather Channel HD |
| 431 | TNT HD |
| 432 | AMC HD |
| 433 | FS Midwest HD |
| 434 | Comedy Central HD |
| 435 | Nickelodeon HD |
| 436 | FX HD |
| 437 | CNN HD |
| 438 | TBS HD |
| 439 | History Channel HD |
| 440 | E! HD |
| 441 | Fox News Channel HD |
| 442 | Spike TV HD |
| 443 | Animal Planet HD |
| 444 | Fox Sports 1 HD |
| 445 | National Geographic HD |
| 446 | Cartoon Network HD |
| 447 | MTV HD |
| 448 | VH-1 HD |
| 449 | ABC Family HD |
| 450 | HGTV HD |
| 451 | Food Network HD |
| 452 | Bravo HD |
| 453 | Turner Classic Movies HD |
| 454 | MSNBC HD |
| 455 | Outdoor Channel HD |
| 456 | Golf Channel HD |
| 457 | GSN HD |
| 458 | truTV HD |
| 459 | Hallmark Channel HD |
| 460 | Travel Channel HD |
| 461 | CMT HD |
| 463 | Oxygen HD |
| 464 | Investigation Discovery HD |
| 502 | Science Channel HD |
| 503 | Destination America HD |
| 515 | NFL Network HD |
| 523 | BBC America HD |
| 525 | ESPNNews HD |
| 526 | NBC Sports Network HD |
| 528 | Biography HD |
| 540 | Hallmark Movie Channel HD |
| 556 | Lifetime Movie Network HD |

Requires a subscription to MAXView service.

| HD Plus* | |
|----------|--------------|
| 580 | AXS TV |
| 581 | HDNet Movies |
| 584 | AWE |

Watch TV Everywhere NOW AVAILABLE!



Go to fidelitycommunications.com/TVE to get started!

*Special equipment & a subscription to MEGAView service required to view certain HD channels.

Digital Television Service Center

Toll Free: 1.866.828.1611
Lebanon: 417.991.2800
Office Hours: M-F • 8am - 5pm
www.FidelityCommunications.com

All programming subject to change without notice. IN DEMAND channels require additional fees to view.

Get up-to-date lineups Online 24/7



LOCAL EXCHANGE SERVICE (Cont'd)

- D.** Bundled Packages (available in the Rolla exchange only) (Cont'd)
 - 5. Just Perfect Movie Lovers Package \$153.99 (I)(T)
 (includes Residential Access Line, Smart Deluxe SmartFeatures Package, Residential Voicemail, 16 Meg. Cable Modem Internet Service, (MUSTView) Basic Cable TV, (MEGAVIEW) Extended Basic Cable TV, Digital Cable TV and these Premium movie channels – Starz / Encore, Cinemax, Showtime, The Movie Channel and HBO)
- E.** Bundled Packages (available in the Lebanon and Salem exchanges only)

All packages include a regulated access line and certain regulated calling features and/or certain nonregulated services. They are available to any new or existing residential customer. Customers who cancel their package, or any part of the package, shall forfeit eligibility for rates under these packages. All customers must presubscribe their intralata and interlata long distance service to a Fidelity affiliate. Furthermore telephone installation charges will be waived on all packages.

- | | <u>Rates</u> |
|--|-----------------|
| 1. Lebanon Power Pack Package (includes Residential Access Line, Enhanced Digital Voice Residential Feature Pack, 3 Meg Cable Modem Internet Service, (MUSTView) Basic Cable TV and (MEGAVIEW) Extended Basic Cable TV) | \$95.99 (I)(T) |
| 2. Lebanon Just Perfect Package (includes Residential Access Line, Enhanced Digital Voice Residential Feature Pack, Residential Voicemail, 8 Meg. Cable Modem Internet service, (MUSTView) Basic Cable TV, (MEGAVIEW) Extended Basic Cable TV, Digital Cable TV and one Premium movie channel) | (T) |
| With Digital Ultimate Tier | \$118.99 (I) |
| With Starz / Encore | \$118.99 (I) |
| With Cinemax | \$118.99 (I) |
| With Showtime / Movie Channel | \$118.99 (I) |
| With HBO | \$121.99 (I) |
| 3. Lebanon Just Perfect Movie Lovers Package (includes Residential Access Line, Enhanced Digital Voice Residential Feature Pack, Residential Voicemail, 8 Meg. Cable Modem Internet Service, (MUSTView) Basic Cable TV, (MEGAVIEW) Extended Basic Cable TV, Digital Cable TV and these Premium movie channels Starz / Encore, Cinemax, Showtime, The Movie Channel and HBO) | \$145.99 (I)(T) |
| 4. Lebanon PowerPack Lifeline Package (includes Residential Lifeline Access Line, Enhanced Digital Voice Residential Feature Pack, 3 Meg Cable Modem Internet Service, (MUSTView) Basic Cable TV and (MEGAVIEW) Extended Basic Cable TV) | \$84.20 (I)(T) |

(T) Change in text

(I) Rate increase

Issued: February 28, 2014

Effective: April 1, 2014

Issued By: Jason L. Ross, Vice President - Legal
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