



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!



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!

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



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	ESPNews
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*	
404	KOLR HD CBS
405	KOZL HD Ozarks Local
406	KOZK HD PBS
408	KSPR HD ABC
409	QVC HD
410	KCZ HD CW
411	KRBK HD FOX
412	KYTV HD NBC
414	USA HD
415	TV Land HD
416	ESPN HD
417	ESPN2 HD
418	ESPNU HD
419	Velocity
420	Disney XD HD
421	Disney HD
422	CNBC HD
423	Syfy HD
424	HLN HD
425	Discovery Channel HD
427	Lifetime HD
428	A&E HD
429	TLC HD

HD Basic* (cont.)	
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	ESPNews 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

