



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	New Price Per Month
MUSTView TV (formerly Basic)	\$23.99
MEGAView TV (formerly Expanded Basic)	\$61.99
Power Pack (available in some areas)	\$97.99
Power Pack - Lifeline Phone	\$87.20
Just Perfect Package (no longer offered)	\$126.99
Just Perfect Movie Lover's Pkg (no longer offered)	\$153.99

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!



Rolla Channel Lineup

MUSTView

2	KTVI - FOX- St. Louis
3	KYTV - NBC- Springfield
4	KMOV - CBS- St. Louis
5	KSDK - NBC- St. Louis
6	Fidelity Local 6
8	QVC
9	KETC - PBS- St. Louis
10	KOLR - CBS- Springfield
11	KPLR - CW- St. Louis
12	WGN
13	KRCG - CBS- Jefferson City
14	C-SPAN
15	C-SPAN2
16	Rolla Public Access
17	The Weather Channel
18	KSPR - ABC- Springfield
20	WRBU - ION- St. Louis
21	TV Guide
22	HSN
95	Fidelity Cablevision
98	TBN
99	EWTN

MEGAView

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

Digital Service

1	Video On Demand [PPV]
100	Bounce TV
160	PBS Create - KETC- St. Louis
161	PBS World - KETC- St. Louis
162	PBS Kids - KETC- St. Louis
164	This TV - KPLR
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
105	Turner Classic Movies
106	Independent Film Channel
107	FXX
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
134	Disney Jr.
140	Hallmark Movie Channel
141	Outdoor 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
155	Oxygen
156	Lifetime Movie Network

Lineup continues on reverse side.

Watch TV Everywhere NOW AVAILABLE!



Go to fidelitycommunications.com/TVE to get started!



Rolla Channel Lineup

Premium

200	HBO
201	HBO2
202	HBO Signature
203	HBO Family
204	HBO Comedy
205	HBO Zone
206	HBO HD
207	HBO Latino
208	HBO-West
210	Cinemax
211	More Max
212	Action Max
213	ThrillerMax
214	Cinemax HD
215	Max Latino
216	OuterMax
217	5starMax
218	Cinemax-West
219	Showtime-West
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
229	Showtime Beyond
230	The Movie Channel
231	The Movie Channel Xtra
232	The Movie Channel-West
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*

402	KTVI HD FOX
404	KMOV HD CBS
405	KSDK HD NBC
408	QVC HD
409	KETC HD PBS
410	Velocity
411	KPLR HD CW
412	WGN HD
417	The Weather Channel HD
418	KSPR HD ABC
423	Lifetime HD
424	Nickelodeon HD

HD Plus*

580	AXS TV
581	HDNet Movies
584	AWE

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

Digital Television Service Center

Toll Free: 1.866.828.1611
Rolla: 573.426.5000
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



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LOCAL EXCHANGE SERVICE (Cont'd)

C. Extended Area Service (EAS)

An arrangement whereby customers in one exchange can call customers in another exchange at the Local Exchange Service rate.

EAS is available from and to the St. Robert, Fort Leonard Wood and Waynesville exchanges.

D. Bundled Packages (available in the Rolla exchange 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. Rolla Power Pack Package (includes Residential Access Line, 3 meg Cable Modem Internet Service, (MUSTView) Basic Cable TV and (MEGAVIEW) Extended Basic Cable TV)	\$97.99	(T)(I)
2. Rolla Nearly Perfect Package (includes Residential Access Line, Smart Deluxe SmartFeatures Package, Residential Voicemail, Unlimited Dial-up Internet service, (MUSTView) Basic Cable TV, (MEGAVIEW) Extended Basic Cable TV, Digital Cable TV and Starz / Encore Premium movie channel)	\$89.95	(T)
3. Rolla Just Perfect Package (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 one Premium movie channel)		(T)
With Digital Ultimate Tier	\$126.99	(I)
With Starz / Encore	\$126.99	(I)
With Cinemax	\$126.99	(I)
With Showtime / Movie Channel	\$126.99	(I)
With HBO	\$129.99	(I)
4. Rolla Power Pack Lifeline Package (includes Residential Lifeline Access Line, 3 meg Cable Modem Internet Service, (MUSTView) Basic Cable TV and (MEGAVIEW) Extended Basic Cable TV)	\$87.20	(T)(I)

(T) Change in text

(I) Rate increase

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