

# How to read your monthly statement.


Review this quick guide to better understand your new Midco® statement. For more information, call 1.800.888.1300 or visit [Midco.com/Support](http://Midco.com/Support).

**AMOUNT DUE, PAY BY DATE, ACCOUNT NUMBER**  
 Use your account number when inquiring about any customer service issues or when using online bill pay through [Midco.com/MyAccount](http://Midco.com/MyAccount). To avoid a late fee, please pay the total amount due by date indicated.

**ACCOUNT INFORMATION**  
 This shows the name and address that receive Midco services (may or may not differ from billing address).

**MIDCO ALERTS**  
 Read important messages about service updates, new programming, and products for your area.

**PAYMENT OPTIONS**  
 For your convenience, there are several ways to pay for your Midco services. For easy online bill pay, register at [Midco.com/MyAccount](http://Midco.com/MyAccount) today!



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**CUSTOMER NAME**  
**CUSTOMER ADDRESS**  
**CITY STATE ZIP**

Thank you for choosing Midco. We appreciate your business and look forward to serving you for years to come.

**Midco Alerts**  
 Switch to paperless billing. You can reduce your statement when you enroll in paperless billing and avoid the monthly \$1 service fee for paper bills. Visit [Midco.com/MyAccount](http://Midco.com/MyAccount) to make the switch today.

We're prepared - are you? Severe weather and construction can lead to unexpected service outages. Update your notification preferences in My Account to make sure you're receiving alerts. And visit [Midco.com/Outages](http://Midco.com/Outages) for real-time updates and troubleshooting support.

Digging safety reminder: Even if you are just using a shovel or hand tools, you need to call 811 to have the approximate location of buried utilities marked before you dig.

HBO takes your TV entertainment to the max! Bring the best collection of shows, movies and new Max originals to your home by adding HBO to your TV package today. You can stream all your HBO favorites live, on demand and on the Max app.

**Payment Options**  
 Online: [Midco.com/MyAccount](http://Midco.com/MyAccount) Phone: 1.800.888.1300  
 EFT: See reverse side. Mail: Return stub below & do not send cash.  
Detach and enclose the portion below with your payment. Please write your account number on your check. Do not send cash.

<b>Total Amount Due</b>	<b>\$0.00</b>
Due On	06/11/24
Account Number	000000000


<b>New Charges Summary</b>	
Internet Services	0.00
TV Services	0.00
Phone Services	0.00
Equipment & Licensing	0.00
Other Charges & Adjustments	0.00
Taxes, Surcharges & Fees	0.00
<b>Total New Charges</b>	<b>\$0.00</b>

<b>Current Billing Summary</b>	
Previous Balance	0.00
Payment Received 5/01/24	0.00
Balance Forward	0.00
Current Amount Before Savings	0.00
Total Monthly Savings	0.00
<b>Total Amount Due</b>	<b>\$0.00</b>

**NEW CHARGES SUMMARY**  
 View monthly charges billed in advance depending on services: Internet and phone (includes leased equipment).

**CURRENT BILLING SUMMARY**  
 See balance, payments received, new charges and amount due.

**SUMMARY OF SAVINGS**  
 See promotional and/or service discounts.



PO BOX 5010, SIOUX FALLS, SD 57117-5010

Electronic Service Requested

<b>Total Amount Due</b>	<b>\$0.00</b>
Due On	Auto Pay Scheduled
Account Number	000000000

Statement Code 001

Name/Address Corrections Noted

**See above for payment options. Make checks payable to:**

MIDCONTINENT COMMUNICATIONS  
 PO BOX 5010  
 SIOUX FALLS, SD 57117-5010

**REMITTANCE FORM**  
 Return this with payment in the enclosed envelope. Be sure you can see the Midco address in the envelope window. No remittance is necessary if you have recurring payments through auto pay or Midco online bill pay.

The number of pages and detail in your statement will vary depending on services, charges and usage.

**INTERNET SERVICES**  
Summary of usage charges.

**TV SERVICES**  
Summary of usage charges for TV package and any additional subscriptions.

**TV SERVICE DISCOUNTS**  
Summary of promotional and other savings for your TV package with effective dates.

**EQUIPMENT & LICENSING**  
Equipment leases and related charges.

**OTHER CHARGES & ADJUSTMENTS**  
Summary of additional charges and adjustments not related to your services.

**TELEPHONE DETAIL**  
Information on your directory listing.

**AMOUNT DUE, PAY BY DATE, ACCOUNT NUMBER**

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**MIDCO**  
Contact Us: Midco.com or 1.800.888.1300

**Total Amount Due \$0.00**  
**Due On 06/11/24**  
**Account Number 00000000**

<b>Internet Services \$0.00</b>	<b>Equipment &amp; Licensing \$0.00</b>
Midco Internet 500 05/22/06/21 0.00 Placeholder description text.	<b>Internet</b> Midco Wi-Fi Mo. Lease 05/22/06/21 0.00 Midco Wi-Fi Licensing Fee 05/22/06/21 0.00 Midco Wi-Fi Pod Mo. Lease 05/22/06/21 0.00
<b>TV Services \$0.00</b>	<b>Other Charges &amp; Adjustments: \$0.00</b>
MidcoTV 4 05/22/06/21 0.00 Placeholder description text. Placeholder description text.	Paper Statement Fee 05/22 0.00
Cinemax 05/22/06/21 0.00 Max 05/22/06/21 0.00 Showtime 05/22/06/21 0.00 The Movie Channel 05/22/06/21 0.00 MidcoTV Sports & Variety Pro Pack 05/22/06/21 0.00 Local Broadcast Retransmission Fee 05/22/06/21 0.00	<b>Taxes, Surcharges &amp; Fees \$0.00</b>
Discounts: TV Loyalty Promo (09/22/2022-09/21/2024) -0.00 Promotional price ends 09/21/2024. After promotion, price will be \$0.00 per month (or current standard rate).	<b>Internet</b> Local Sales Tax 0.00 State Sales Tax 0.00
<b>Phone Services \$0.00</b>	<b>Local Sales Tax</b> TV Franchise Fee 0.00 Local Sales Tax 0.00 State Sales Tax 0.00 FCC Fee 0.00
Home Phone Package 05/22/06/21 0.00 Get calling with a basic phone line calling features, unlimited local & domestic long-distance calling, plus voicemail with eVOICE.	<b>Phone</b> Federal Access 0.00 Federal Excise Tax 0.00 Universal Service Fee 0.00 Local Number Portability 0.00 County Govt 911 Emergency Surcharge 0.00 Carrier Connect Assessment 0.00 Access Recovery Charge 0.00 Telecom Relay Services 0.00 Cross Receipts Tax 0.00 Local Sales Tax 0.00
Discounts: Phone Package Discount -0.00 Phone Loyalty Promo (12/11/2022-11/30/2024) 0.00 Promotional price ends 11/30/2024. After promotion, price will be \$0.00 per month (or current standard rate).	<b>What is the Local Broadcast Retransmission Fee?</b> This is a portion of the amount paid to local broadcast stations so we may retransmit their signals to you.
<small>Closed Captioning Inquiry: If you need assistance with closed captioning you may contact us via email at closed_caption@midco.net, call us at 1.800.888.1300 or send a fax to 605.271.1986. For written inquiries, please contact Patrick McCann, VP General Counsel, PO Box 5460, Sioux Falls, SD 57107. Local Franchise Authority: FCC Community ID: SD0003 City Of Aberdeen 233 S Lincoln Aberdeen, SD 57401</small>	<b>What are Federal Access Charges?</b> These charges - proposed and authorized by the Federal Communications Commission (FCC) - provide for access to and maintenance of the local network.

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**MIDCO**  
Account: 000000000 Payment Due Date: 06/11/24

CUSTOMER NAME  
CUSTOMER ADDRESS  
CITY STATE ZIP

**Automatic Payment Authorization (EFT)**

I (we) authorize Midcontinent Communications to initiate entries to my (our) account described by my (our) monthly bill beginning with next month's statement. I (we) understand that the current month's charges must be paid separately by check or credit card.

Please debit my Checking Account (enclose a voided check)

Savings Account (enclose a voided deposit slip)

Signature \_\_\_\_\_ (Signature if required for a joint account)

This authority is to remain in full force and effect until Midco has received written notification from me (or either of us) of its termination allowing Midco at least 45 days prior to next processing date. Please be advised that any electronic payments return "NSF" (non-sufficient funds) your account will be assessed the maximum NSF fee allowed by applicable law.

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**MIDCO**  
Contact Us: Midco.com or 1.800.888.1300

**Total Amount Due \$0.00**  
**Due On 06/11/24**  
**Account Number 00000000**

**Taxes, Surcharges & Fees (continued)**  
State Sales Tax 0.00

**Telephone Detail**  
**Directory Listing**  
This is how your directory listing will appear in the local telephone directory. If you wish to make changes to your directory listing, please log in to Midco.com.

**Frequently Asked Questions**

**What are State and Local Taxes?**  
State, local and municipal governments mandate these taxes on equipment and services.

**Where can I find programming updates?**  
The majority of the television programming you enjoy is owned by media companies other than Midcontinent Communications. From time to time, we are required to negotiate with broadcast and cable networks for the right to transmit their signals to you. Visit [Midco.com/Programming](http://Midco.com/Programming) for the latest programming updates.

**What is the Local Broadcast Retransmission Fee?**  
This is a portion of the amount paid to local broadcast stations so we may retransmit their signals to you.

**What are Federal Access Charges?**  
These charges - proposed and authorized by the Federal Communications Commission (FCC) - provide for access to and maintenance of the local network.

**What is the Carrier Connect Assessment?**  
All carriers providing interstate telecommunications must support relay services, which enables phone conversations between people with speech/hearing impairments and those without. This does not reflect a direct government charge.

**What is the Access Recovery Charge (ARC) Fee?**  
The Access Recovery Charge (ARC) is a fee related to changes in FCC rules. This monthly fee is a way to recover the costs of providing access to the phone network.

**What is the Local Number Portability Fee?**  
The Federal Communications Commission permits phone companies to add this charge to all phone lines as compensation for creating systems that allow residential and business phone customers to make their existing local phone numbers (at the same location) when switching from one local phone service to another.

**What is the Federal Excise Tax?**  
The federal government mandates this tax, which is imposed on local and wireless phone services.

**What is the Universal Service Fee?**  
The Federal Communications Commission (FCC) created the Universal Service Fund (USF). This fee helps make voice and internet/data service affordable and available to all Americans, including low-income consumers and those living in areas where the costs of providing service is high. It also includes public and nonprofit schools and libraries serving low-income communities, as well as rural health care providers. Congress mandated that all telecommunications companies providing interstate service contribute to the USF. A carrier may include this contribution on customers' monthly bill.

**What is the County Government 911 Emergency Service Charge?**  
Local governments mandate this surcharge to help pay for emergency services such as fire and rescue.

**What is the Telecom Relay Service Charge?**  
This state service charge helps to pay for the state relay center, which transmits and translates calls for hearing-impaired people.

**What is the Gross Receipts Tax?**  
This tax is on gross receipts derived from the furnishing of phone services. The service provider collects the tax and reports the collections annually to the Department of Revenue.

**What is Midco's policy on refund for credit card transaction?**  
When a customer pays money on an account by credit or debit card, and there needs to be a partial or full refund to that card because of the customer's transaction, it is Midco's policy to issue a credit to the customer's account as long as it is within 30 days of the credit transaction. If there was an error in the amount charged to card by Midco, we may issue a credit to the customer's credit card with a manager's approval.

**What is Midco's policy for returned payments?**  
If any payment is returned unpaid, Midco will apply a fee to your next monthly statement. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

**For customers who have authorized recurring payments:** You authorize Midco to make a one-time electronic funds transfer (EFT) from your account to collect a fee. The fee will be determined by the maximum non-sufficient funds (NSF) fee allowed by applicable law.

**Is a move in your future?**  
If you plan on moving, please call 1.800.888.1300 or visit [Midco.com/Move](http://Midco.com/Move) at least two weeks prior to your move to ensure a smooth transition of services. Then complete a change of address form with the U.S. Postal Service at [USPS.com](http://USPS.com) to make sure your mail always reaches you.

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**MIDCO**  
Contact Us: Midco.com or 1.800.888.1300

**Total Amount Due \$0.00**  
**Due On 06/11/24**  
**Account Number 00000000**

**Call Before You Dig** There may be underground wires located in your yard. Digging into an underground wire could result in serious personal injury, service interruptions or property damage. If utility lines are out, you may be liable for charges. Please call 811 or the appropriate number for your state to locate underground utility cables:  
South Dakota 1.800.781.7474  
North Dakota 1.800.795.0555  
Minnesota 1.800.252.1166  
Wisconsin 1.800.242.8511  
Kansas 1.800.344.7233

**PHONE SERVICE DISCOUNTS**  
Summary of promotional and other savings for your phone package with effective dates.

**TELEPHONE SERVICES**  
Summary of usage charges on each phone line.

**AUTOMATIC PAYMENT AUTHORIZATION FORM**  
Electronic funds transfer (EFT) authorization form if you want your payments automatically debited from a bank account each month.

**TAXES, SURCHARGES AND FEES**  
Mandated taxes, surcharges and fees (by service).

**FREQUENTLY ASKED QUESTIONS**  
Additional details about service charges, fees, taxes, surcharges and other Midco service information.

**CALL BEFORE YOU DIG DETAILS**