



Customer Handbook and Pricing Guide

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Hours:
Monday thru Friday
8:00am - 5:00 pm

RATES & SERVICE INFORMATION

All rates are subject to monthly sales tax and franchise fee

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Basic Cable TV Channel Listings

Channels 2 - 13 Lifeline Package \$33+ Tax

Channels 2 - 91 Basic Cable Package \$99+ Tax

All channels are Digital Clear QAM Tuner compatible only

† † May require convertor box rental in Lifeline Package

Channel Name	SD	HD
Weather Channel	2.1	
KSNW NBC	3.1	3.2
KSAS FOX	4.1	4.2
Local Channel 5	5.1	
KMTW MyTV	6.1	6.2
QVC	7.1	
KPTS PBS	8.1	8.2
KSCW CW	9.1	9.2
KAKE ABC	10.1	10.2
CSPAN	11.1	
KWCH CBS	12.1	12.2
POP	13.1	
Discovery	14.1	
TNT	15.1	
Nickelodeon	16.1	
CNN Headline News	17.1	
Paramount Network	18.1	
MeTV † †	19.1	
Antenna TV † †	20.1	
KWCH-WX Weather † †	21.1	
Get TV † †	22.1	
Jewelry TV	23.1	
TruTV	24.1	
Syfy	25.1	
Fox Sports Midwest	26.1	
ESPN	27.1	
ESPN2	28.1	
ESPN Classic	29.1	
ESPNU	30.1	
Fox Sports	31.1	
DIY	32.1	
History	33.1	
Turner Classic Movies	34.1	
Outdoor	35.1	
CNBC	36.1	
TLC	37.1	
CNN	38.1	
A&E	39.1	
Fox News	40.1	
Bravo	41.1	
Lifetime	42.1	
TV Land	43.1	
USA	44.1	
HGTV	45.1	
TBS	46.1	
Hallmark	47.1	
VH-1	48.1	

Channel Name	SD	HD
CMT	49.1	
Great American Country	50.1	
E!	51.1	
Travel	52.1	
FXX	53.1	
FX	54.1	
Local Studio 55	55.1	
MSNBC	56.1	
NFL	57.1	
Freeform	58.1	
AMC	59.1	
Disney	60.1	
WGN	61.1	
Animal Planet	62.1	
We	63.1	
Food	64.1	
Investigation Discovery	65.1	
Golf	66.1	
Telemundo	67.1	
ION TV	68.1	
Inspiration	69.1	
CSPAN 2	70.1	
Comedy	71.1	
National Geographic	72.1	
Kansas 22	73.1	
Cartoon	74.1	
Home Shopping Network	75.1	
Create	76.1	
Hallmark Movie	77.1	
MTV	78.1	
KPTS Explore	79.1	
NBC Sports	80.1	
Oxygen	81.1	
Comet	82.1	
OWN	83.1	
Justice	84.1	
EWTV	85.1	
NEWSMAX	86.1	
Start TV	87.1	
Heroes & Icons	88.1	
Circle	89.1	
Decades	90.1	
TBD	91.1	
KPTS Kids	92.1	
TV Guide	99.1	

Digital Basic Package

*Digital Box & Basic Cable are Required for this Package

** HD Digital Box or DVR required for HD Channels

***Requires STARZ Premium Package †Requires Digital Basic

\$119.00 + tax (includes Basic cable rate)

Channel Name	SD*	HD**
POP Guide	99	
Weather Channel	102	
KSNW NBC	103	503
KSAS FOX	104	504
Local Channel 5	105	
KMTW MyTV	106	509
QVC	107	
KPTS PBS	108	508
KSCW CW	109	505
KAKE ABC	110	510
CSPAN	111	
KWCH CBS	112	512
POP	113	
Discovery	114	527
TNT	115	533
Nickelodeon	116	
CNN Headline News	117	
Paramount Network	118	
MeTV	119	
Antenna TV	120	
KWCH-WX Weather	121	
Get TV	122	
Jewelry TV	123	
TruTV	124	
Syfy	125	520
Fox Sports Midwest	126	540
ESPN	127	538
ESPN2	128	535
ESPN Classic	129	
ESPNU	130	537
Fox Sports	131	522
DIY	132	
History	133	517
TCM	134	
Outdoor	135	525
CNBC	136	542
TLC	137	530
CNN	138	
A&E	139	502
Fox News	140	523
Bravo	141	541
Lifetime	142	539
TV Land	143	
USA	144	519
HGTV	145	501
TBS	146	500
Hallmark	147	
VH-1	148	
CMT	149	
GAC	150	

Channel Name	SD*	HD**
E!	151	
Travel	152	524
FXX	153	545
FX	154	521
Studio 55	155	
MSNBC	156	543
NFL	157	511
Freeform	158	534
AMC	159	544
Disney	160	536
WGN	161	
Animal Planet	162	528
We	163	
Food	164	514
Investigation Discovery	165	529
Golf	166	
Telemundo	167	
ION TV	168	
Inspiration	169	
CSPAN 2	170	
Comedy	171	
National Geographic	172	515
Kansas 22	173	
Cartoon	174	
HSN	175	
Create	176	
Hallmark Movie	177	
MTV	178	
KPTS Explore	179	
NBC Sports	180	
Oxygen	181	
Comet	182	
OWN	183	† 557
Justice	184	
EWTN	185	
NEWSMAX	186	
Start TV	187	
Heroes & Icons	188	
Circle	189	
Decades	190	
TBD	191	
KPTS Kids	192	
FYI	200	† 555
Cooking	201	
Disney XD	202	
Discovery Family Channel	203	† 556
GSN	204	
MTV2	205	
Nick Jr.	206	
Teen Nick	207	

Channel Name	SD*	HD**
The Word	208	
Sunlife	209	
Fox Business	211	
KPTSC	218	
Disney Jr	219	
Bloom	221	
CLOO	214	
Nick Toons	215	
Esquire	216	
TBN	220	
NIC Music	231	
BET Soul	232	
FUSE	233	
MTV Classic	234	
CMT Pure Country	235	
Centric	236	
GAC	238	
IFC	241	
Lifetime Movie	243	526
Bravo	245	
Discovery Fit and Health	250	
Investigation Discovery	252	† 529
OWN	253	† 557
Destination	254	531
Science	255	532
American Heroes	256	
VICE	259	
BBC America	263	
National Geographic Wild	269	† 558
FX Movie	270	
TCM	271	
SyFy	272	
We	273	
Chiller	274	
Golf	281	
ESPN Classic	282	
ESPN News	283	
ESPN2	285	
RFD TV	286	
NBC Sports	287	
ESPN SEC	288	
Olympic	289	589
Fox Sports Atlantic	497	
Fox Sports Central	498	
Fox Sports Pacific	499	
HD Network Movies		506
AXS TV		507
Universal HD		513
Velocity		516
STARZ***		518

Digital Box Pricing

*Free HD with HD box rental!

Multiroom DVR (Inc. 1 Master, 1 Slave box)... \$25/mo
Additional Multiroom DVR Slave\$10/mo
HD ONLY Digital Box....\$12/mo
HD Digital Box w/ Digital Basic..\$8/mo
DVR HD ONLY Digital Box...\$15/mo
DVR HD Digital Box w/ Digital Basic..\$10
Additional Standard Digital Boxes....\$5/mo
Universal Remotes.....\$8.00
HDMI Cable.....\$11 (3ft), \$13 (6 ft), \$22 (10ft)
Color Stream.....\$20
Video Cables.....\$7

PAY-PER VIEW

403-404 - PPV CHANNELS

*Adult Programming**

601 - COEDS
602 - RKTV
603 - BRAZZ
604 - PPV
605 - PPV

**Parental Lock is Advised for these Channels*

Premium Pay Digital Channels

(**Must Have a Digital Box**)

Best Value - With rental of Digital Box,
you also receive all channels in the service box.
additional pay TV Box... \$5/mo

330 - HBO E	333 - HBO Zone E	\$17.00
331 - HBO Comedy E	334 - HBO Plus E	
332 - HBO Family E	336 - HBO Signature E	

350 - SHOW E	356 - SHOW Extreme E	\$17.00
351 - SHOW Next E	357 - FLIX E	
352 - SHOW 2E	380 - TMC E	
353 - SHOW Family E	382 - TMC 2E	
354 - SHOW 3E		
355 - SHOW Women E		

300 - Cinemax E	302 - More Max E	\$17.00
301 - Action Max E	303 - Thriller Max E	

Combination Package Prices

HBO/Cinemax	\$34.75
Showtime/Cinemax	\$34.75
HBO/Showtime	\$34.75
HBO/Show/Cinemax	\$50.25

Encore/STARZ Package (Available on Digital ONLY)

All For - \$19.00

310 -Encore E	369 - WAM! E
312 - Encore Action E	370 - STARZ E
314 - Encore Love E	371 - STARZ Cinema E
316 - Encore Mystery E	372 - STARZ 2E
318 - Encore True Story E	373 - STARZ Family E
320 - Encore Westerns E	374 - Black STARZ E
322 - STARZ Kids	

Special Package Deals!

Entertainment Package \$169.88 +tax

Basic Cable	
Digital Basic (standard digital box included)	* Over 200 Channels w/ HD
HD Digital Box w/ DVR	* High Speed Internet
Ultimate Cable Modem	SAVE \$30.20
Internet and Cable Maintenance Agreement	

Triple Play Package \$166.83 +tax

Basic Cable	
Digital Basic (standard digital box included)	* Over 200 Channels
High-Speed Cable Modem	* High Speed Internet and Digital Phone
Residential Digital Phone Service (Unlimited Local and Long Distance in the US!)	SAVE \$32.20 BEST VALUE!
Internet and Cable Maintenance Agreement	

Essentials Package \$135.83 +tax

Basic Cable	* Over 200 Channels
Digital Basic (standard digital box included)	*Internet
Basic Cable Modem	SAVE \$16.25
Internet and Cable Maintenance Agreement	

Basics Package \$122.83 +tax

Basic Cable	* 91 Channels
Basic Cable Modem	*Internet
Internet and Cable Maintenance Agreement	SAVE \$9.25

Add-Ons

Digital Telephone

Unlimited Local and Long Distance in the US (Residential) \$30.95

Digital Box Options

Additional Standard Digital Box \$5
 HD Only Digital Box \$8.00
 HD DVR Digital Box (Dual Tuner) \$10.00
 DTA Standard Cable Digital Converter (first one free) \$3.95

Residential Internet Packages

Cable Modems

(Inside Wellington Only)

Extreme Cable Modem Service (70 Mbps Down, 3 Mbps Up, 25 E-mail, 2 dynamic reserved IP)	\$100.00
Ultimate Cable Modem Service (35 Mbps Down, 2 Mbps Up, 25 E-mail, 1 dynamic reserved IP).....	\$66.00
High-Speed Cable Modem Service (20 Mbps Down, 1 Mbps Up, 10 E-mail)	\$44.00
Basic Cable Modem Service (6 Mbps Down, 512 Kbps Up, 2 E-mail).....	\$28.00

Wireless Internet

High-Speed Wireless (4 Mbps Down up to 8M bursting, 512 Kbps Up, 10 E-mail).....	\$51.00
Basic Wireless (1500 Kbps Down up to 3M bursting, 256 Kbps Up, 4 E-mail).....	\$36.00
Economy Wireless (512 Kbps Down, up to 1.5M bursting 128 Kbps Up, 2 E-mail)	\$26.00

NO EQUIPMENT FEES

Peer to Peer clients ARE NOT ALLOWED on our wireless network due to compatibility issues.

ex. Limewire, Bear Share, Torrent, etc. Software like these cause other customers to lose service.

While we do not block or limit the use of Streaming video services, these services, like Netflix, may cause severe issues on a wireless connection.

We may temporarily suspend your service if your usage is causing issues with other customers.

We recommend settings your quality to low within your Netflix account settings.

Speeds may vary during peak hours of use. Speeds are average available.

Sumner Communications owns the equipment and you must return it upon disconnection or you will be charged a recovery fee.

For more information please contact our offices.

Other Charges

Internet Maintenance Plan (per month)	\$3.00**
Cable Modem Outlet Installation.....	\$25.00
Additional E-Mail Acct. (Each, Includes 500 MB webspace).....	\$3.00
Additional Web Space (per 500 MB).....	\$1.00
Dynamic reserved IP*** (static/sticky)(upon request) (Each)	\$5.00
Extra Computer Connections (per 5, up to 15 all Dynamic)	\$10.00*

*Hub or Switch required for multiple connections to the Cable Modem

**See page 11 for more details.

***We prefer end users to use DHCP to pull the Reserved IP from our system for use as a static. This is for security reasons. This will require you to contact us with the MAC address of the ethernet device attached to the cable modem. If you have needs that require the IP be manually typed into your device or system, please contact us. We will provide the static IP information upon request and justification.

IMPORTANT:

The speed listed on each Residential package is not guaranteed. Your device will be set to allow speeds up to those listed. We do work hard to make sure each customer CAN obtain these speeds on a regular basis, however there are times of very heavy usage on the network that may cause slowness or not allow the full capacity to be reached.

It may be necessary for us to take the Internet network or a portion of it offline occasionally for service or repairs. When this is necessary we will continue to work on the issues until the system is back online.

Please refer to our acceptable use policy on our website or handbook for more information.

Business Internet Packages

CABLE MODEM

Small Business Package \$44.00

Speed: 12 Mbps Down, 1 Mbps Up

Includes 1 static IP or dynamic IP reserve and up to 5 dynamic IP's and Internet Maintenance Agreement

Standard Business Package \$66.00

Speed: 24 Mbps Down, 1500 Kbps Up

Includes 1 static IP or dynamic IP reserve and up to 5 dynamic IP's and Internet Maintenance Agreement

Enterprise Business Package \$101.00

Speed: 40 Mbps Down, 2 Mbps Up

Includes 1 static IP or dynamic IP reserve and up to 10 dynamic IP's and Internet Maintenance Agreement

Extreme Enterprise Business Package \$151.00

Speed: 70 Mbps Down, 5 Mbps Up

Includes 1 static IP or dynamic IP reserve and up to 10 dynamic IP's and Internet Maintenance Agreement

Extreme Enterprise PLUS Business Package \$175.00

Speed: 70 Mbps Down, 10 Mbps Up

*Includes 1 static IP or dynamic IP reserve and up to 10 dynamic IP's and Internet Maintenance Agreement

Add Hosting to any business package for half price! see the Web Hosting section of the handbook for more information

*We prefer end users to use DHCP to pull the Reserved IP from our system for use as a static. This is for security reasons. This will require you to contact us with the MAC address of the ethernet device attached to the cable modem. If you have needs that require the IP be manually typed into your device or system, please contact us. We will provide the static IP information upon request and justification.

Internet over Fiber

Standard Fiber Internet Connection (per month) \$300.00

Standard Speed: 10.0 Mbps Down, 10.0 Mbps Up, Priority support and service, dedicated bandwidth, and dedicated IP subnet. (May be increased in bandwidth, call for more details)

Wireless

Business Standard* Wireless Internet Service \$71.00

Speed: Upt to 8000 Kbps Down, 1000 Kbps Up Includes: 10 E-Mail Accts. DHCP Reserved IP (Static) upon request.

Business Dedicated* Wireless Internet Service 6M \$150.00

Speed: 3000 Kbps Down, 3000 Kbps Up Includes: 25 E-Mail Accts. Dedicated Subnet assigned Upon request.

Business Dedicated* Wireless Internet Service 3M \$75.00

Speed: 1500 Kbps Down, 1500 Kbps Up Includes: 25 E-Mail Accts. Dedicated Subnet assigned Upon request.

*Business Standard uses the same facilities as the residential customers. It will be sharing the same towers as residential customers use. Dedicated will include a dedicated tower interface only used by the business purchasing service. Very similar to traditional T-1 internet service. Both will be provisioned with priority on the network.

IMPORTANT:

The speed listed on each Business package is not guaranteed. Your device will be set to allow speeds up to those listed. We do work hard to make sure each user CAN obtain these speeds on a regular basis, however there are times of very heavy usage on the network that may cause slowness or not allow the full capacity to be reached. It may be necessary for us to take the Internet network or a portion of it offline occasionally for service or repairs. When this is necessary we will continue to work on the issues until the system is back online. Please refer to our acceptable use policy on our website for more information. Business Customers traffic receives priority on the network where capable.

Web Hosting Packages

Personal Hosting Package \$5.95/mo

Details: 25 E-Mail Accounts, 500 MB Space, 10 GB Transfer/mo.

Includes: DNS Setup, SPAM/Virus Filtering, 1 MySQL Database, Webalizer Stats, PHP, Webmin Admin Panel, Perl , FTP

Standard Hosting Package \$9.95/mo

Details: 50 E-Mail Accounts, 2 GB Space, 25 GB Transfer/mo.

Includes: DNS Setup, SPAM/Virus Filtering, 3 MySQL Databases, Webalizer Stats, PHP, Webmin Admin Panel, Perl , 3 Sub-Domains, FTP

Deluxe Hosting Package \$19.95/mo

Details: 200 E-Mail Accounts, 5 GB Space, 50 GB Transfer/mo.

Includes: DNS Setup, SPAM/Virus Filtering, 10 MySQL Databases, Webalizer Stats, PHP, Webmin Admin Panel, Perl , 10 Sub-Domains, FTP

Premium Hosting Package \$39.95/mo

Details: 500 E-Mail Accounts, 10 GB Space, 150 GB Transfer/mo.

Includes: DNS Setup, SPAM/Virus Filtering, 25 MySQL Databases, Webalizer Stats, PHP, Webmin Admin Panel, Perl , 25 Sub-Domains, FTP,
1 Unique Static IP

Any Web Hosting Package can be bundled with our Residential or Business Internet services for half price!

Hosting Related Fees:

DNS Hosting (one time setup fee) \$25.00

DNS Changes (Each change)..... \$ 5.00

Dedicated Hosting IP (per month) \$ 5.00

Domain Registration \$15.00

Mysql Database add 1 database (per month) \$ 1.00

Transferred Bandwidth add 1GB (per month) \$ 1.00

Web Space add on (per 100 MB) (per month) \$ 1.00

E-Mail account add 5 (per month) \$ 1.00

Server Hosting

Virtual Server Hosting (FreeBSD Jail) \$50/mo

Details: Shared FreeBSD Jail based server with Apache 2.2, Mysql, Webmin/Virtualmin, PHP5, Postfix (mail), and more.

Includes: 1 Static IP, 5M internet connection, Shared redundant storage (protected)

Virtual Server Hosting (Xen Virtual) \$50/mo

Details: Xen based server with OS of Choice. Applications may be extra or customer supplied. Some OS require Add charge.

Includes: 1 Static IP, 5M internet connection, 200G storage (encryption available)

Server Hosting \$150/mo

Details: Server provided by customer to be hosted in our server racks

Includes: 1/4 Rackspace rental, 10M ethernet connection, small allocation of IP addresses.

Custom hosting options available PLEASE CALL for more information and pricing.

Options

SUTV Manage the server \$25/mo

More IP's \$CALL

More bandwidth \$CALL

Managed Data Backup \$CALL

SUTV Managed router \$15/mo

Initial Server Custom Configuration and Setup \$100

Digital Telephone Services

Residential Unlimited Plan\$30.95^{+tax}

Details: Unlimited Long Distance in the US and Canada

Includes: Voicemail, Caller-ID, Call Waiting, Three-way Calling, and more
\$1.00 Discount/mo. ea. when bundled with Cable Modem, TV, or The Works!

Business Unlimited Plan\$34.95^{+tax}

Details: Unlimited Long Distance in the US and Canada

Includes: Voicemail, Caller-ID, Call Waiting, Three-way Calling, and more
\$1.00 Discount/mo. ea. when bundled with Cable Modem, TV, or The Works!

Fees:

Activation Fee.....	\$65.00
Address change Fee	\$40.00
Additional Line Activation Fee.....	\$18.00
Porting Fee.....	\$18.00
Toll Free Activation Fee.....	\$18.00
Toll Free Monthly Service Fee.....	\$ 5.00

**** all charges are subject to tax**

For more information please contact our offices at 620-326-8989

IMPORTANT INFORMATION!

- ~ Limited 911 availability. When calling 911 the operator may not know who you are or where you are calling from.
- ~ If you are disconnected for non-payment, you may permanently lose your phone number, and be assigned a new one. We cannot hold the phone number once the service has been disconnected.
- ~ Internet Service REQUIRED for Digital Phone service. This also means that phone service will not work if your internet service does not work properly or there is a loss of power for any reason.
- ~ Digital Phone equipment may require a reboot after an internet outage or loss of power.

Installation Packages

Non Pay Reconnect.....	\$40.00
Downgrade.....	\$18.00
Installation Fee.....	\$40.00
Transfer	\$40.00
Install Under House (crawl space).....	\$65.00
Special Trip	\$45.00
Wall Fishes (Week Notice).....	\$80.00
Pre-Wire New House per outlet.....	\$25.00
Add outlet per outlet	\$45.00
Add outlet (During initial installation)	\$10.00
Wireless Special Trip	\$50.00
Pay arrangement fee (due upfront)	10% of total bill

Service Prices

All Cable related service calls are FREE
Involving malfunctioning of SCTV equipment,
or weather damage to SCTV equipment

Service Call w/out Maintenance Agreement	\$45.00
Monthly Cable Maintenance Agreement*	\$3.00
Monthly Internet Maint. Agreement	\$3.00
Monthly Cable & Internet.....	\$5.00

Maintenance Agreements

*Includes repairing problems involving issues caused by the customer which would normally result in a service call charge.

****all prices are subject to tax**

Sumner Communications

Service Calls & Internet
Maintenance Agreement Information

Service Calls covered under maintenance agreement:

- ◆ All inside wire installed by Sumner Communications
- ◆ Damage due to landscaping, remodeling and etc.
- ◆ Re-programming of your TV or VCR
- ◆ Bad reception due to customer equipment
- ◆ Damage to cable by family pet

Internet Service Calls covered under maintenance agreement:

- ◆ Any service call requiring a Sumner Communications tech to come out to put settings into your computer
- ◆ Not receiving Internet due to customer equipment.
(computer repairs not included.)

NOT Covered by Maintenance Agreement ANY do-it-yourself wiring causing a leak or service call for bad reception will be charged for a service call and/or material used to correct the problem and Customer Computer or network equipment, including routers

We Now Offer PC Repair, and Networking
Call Our Office for more information.

SUTV Networking

114 West 7th Street, Wellington, KS

Computer Repair

Labor: \$60/hr (in shop)*
 \$80/hr (on site)*

Networking: \$90 per hour

Bulk Networking agreements available

We also design and build custom computers
networks, and servers!

Call or Stop by for Any
of Your Computer and Networking Needs!

*Minimum repair time in shop is 30 minutes.

*Minimum repair time on site is 1 hour.



Local Cable Channel 5 & Channel 55 Price List

Announcements: (Birthdays, anniversaries, etc.)\$12 (3 days)
Will produce a color printout FREE, if you wish

Business Card: \$31 (1 Month) - 1/2 screen

Word Advertisement:\$10.40 week (Words Only)

Photo Advertisement:..... \$20.75 week (With Photo/Logo)
*Month Special - \$52

Obituaries: \$12.40 (Usually 3-day Run) information, up to 3 frames


Channel 55 and other pricing.....CALL

Church Announcements (With Photo):\$10 week

Real Estate Listings and Open Houses: \$20.75 (10 day run)

Sponsorship segments - Call Alda Boyd 620-326-8989 x103





- 114 West 7th Street, Wellington, KS 67152 -

Alda Boyd
Sales/Production

A Division of Sumner Communications

Off: (620) 326-8989 Fax: (620) 326-5332
Toll Free: (877) 773-8989 Email: channel5@sutv.com

STUDIO 55

114 West Harvey

326-8989

“Hometown Hosts . . . Hometown Folks”

Jud Mitchell - Alda Boyd - Terrance Nichols

Steve Sturgis - Shelley Hansel



**Summer
Communications**

... Local Channels 5 & 55 ...

“Like” us on ...

[facebook.com/studio55sutv](https://www.facebook.com/studio55sutv)

620.326.8989

www.sutv.com

114 W. 7th & 117 W. Harvey

Wellington, KS 67152

Wellington Today
Fieldhouse
City Chat
City Council Meetings
School Board Meetings

SRMC Meetings
Wheat Minute
Announcements
Advertisements

Welcome

T o Sumner Communications

Dear Valued Customer,

As part of our on-going commitment to you, this Customer Handbook is being made available to help answer some questions you may have about your cable television service. Sumner Communications., your local cable TV and internet connection, is pleased to provide your home with the best that cable television and broadband services have to offer.

It is our goal to keep you informed about your services so that you can fully enjoy them. We suggest you keep this brochure so you will have a handy and quick guide if you have questions.

We consider your selection of Sumner Communications as your provider a privilege. As a service oriented company, we believe that full service is not achieved until our customers are completely satisfied. To achieve this goal, we strive to maintain the level of customer service that not only meets your expectations, but exceeds them.

Any time you experience a service problem, please call our customer service department. A local, trained, Sumner Communications technician will correct the problem promptly.

Our entire staff has one goal in mind . . . your satisfaction. If, at any time, you have a question or concern, please call us at the number shown on your monthly statement. We thank you for your business and the opportunity to provide you with the best value and service.

We are proud to be YOUR LOCAL CABLE TV and INTERNET CONNECTION.

Our Policies and Practices

DEFINITIONS

As used in these Policies and Practices; “we,” “company,” “us,” or “our” means Sumner Communications or its authorized agents.

“You” or “your” means the customer identified on the work order that was signed to begin your TV service.

“Home” means the residence or dwelling, including a single family home, apartment or any other type of dwelling unit, where your cable TV service is installed.

“Installed” means either installed or activated.

“Equipment” means one or more of the following: converter; remote control unit; security device; addressable control module; A/B switch; coaxial cable (“cable”); parental lockout device; or any other device installed in or around your home, or provided by us, necessary or convenient for you to receive cable TV programming or other services from us.

“Service” may include the cable TV signal or any other service that we provide to you.

SERVICE AND INSTALLATION POLICIES

Service calls and installation work will be performed on an appointment basis. Appointments are usually scheduled in four hour blocks during normal business hours. If you have special needs beyond this appointment option, please call us and we will do our best to accommodate you.

Standard installations will normally be performed within seven business days after an order has been placed.

If it is determined that a non-standard installation is required, the estimated cost and completion date will be provided to the customer in advance.

If our installer or technician is running late, we will attempt to contact you and reschedule the appointment at a time convenient for you.

Our technical staff will not enter your home to perform work unless a responsible adult over 18 years of age is present. We have established this policy to protect you and our employees.

Repair and maintenance to the cable lines outside your home and repairs to any cable company owned equipment are currently provided to you free of charge.

Service repairs and maintenance relating to the cable wiring in your home, and including the first 12 inches of wire outside your home, may be billed to the customer. This includes repairs to any cable video reception problems caused by, but not limited to, VCR tuning, television tuning, loose fittings and connections, and other reception problems which are not caused by the cable company or company owned equipment.

OUTAGES/SERVICE INTERRUPTIONS

We will normally respond to service interruptions (outages) as soon as possible, and no later than 24 hours from the time we are notified of an interruption. We will normally respond to other non-outage service problems by the next business day. For outages beyond our control (such as natural disasters or severe weather related problems) we will respond as promptly as possible.

We do everything to ensure trouble-free reception, but from time to time equipment failures can occur. Generally, it is our policy to issue a credit, upon request, for service interruptions over 24 hours. Sumner Communications customer service representatives are available during normal business hours and after hours emergency reporting service available 24 hours a day. Please call us in a timely manner when you notice the problem. We will not issue credits for service interruptions if we are not notified promptly or for situations beyond our control.

SERVICE AND RATE CHANGES

We reserve the right to change our services and equipment, and our prices and fees, at any time. We also reserve the right to rearrange, delete, add to or change the services provided on our cable service.

In accordance with federal and local regulations, we will notify you in advance of the change and inform you of the effective date.

TERMINATION OF SERVICE

You may cancel your service at any time by calling or writing to us. Please do not write disconnect requests directly on your bill. We reserve the right to terminate your service if you fail to pay your bill when it is due. Unpaid disconnected accounts are forwarded to a collection agency. You may not assign or transfer your service without our written consent.

BAD CHECK POLICY

A service charge will be assessed on all returned checks. An effort will be made to contact the writer of a returned check to secure payment. If payment has not been made and the account is delinquent, the account will be disconnected and a reconnect fee will apply. Payment must be made in cash or connection will be made when the check clears the bank.

SERVICE CALL POLICY

Sumner Communications will maintain all the wiring that we have installed free of service charges. A service charge will apply for repairs to any customer provided wiring or customer modifications to our wiring.

A service charge may apply for a service call to help connect a VCR or to reprogram a TV or VCR.

LATE FEE

A late fee will apply to all accounts not paid by the 20th of the month.

EQUIPMENT POLICY

Equipment installed by our company, placed under, over, on or about your home or property in connection with the delivery of service is the property of the cable company.

Rented channel converter boxes and rented remote controls, which are provided to customers if necessary or requested, are the property of the cable company. Rented equipment must be returned to us when service is discontinued for any reason, or at any reasonable time we need to issue other equipment. Failure to return rented equipment at the appropriate time will result in a charge to the customer's account, and may lead to legal action to recover the equipment.

You are responsible for damage to rented equipment, other than normal wear and tear, and may be assessed a charge for repair or replacement.

Equipment purchased from the cable company is the property of the customer, and not covered by the above equipment policy.

BILLING PROCEDURES

Cable services are billed one month in advance. Partial month charges will be included on your bill if you add or change services between billing dates.

The charges for one month's service, plus any deposits and any installation or equipment fees, are payable at the time service is installed. Charges for pay-per-view movies or events (if applicable) are billed after they are ordered, or may require advance payment.

You agree to pay us monthly by the payment due date as shown on your bill and for any administrative fees due to late payments or other charges due us. You agree to pay all federal, state, local, and user taxes, franchise fees and other charges, if any, which we may now or in the future be required to assess you. Billing rates are subject to periodic adjustment as permitted by franchise agreements and federal law.

Customers may pay for multiple months of service in advance if that is more convenient. However, no discounts are generally given for advance payment. If changes in rates occur after advance payments are made, customers are responsible for any adjusted rates as of the applicable rate change effective date.

To ensure your account is properly credited, mail your check or money order along with remittance stub to the address printed on your bill. Please write your account number and service

address on your check or money order and allow 5-7 days for processing. DO NOT MAIL CASH. To ensure prompt attention, please write your inquiries or requests on a separate piece of paper rather than on the bill itself. Payments received after the due date are subject to a late charge. In addition, service may be disconnected and collection proceedings initiated if account is past due. If you change the service you receive, we may charge you a change of service fee as upgrade or downgrade charges.

THEFT OF CABLE TV SERVICE

The 1984 Cable Act, as amended by the 1992 Cable Act, was enacted by the U.S. Congress and created both civil and criminal penalties against manufacturers, suppliers and users of unauthorized cable devices. This federal theft of service law supplements any existing state or local laws.

The federal law prohibits the interception or receipt of any communication service over a cable system, unless authorized by the operator. This includes the theft of audio, video, textual, data or other service, including data transmitted to or from a subscriber over a system that has interactive capability. Further, the law pertains to both the manufacturers and distributors of equipment as well as individuals.

The Cable Act provides a cable operator the right to seek substantial monetary damages with regard to theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

The foregoing actions have been taken by Congress because it believes that theft of cable service poses a major threat to the economic viability of cable operators and cable program suppliers. It creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it. Also, tampering with cable lines often causes reception problems for paying customers like you.

If you are aware of persons receiving unauthorized cable service, please call us confidentially. We will follow up to ensure that the service you receive is not affected by someone else's tampering.

Y our Rights

As A Cable TV Subscriber

COMPLAINT PROCEDURES

If you experience a problem, please follow the steps outlined below:

1. First, contact our office and tell us about your problem. If your problem concerns the signal quality of your cable service and we cannot resolve it over the phone, we will schedule a service call immediately. (We do not repair televisions or VCRs).

2. If a technical problem has occurred, such as a power outage affecting a large number of our customers, it is possible for our telephone lines to become overloaded with calls. You may receive a busy signal in this instance because your neighbors are also reporting the problem. Please be assured we will act to resolve your service as soon as possible.

3. In the vast majority of cases, we can promptly resolve any problem that you may experience. If we are unable to resolve your problem to your satisfaction within a reasonable time period, you should contact the local government official responsible for dealing with cable television complaints. The local government official should be contacted before any contact with the Federal Communications Commission. (Your local contact can be found printed on your monthly bill.)

SUBSCRIBER PRIVACY NOTICE

Section 631 of the Cable Communications Policy Act of 1984 (“Cable Act”) requires us to inform you of the following matters:

1. Collection

The Cable Act requires us to inform you of the nature of personally identifiable subscriber information that we collect and of the nature of the use we make of such information.

Generally, the Cable Act permits us to collect and use only the information needed for the business of providing cable and other services to subscribers. In order that we may continue to provide reliable, high quality service and maintain adequate records, we keep regular business records that contain your name, address, telephone number, social security number, and other personally identifiable information.

Such records include billing, payment, deposit, complaint and service records, records of information you have furnished to us such as the location and number of television sets connected to cable and the service options you have chosen.

We use this information to sell, maintain, disconnect and reconnect services to make sure that you are being billed properly for the services you receive; to maintain financial, accounting, tax service and property records including records required by the terms of our franchise. Periodically the information is used for cable related market research by the company and others.

2. Disclosure

The Cable Act allows us to collect personally identifiable information and to disclose to a third party only if (a) you consent in advance writing or electronically; (b) disclosure is necessary to deliver cable service and other services we provide to you and related business activities; (c) disclosure is required pursuant to a court order and you are notified of such order; or (d) for mailing lists as described below.

The Cable Act requires us to inform you of the nature, frequency and purpose of any disclosure which may be made of such information, including and identification of the types of persons to whom the disclosure may be made.

We may make your records available to employees, agents and contractors to install, market, provide and audit cable service on each occasion access is needed for the specific job at hand. Access for these purposes is routine, and does not occur with any specific frequency.

We may also occasionally release our subscriber list to a customer research organization to conduct market research. This typically occurs no more than once each year.

Further, we make our subscriber list available each month to an independent billing house to send bills; to mailing services and programmers each month for sending program guides; to programmers and outside auditors to check our records whenever such checks are required, which occurs irregularly; to attorneys and accountants on a continuous basis as necessary to carry out service to the company; to potential purchasers in connection with a system sale which occurs only at the time such sale is contemplated; and to franchising authorities to demonstrate compliance at the irregular times when compliance concerns are raised.

Subscriber information may also be disclosed to our bill payment lock box service each month as necessary for processing subscriber payments, and information on delinquent accounts may be supplied to collection agencies and credit bureaus when delinquency occurs. We take reasonable precautions to prevent unauthorized access to this information.

3. Mailing Lists

The Cable Act also allows us to disclose your name and address for mailing lists and other purposes unless you object. We do not presently sell our subscriber list or otherwise disclose it to commercial users, and do not anticipate making any such disclosure in the future. Should we make any such disclosure in the future, we will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you do not wish to have your name and address included on a subscriber list disclosed to commercial or charitable users, please contact us at our system business office. Please refer to your bill for the address of our system office, our phone number and our office hours.

4. Retention

The Cable Act requires us to inform you concerning the period during which we will retain subscriber information. As required by the Cable Act, we destroy subscriber information that is no longer necessary for the purpose for which it was collected unless there is a legitimate request or order to inspect the information still outstanding. Paper records such as work orders and installation records are generally retained for up to three years. Converter records are retained for as long as a subscriber has a converter. Subscriber records maintained in our management information system are routinely deleted from our records as newer information is added. The age of these records varies from

address to address, depending on the date when service commenced and the number of transactions. Ledger data is deleted after a varying period, at the most six months. Records of technical maintenance and service are retained for as long as you are a subscriber, except that the oldest records in the system may be deleted occasionally to free storage space for new records.

Information concerning location and number of outlets and other information you have provided to us upon installation is retained so long as you are a subscriber and may be deleted from the system within two years after you terminate your subscription, provided your account is fully paid.

Market research information is retained for a maximum of two years. Accounting and billing records are retained in historical ledgers for six years for tax and accounting purposes.

5. Disclosure By Court Order

The Cable Act also provides that the government may obtain disclosure of personally identifiable information by court order, if it offers evidence that such records are material to a criminal case, and if you are given the opportunity to appear and contest the evidence.

6. Subscriber Rights

As described above, The Cable Act establishes your rights as a subscriber and the limits upon the cable operator with respect to the collection and disclosure of subscriber information. You have the right to inspect our records that contain information about you and to correct any errors in our information.

If you wish to inspect the records pertaining to you at our system office, please contact us at the system business office during business hours to set up an appointment. You may bring a private civil action in U.S. District Court and you may seek to recover damages, costs and attorney fees if the limits under the Cable Act have been violated.

Quality Guide

If you experience problems with your television reception, keep in mind that it may or may not be related to your cable TV service.

If the problem is only on one channel, it is probably just a temporary transmission problem from that particular network.

If the problem affects more than one channel, here are a few things you can check before calling for repair service:

TROUBLESHOOTING TIPS:

- Check to see if there is a break in your cable cord. If there is, please give us a call.
- Make sure that the cable connections on the back of your TV or converter are secured tightly.
- If you use a converter box, make sure that your TV is plugged into your converter and your converter is plugged into an electrical outlet.
- If your TV or converter is plugged into the electrical outlet controlled by a wall switch, check to make sure the switch is on.
- If you are using a converter box, make sure that your TV set is tuned to the designated output channel (2, 3 or 4).
- Check the TV switch on your VCR.

MOTHER NATURE CAN AFFECT CABLE SERVICE

Lightning

During electrical storms, we advise that you unplug your television set(s) and disconnect your incoming cable line. We are not responsible for any damage to customer-owned equipment caused by lightning or any other Act of God beyond our control.

Picture Distortion/Sun Outages

For a few days in the spring and fall, brief interruptions (5-10 minutes) in satellite delivered programming may occur due to an alignment between the sun, the orbiting communications satellite and our receiving antenna. We thank you for your understanding during these brief "sun outages."

Non-Pay

Reconnect



Past Due Payments

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NON-PAY RECONNECT POLICY

Once an account has been disconnected for non-payment the total amount due on the account must be paid in order to reconnect service. In addition, a reconnect fee is required to be paid at the same time. The amount due and the reconnect fee must be paid in the Sumner Communications business office. In order to receive same day service for the reconnect, the amount due and the reconnect fee must be paid in cash or by money order. If payment is made by check, service will not be reconnected until the check has cleared the financial institution. In most cases, that occurs within three to five working days.

There will be no exceptions to this policy.

PAST DUE PAYMENT AGREEMENT

A request for an extension for past due accounts must be made in writing before the 15th of the pending month . No phone calls will be accepted. Pay arrangements may be made at the office accompanied by a filing fee. Your prompt attention to this matter is appreciated.

Digital

Services

DIGITAL COMMUNICATION SERVICE

The channels offered on Sumner Communications digital service, along with the premium and pay-per-view channels, are scrambled as authorized by the FCC and may be viewed only by use of digital terminal (box). However, a digital box might limit your ability to use certain advanced features on your TV set or VCR. If you have this problem and wish to improve the compatibility of your TV sets/VCRs and cable service (to receive simultaneous reception of more than one channel, for example), special by-pass equipment is usually necessary.

We can provide special by-pass equipment for purchase or lease, or in most cases it can be obtained from independent retail vendors. Because each subscriber has a unique need depending on individual circumstances, the amount and type of additional equipment will vary, and it will be necessary to analyze your situation. Please contact us to arrange for an individual consultation.

Remember, cable boxes with descrambling capabilities should only be obtained from Sumner Communications. So-called "pirate boxes" or "black boxes" are illegal.

DIGITAL AND HIGH-DEFINITION TV

You do not need a digital TV to receive Sumner Communications digital service. The digital terminal and remote control we provide allow you to enjoy all our programming without purchasing any new equipment.

You will need a Digital receiver or QAM Tuner in your TV in order to tune in the digital channels we provide without a receiver box.

PARENTAL CONTROL

Sumner Communication's digital cable service provides parental control options that prevent children in the household from viewing selected channels. Please see your TV Guide Interactive booklet for more information on this service.

Our

I nternet policy

Sumner Communications will provide technical support and on site assistance if necessary to help a new customer get online. If additional assistance is required after the customer is online, a service charge may apply.

We do not provide computer technical support except for the internet connection and related software that we provide. We do provide computer repair services for a charge. You may contact our offices for more details.

Please read the following policy completely to understand what is allowed through our internet service.

INTERNET ACCEPTABLE USE POLICY

All users of Sumner Cable TV, Inc.'s Internet services (the "Services") agree to and must comply with this Acceptable Use Policy (AUP). Sumner Cable TV, Inc. does not exercise editorial control or review over the content of any Web site, electronic mail transmission, newsgroup, or other material created or accessible over or through the Services. However, Sumner Cable TV, Inc. may remove, block, filter, or restrict by any other means any materials that, in Sumner Cable TV, Inc.'s sole discretion, may be illegal, may be inappropriate, may subject Sumner Cable TV, Inc. to liability, or which may violate this AUP. Sumner Cable TV, Inc. may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Violation of this AUP may result in the suspension or termination of either access to the Services and/or Sumner Cable TV, Inc. account or other actions as detailed below. This AUP should be read in conjunction with our other policies all of which are posted on our website at www.sutv.com.

The following constitute violations of this AUP (this list is intended to be illustrative and not exhaustive; other uses may violate the AUP and Sumner Cable TV, Inc. remains the sole and final arbiter of acceptable usage of its Services):

- a. **Illegal use:** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rules or regulations promulgated thereunder.
- b. **Harm to minors:** Using the Services to harm, or attempt to harm, minors in any way.
- c. **Threats:** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that threatens or encourages bodily harm or destruction of property.
- d. **Harassment:** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that harasses another.
- e. **Fraudulent activity:** Using the Services to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam such as "pyramid schemes," "Ponzi schemes", unregistered sales of securities, securities fraud and "chain letters."
- f. **Forgery or impersonation:** Adding, removing or modifying identifying network, message, or article header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited. The use of anonymous remailers or nicknames does not constitute impersonation.
- g. **Unsolicited commercial email/Unsolicited bulk email:** Using the Services to transmit any unsolicited commercial email or unsolicited bulk email. Activities that have the effect of facilitating unsolicited commercial email or unsolicited bulk email, whether or not that email is commercial in nature, are prohibited. Using deliberately misleading headers in e-mails sent to multiple parties is prohibited.
- h. **Unauthorized access:** Using the Services to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of Sumner Cable TV, Inc.'s or another entity's computer software or hardware, electronic communications system, or telecommunications system, whether or not the intrusion results in disruption of service or the corruption or loss of data.
- i. **Copyright or trademark infringement:** Using the Services to transmit any material (by email, uploading, posting, or otherwise) that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books, or other copyrighted sources, and the unauthorized transmittal of copyrighted software.
- j. **Collection of personal data:** Using the Services to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
- k. **Reselling the services:** Reselling the Services without Sumner Cable TV, Inc.'s authorization.
- l. **Network disruptions and unfriendly activity:** Using the Services for any activity which adversely affects the ability of other people or systems to use Sumner Cable TV, Inc. Services or the Internet. This includes excessive consumption of network or system resources whether intentional or unintentional. This also includes "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited. It is the users's responsibility to ensure that their system is configured, operated, and used in a manner to avoid excessive consumption of network or system resources. It is the users's responsibility to ensure that their system is configured in a secure manner. A user may not, through action or inaction, allow others to use their system for illegal or inappropriate actions. A user may not permit their system, through action or inaction, to be configured in such a way that gives a third party the capability to use their system in an illegal or inappropriate manner.
- m. **News:** Sumner Cable TV, Inc. users should use their best judgment when posting to any newsgroup. Many newsgroups have charters, published guidelines, FAQs, or "community standards" describing what is and is not considered appropriate. USENET can be a valuable resource if used properly. The continued posting of off-topic articles is prohibited. Commercial advertisements are off-topic in most newsgroups, especially regional groups not specifically named for such. The presence of such articles in a group is not indicative of the group's "intended" use. Please be familiar with basic USENET "netiquette" before posting to a newsgroup.

n. High Volume, Server Hosting, and non-traditional end user activities: The Services are intended for an end user's periodic active use of email, instant messaging, browsing the World Wide Web, and other typical end user activities. High volume data transfers, especially sustained high volume data transfers, are prohibited. Hosting a web server, IRC server, or any other server is prohibited unless subscribed to a package designed for such services. Accordingly, Sumner Cable TV, Inc. maintains the right to terminate any user's connection following the detection of any high volume data transfer, server hosting, or non-traditional end user activity as determined by Sumner Cable TV, Inc..

I. Peer to Peer (P2P) software use is strictly forbidden for use on our network. Common P2P clients include but are not limited to: Limewire, Bit-Torrent, E-Mule, BearShare, Morpheus, Kazaa. Under certain circumstances, there are legitimate uses of these clients, please contact SUTV and request permission prior to use.

Sumner Cable TV, Inc. requests that anyone who believes that there is a violation of this AUP direct the information to: abuse@sutv.com.

If available, please provide the following information:

- * The IP address used to commit the alleged violation
- * The date and time of the alleged violation, including the time zone or offset from GMT
- * Evidence of the alleged violation

When reporting an issue regarding unsolicited email please provide a copy of the email messages with full headers which typically provides all of the above data. Other situations will require different methods of providing the necessary information.

Sumner Cable TV, Inc. may take any one or more of the following actions, or other actions not listed, at Sumner Cable TV, Inc.'s sole discretion in response to complaints:

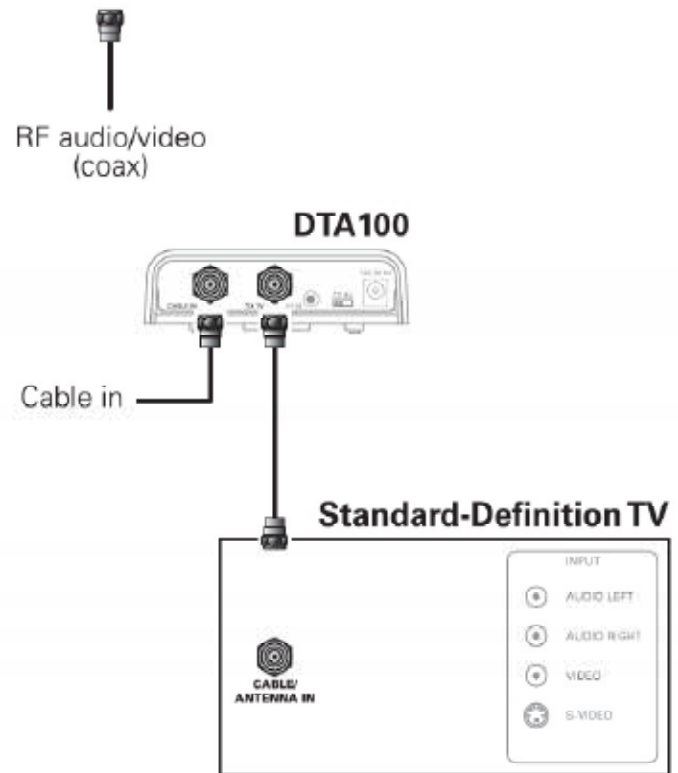
- * issue warnings: written or verbal
- * suspend the Member's account
- * terminate the Member's account
- * bill the user for administrative costs and/or reactivation charges, with a minimum administrative cost, if assessed, of \$250 per incident
- * bring legal action to enjoin violations and/or to collect damages, if any, caused by violations.

Sumner Cable TV, Inc. reserves the right to revise, amend, or modify this AUP, and our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted on Sumner Cable TV, Inc.'s website and will be effective as to existing users 30 days after posting same.

How to Connect your DTA

Connecting an SDTV

1. Connect a coaxial cable from the cable wall outlet to the *Cable IN* connector on the DTA100.
2. Connect a coaxial cable to the *To TV* connector on the DTA100 and the *Cable / Antenna IN* on the TV.

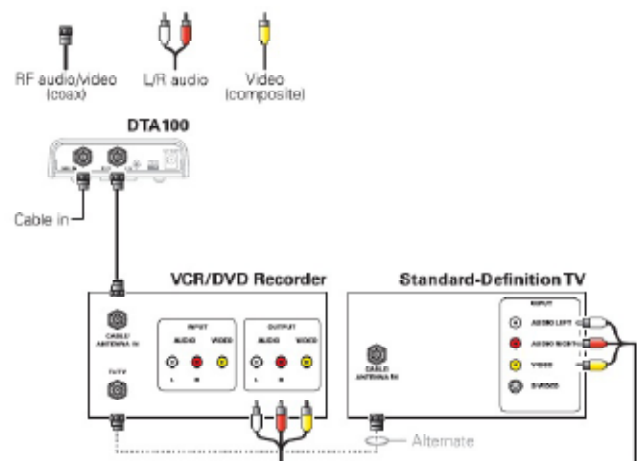


Connecting an SDTV and VCR/DVD Recorder

1. Connect a coaxial cable from the cable wall outlet to the *Cable IN* connector on the DTA100.
2. Connect a coaxial cable to the *To TV* connector on the DTA100 and the *Cable / Antenna IN* on the VCR/DVD Recorder.
3. Connect a composite video cable from the *Video Out* connector on the VCR/DVD Recorder to the *Video In* connector on the TV and a stereo audio cable from the *Audio L / R Out* connectors on the VCR/DVD Recorder to the *Audio Left In* and *Audio Right In* connector on the TV.

or

Connect a coaxial cable to the *To TV* connector on the VCR/DVD Recorder to the *Cable / Antenna IN* connector on the TV.



Thank You For
Choosing



As Your
Service
Provider!