



XX
 XXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXX

Account Number: 1
 Order Date: 01/01/1900

Thank you for choosing Midcontinent Communications for your telecommunications service needs. We would like to confirm the details of your recent order.

Installation Schedule

Thank you for transferring your services to your new address! Your services will be disconnected at XXXXXX, XXXXXX. Please call 1-800-888-1300 for the disconnect date.

Your new services will be installed at your address in accordance with the schedule provided below.

Schedule Information:

New Service	Install Date	Technician Will Arrive Between	Time Technician Will Need to Complete the Install (Hours)
XXXX	As arranged with our rep	As arranged with our rep*	16,666,666.65
XXXX	As arranged with our rep	As arranged with our rep*	16,666,666.65
XXXXXXXXXX	As arranged with our rep	As arranged with our rep*	16,666,666.65

*You, or someone over the age of 18 with a written permission statement from you, will need to be available for the installation.

If you live in a rental property and outlets need to be added or relocated, you will need to have a written permission statement from the property owner at the time of installation.

Important Information - Billing Statement

Billing Cycle/Payment Due Date: Your billing cycle runs from the 999th day of the month through the 9,999th day of the next month. Your payment will be due on the 9,999th day of the month.

First Bill: Your first bill may include installation charges, equipment purchases, partial month charges from the installation date through the end of the billing cycle and the charges for the next month (since we bill for services one month in advance). It will also include per use charges and applicable taxes and fees. The estimated amount of your first bill is \$999.00. This assumes that the installation occurs as scheduled and does not include taxes, fees and usage charges (Pay per View and Long Distance Charges).

Future billing: Your next bill will include charges for services and taxes, fees and usage charges (Pay Per View and Long Distance Charges). The estimated amount of your monthly bill will be \$99,999.00, not including taxes, fees and usage charges. Your monthly bill estimate includes all promotional discounts applied to your order. These discounts are offered for a limited time. Charges will revert to standard pricing at the end of the discount period allowed with the promotion.

Lifeline, Link Up, and Toll Limitation Service (TLS) support provides discounts to income eligible individuals to help them establish and maintain telephone service. To apply for Lifeline, Link Up, and TLS discounts please contact our Customer Service Department at 1-800-888-1300 or your state social services department.

Contact Information

If any of the information listed above is incorrect or if you have any questions, please call us at 1-800-888-1300.

We're here to serve you!

Best regards,

Midcontinent Communications

**I WANT IT
NOW!**



Midcontinent
COMMUNICATIONS

midcocomm.com • 1.800.888.1300

COMING THIS FALL!

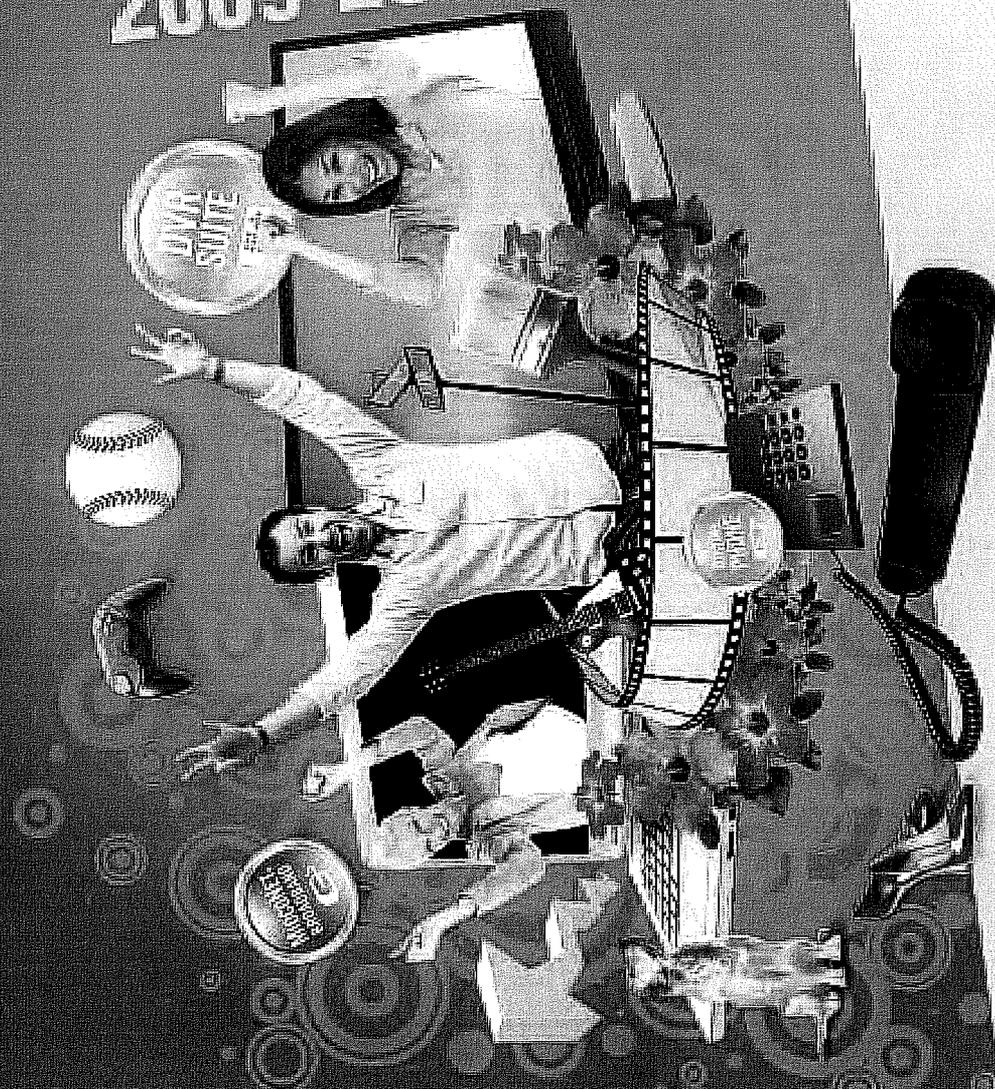
MyMidco™

Details Inside

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Permit No. 1554

I WANT IT! NOW! 2009-2010 HANDBOOK

Your guide to getting more from your
Cable, Internet and Phone Services.



Midcontinent
COMMUNICATIONS

I WANT IT NOW! GET INSTANT GRATIFICATION WITH MIDCONTINENT COMMUNICATIONS.



Instant gratification. You get it with everything Midcontinent Communications[®] offers. Whether you're adding new services, making changes to your account, or looking for instant, push-button access to entertainment and information, we know what you want. You want Midcontinent, and you want it now. Midcontinent delivers.

Use this handbook to learn how you can get even more from your Midcontinent services. That's right. There probably are Midcontinent Cable, DVR, remote, MidcoNet[®] Broadband and even Digital Phone features that you weren't aware of, and we don't want you to miss out!

In addition to this handbook, you'll find even more online. Whether you want to pay your bill, take a virtual tutorial or order more services, you can do it all online.

Throughout this book, look for the  icon which means you can go online for more information on this topic.

THE NEXT BIG THINGS

What's new at Midcontinent? Plenty. New ways to update your service. Faster broadband speeds. More HD. We're even finding ways you can help our environment by offering greener choices. Below, you can check out some of the cool new things Midcontinent has to offer, then learn more about them in this handbook, or online.

MyMidco[™] YOUR DASHBOARD TO MIDCONTINENT SERVICES

Coming this fall

You're going to see big changes. Actually, you'll be able to make big changes, online! Change your account information. Upgrade your Premium Movie Package. Pay your bill online, set a recurring payment, or schedule payment reminders. You'll be able to do it all instantly online, with MyMidco[™] at midcocomm.com. Once you're registered, making changes to your services will be instant and easy. That's MyMidco[™] ... coming soon to an account near you!

GO GREEN WITH MIDCONTINENT

Throughout this book and online, you'll start to see this symbol . It's our way of showing you some green choices you can make that will not only help our environment, but save you time and money as well. Check out more on page 4.

KICKING MidcoNet[®] UP A NOTCH

MidcoNet[®] Broadband was already blazing fast. Now, it's even faster. MidcoNet[®] Preferred, our most popular offering, delivers up to 15 Mbps downloads and 1 Mbps uploads. If you live online, you're a gamer, or you just want the best, we can give you even more speed to play with.

MORE HIGH DEF ON DEMAND*

If there's one thing we've learned, it's that you LOVE HD. So now, more On Demand selections than ever before are available in HD, in every category across the board. New Releases, Drama, Comedy, Horror and SciFi; whatever you love best, you'll find more HD selections than ever. Just look for the letters HD at the end of the movie title. It really is that easy. So check one out, and get ready to be blown away by the way movies were meant to be watched: in Midcontinent HD.

*On Demand HD available in all areas. An HDV is required to receive HD programming. The number of HD Premium Channels available may vary.





MyMidco™...TAKE CONTROL OF YOUR ACCOUNT

Your online resource for changes, upgrades and more...COMING THIS FALL!

Coming this fall, you'll have access to our most powerful customer service tool yet...MyMidco™. Anything you want regarding your account, you can get instantly with MyMidco™. It's like the control panel for all your services. Anytime you want to view your account, pay your bill online, change services, or add services, you'll be able to do it, by visiting midco.com and clicking the MyMidco™ tab. You'll even be able to chat online with a Customer Service Representative. Best of all? MyMidco™ is only going to get better and more convenient for you as more features are added!

YOUR ACCOUNT AT A GLANCE

Want to know what's going on with your account? MyMidco™ is the place to go. Learn when your next bill is due. Change your billing address. Add authorized users who can change or add new services. View monthly activities such as On Demand rentals, or long-distance usage. It's all right there for you to review, anytime you want.

ADDITIONS AND UPGRADES MADE EASY

Log into MyMidco™ and you can easily make changes to your services. If you decide you want even more speed online, upgrade your connection to MidcoNet™ Preferred or MidcoNet™ Max. Add Premium Movie Packages. Got the game of the year coming up? Instantly add the Sports & Variety Package or IN DEMAND sports. It's instant. It's easy.

ONLINE BILL PAY

MyMidco™ makes it faster and easier than ever to take care of your bill, too. Not only can you view current statements, you can file your old statements online for review later, make one-time payments, set up a recurring payment, or schedule notifications on payment due dates. Because it's all taken care of online you help the environment too by eliminating your mailed paper statement!

MIDCONTINENT: GETTING GREENER ALL THE TIME

You hear a lot about companies "going green," and that's great. We should all do our part to be more environmentally conscious and live in a sustainable way. Midcontinent has been working to do more for our environment and we're working to do even more for the communities we serve.

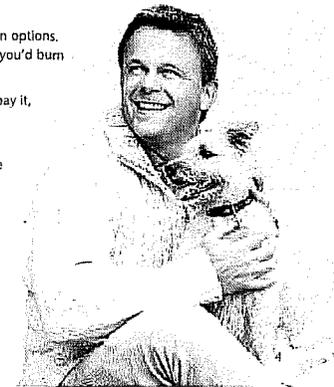
Our Operations Center in Sioux Falls, South Dakota, is a "green" building designed to be extremely energy efficient. Our lights are motion sensitive, so if nobody is in the area, they shut off automatically. We're adding GPS systems to our trucks, so our field technicians can map the quickest ways to their next call. We're even working to reduce the amount of paper we use. We're looking at every aspect of our operations to become greener.

GO GREEN WITH US AND SAVE

Midcontinent wants to help you live greener, too, in the ways we can impact by offering even more green options. Rent an On Demand movie, and save the gas for another day. You'll also save those receipts and the gas you'd burn racing to get movies back on time.

Another way to live greener is with a paperless bill. That bill in the mail is a nice reminder; we get it, we pay it, we go on with our lives. But that piece of paper lives a lot longer in a landfill.

This fall, you'll be able to go totally paperless, with MyMidco™. Not only will it be easy, it will eliminate all that wasted paper. You'll even be able to schedule your own email alerts, to remind you when it's time to pay – just like that bill in the mail used to do. Look for MyMidco™.



MidcoNet[®] BECAUSE SPEED MATTERS

MIDCO NET BROADBAND

INTRODUCING NEWER, FASTER SPEEDS THAN EVER BEFORE

MidcoNet[®] has always been blazing fast. Dial-up and DSL just can't keep up with us. This year we've made MidcoNet[®] even faster, all across the board. So you never have to sacrifice speed for your budget; you're still getting a crazy-fast connection you can rely on for a great price. It's why over 150,000 homes throughout the region use MidcoNet[®]

MidcoNet[®] ULTIMATE[™]

Makes even light speed seem slow

We called it MidcoNet[®] Ultimate because everyone said MidcoNet[®] WHOOOOSH!!!! sounded funny. Up to 50 Mbps downloads, 5 Mbps uploads. With speeds that fast, we don't know what else to say. Except maybe WOW!

MidcoNet[®] MAX

Don't blink, or you'll miss it

It's just that fast. Up to 25 Mbps downloads, and 2 Mbps uploads. Try that, DSL! This is serious, rocket-science fast, and a dream come true for gamers, programmers – anyone downloading and uploading huge amounts of information.

MidcoNet[®] PREFERRED

More of everything you want, right now

The Internet puts the entire world at your fingertips. That's why so-so download speeds just don't cut it anymore. So we've stayed one step ahead by making MidcoNet[®] Preferred even faster, with new up to 15 Mbps downloads and 1 Mbps uploads. Just right for viewing or sending video files, photos, streaming video or music online and more. It's why more people choose MidcoNet[®] Preferred: it's the ultimate combination of value and performance.

*Not available in all areas. Call Customer Service for more information.

MidcoNet[®] LIMITED

The no-compromise solution for smaller budgets

Only an occasional Internet user, or use it mainly for email or other simple applications? With a constant connection, up to 1 Mbps downloads and 384 Kbps uploads, and never a tied-up phone line or long-term contract, MidcoNet[®] Limited is fast, easy and reliable. In other words, it's just what you want.

TECHNOLOGY CHANGES SO FAST SO LEASE YOUR MODEM FROM MIDCONTINENT

Technology changes fast. Rather than purchase upgrades, lease your modem from Midcontinent. Get on with your online life and let us worry about the technology side of things. You can even get a wireless modem with internal router and firewall to use on multiple computers at home. If you lease, you're also off the hook for any service or repairs! Midcontinent takes care of it. You just want to get online. Not spend hours researching modems. Unless you're into that.

Midco.net: YOUR ONLINE WINDOW TO THE WORLD

Weather. Tunes. News. Games. Entertainment. You can poke around a dozen different sites or just make midco.net your homepage. It's everything you love online, right this instant!



MIDCOCONT.COM | 1.800.555.2386



"I COULD NEVER, EVER, EVER GO BACK TO DIAL-UP."

A tale of MidcoNet[®] withdrawal.

"I just got back from vacation, and the sad part is, I made it home about as fast as the photos I emailed from my in-laws' house. They're still using dial-up. Ugh! I have never missed my MidcoNet[®] so much... sending emails, uploading photos, looking for directions or restaurant reviews... everything seemed to take forever at their house! Now, I appreciate my MidcoNet[®] more than ever."

IN ADDITION TO BLINDING SPEED YOU CAN COUNT ON... DAY IN AND DAY OUT, EVERY MIDCO NET[®] PACKAGE COMES FULLY LOADED:

- Up to 7 email accounts makes it great for families.
- Access to email from anywhere through webmail.
- Up to 50 MB of personal web space per email account.
- Compatible with your favorite instant messaging service.
- The latest email virus protection and Spam filtering.
- A constant connection... MidcoNet[®] is always ready.
- No more tied-up phone lines or busy signals.
- Never a long-term contract.

Actual internet speeds may vary depending on your computer's capability, and Web traffic. Speeds may also be impacted by third party equipment (such as your computer or router).

NEVER MISS YOUR FAVORITE SHOWS AGAIN



DVR MAY MEAN DIGITAL VIDEO RECORDER...

Though what it really means is that you never have to miss your favorite shows, movies, sports or whatever, ever again. The DVR is a digital hard drive for your TV you can use to save hours and hours of programming to watch when YOU want to. If you think that's cool, it's just the beginning!

CAN YOU PUSH A BUTTON? THEN YOU CAN DVR

DVR may sound like a VCR, but it can do things no VCR ever could. Record two shows at once. Record an entire season of a show, but skip all the reruns. Pause and rewind LIVE TV. If that's not enough, the fact that it won't blink "12:00" at you for the next 20 years is nice, too. Visit the Resource Center at midcomm.com. You'll find online tutorials that walk you through every step.

IF YOU MISS A SHOW, BLAME NOBODY BUT YOUR THUMB

Just push the "Record" button once to save the program you're watching. (Bonus: start recording during the first 15 minutes of a show, and you'll get the whole thing, even the parts you missed!) Press "Record" again to set up a custom series recording. Heard a promotion for a program you'd like to watch next week? Use the "Search" feature on your DVR, select the program name and hit "Record." The program will be in the "Your Recordings" folder to watch when you want. With the DVR, if you miss a show, you have nobody to blame but your thumb.

LIFE IS SUITE WITH A DVR

We said the DVR gets even cooler, especially when you try a DVR Duo or Trio Bundle, which includes:

- **FREE** access to HD channels*, with more coming all the time.
- All your favorite (and soon to be favorite) standard channels – more than 200 in all.
- On Demand Programming, including hundreds of hours of **FREE** programs.
- Your choice of multi-channel Premium Movie Package.
- The DVR to record and play all your favorite shows, sports and more.
- MidcoNet™ Preferred broadband, with faster speeds than ever. (With Duo or Trio.)
- Midcontinent Digital Phone, with unlimited* local and long distance calling. (With Duo or Trio.)

*The DVR is required for HD programming. The number of HD Channels available may vary. Midcontinent Digital Phone is available only for select areas. Additional fees apply for long distance and international calls. On Demand Programming is available only for select areas. Additional fees apply for premium channels. MidcoNet Preferred broadband is available only for select areas. Midcontinent Digital Phone is available only for select areas. All services are subject to change without notice. © 2009 Midcontinent Digital Communications. All rights reserved.

MIDCOMM.COM • 1.800.888.1450

DVR SUITE



ENJOY SIX MONTHS OF MOVIES ON MIDCONTINENT

It's simple, just pop your popcorn and enjoy your movie. Use these codes to receive your **FREE On Demand or Pay-Per-View movie each month from July to December, 2009.** Once you've rented your movie, check off the box and enter your code online at midcomm.com/free/movies. It's our way of saying thanks for your continued loyalty to Midcontinent Communications!

<input type="checkbox"/> JULV09	<input type="checkbox"/> SEPV09	<input type="checkbox"/> NOV09
<input type="checkbox"/> AUGV09	<input type="checkbox"/> OCTV09	<input type="checkbox"/> DECV09

Some time limit may apply to some movies. Additional restrictions may apply. Additional fees apply for long distance and international calls. On Demand Programming is available only for select areas. Additional fees apply for premium channels. MidcoNet Preferred broadband is available only for select areas. Midcontinent Digital Phone is available only for select areas. All services are subject to change without notice. © 2009 Midcontinent Digital Communications. All rights reserved.





HD...THE NEXT BEST THING TO BEING THERE...FOR FREE

It has up to double the resolution of a standard TV, with a wider, 16:9 format that lets you view the whole picture, digital sound...HD service from Midcontinent delivers the crystal clear picture you've always wanted. For sports, movies, concerts and more, it's like you're practically there. Sure, those satellite companies boast that they have more HD...if you want to pay extra, and if those channels are even available in your area. Get a Midcontinent Suite and you **get access to all the HD for FREE.** Sweet!

MORE CHANNELS AND MORE ON THE WAY

Your favorite networks and shows are waiting for you in brilliant HD...what are you waiting for? Midcontinent offers dozens of great HD channels, and we continue to add more. For the full lineup, visit midcocomm.com/cable.

WE CAN GET YOU HD READY

Just having an HDTV isn't enough. To view HD programming in full high definition, you need an HD receiver and access to an HD connection, both available from Midcontinent. If you're not sure your HDTV is hooked up properly, give us a call, and soon, you won't believe your eyes at the difference HD makes.



LOVE HD? GET IT ON DEMAND

That's right...we're adding more HD programming to On Demand! So much, in fact, that HD is getting its own On Demand section. Select "On Demand" from your menu, and you'll find all our HD offerings in one spot. After all, once you go HD, you just can't go back. So Midcontinent wants to make it as easy as possible for you to find the HD programming you want. Well, what are you waiting for? Go check out an HD On Demand movie now!

*An HDTV is required to receive HD programming.

ARE YOU DEMANDING? YOU SHOULD BE

THE BEST IN ENTERTAINMENT, ON DEMAND*

Push your cable remote's big "On Demand" button for hundreds of hours of exciting, **FREE** programming from more than 40 networks! From movies to sports and concerts to cooking, you have On Demand access to shows from your favorite networks. We refresh the programming constantly, so there's always something new!

GO GREEN WITH ON DEMAND MOVIE RENTALS

Video stores? DVDs in the mail? A box at the supermarket? No way! On Demand delivers children's shows and movies, dramas, horror, comedies, sci-fi and even new releases. Best of all, you won't have to race around town or waste a drop of gas! Pause, rewind, fast-forward or replay the entire thing, just like a DVD. You have 24 hours to watch your selection as many times as you like. No trips to the store, no late fees, no carbon footprint. Nice, huh?

WATCH PREMIUM MOVIE CHANNEL PROGRAMS ANYTIME...ON DEMAND

Watch select programming from your Premium Movie Package anytime! Press "On Demand," select "Premium Movie Channels," then your specific movie package. Movies, concerts, documentaries, original series...you name it, it's yours, On Demand.

See first-run movies and exclusive programming in HD. Each multi-channel Premium Movie Package features two channels in HD.



MIDCONTINENT.COM • 1.800.448.1100

DVR SUITE



"I HAD THE HDTV BUT NO HD!"

Don't let this happen to you. Call Midcontinent today!

"I thought all I had to do was get an HDTV, and that was that. For months I wondered why none of my shows looked any different. Finally, I called Midcontinent. They explained how HD works and even sent someone out to make sure my TV was hooked up properly. WOW. Now I see what I was missing!"

IF YOU WANT TO REALLY ENJOY HDTV, HERE'S EXACTLY WHAT YOU NEED:

- **An HDTV.** Plasma and LCD's are two common options.
- **HD Tuner.** You'll still need a DVR, an HD receiver or CableCARD from us to receive high definition signals.
- **HD Connection.** Your HDTV needs the right connection to the tuner to translate the signal properly. Midcontinent will provide either component or HDMI connections **FREE** of charge as part of the HD service.
- **HD Programming.** The program you're watching must be produced and delivered with HD resolution.
- **HD Channels.** Even if a program was produced in high definition, it needs to be on a channel that is broadcast in high definition. Midcontinent offers your favorite channels in HD, with more coming all the time.

Get the most of your new investment! Have questions about HD, or Midcontinent's HD programming? Just visit midcocomm.com/cable/hd.

*On Demand not available in all areas.

PREFERRED CABLE

IT'S PREFERRED FOR A REASON

The Preferred Cable Package from Midcontinent Communications* delivers on the promise of cable TV. You get over 200 standard channels, digital music channels, instant access to On Demand programming, and an intuitive, Interactive Program Guide that makes it super-easy to find what you're looking for.

THINK INSIDE THE BOX

For less than the cost of one fancy cup of coffee, you could be enjoying all this on every TV in the house. Additional Digital Receivers are just \$4.00 per month! Or choose a DVR/HD receiver to record your favorites and enjoy HD offerings as well. There's no reason to miss out...unless you just really need that extra cup of coffee.

MOVIE PACKAGES: THE BIG SCREEN ON YOUR SCREEN

Action, drama, mystery, romance, comedy...if you're a movie lover (and who isn't?) you need a Premium Movie Package. Each one delivers multi-channel movie magic to your screen, including HD channels* and access to hundreds of hours of **FREE** programs through On Demand!



Number of available channels varies, depending on which Premium Movie Package you choose.

*An HD TV is required to receive HD programming. The number of HD Premium Channels available may vary. On Demand is available on select devices.

"I THOUGHT I WAS THE FAN WHO HAD EVERYTHING..."
Don't miss a game, with Midcontinent.
"I had autographed jerseys, cards, balls and every souvenir under the sun. I painted my family room in the team colors. I named my son after last year's MVP. Then my wife added the Sports & Variety Package and IN DEMAND Sports to our Midcontinent subscription. Holy cow! Now I know what I was missing. Like, everything..."

DON'T LET THE SPORTS FANATIC IN YOUR LIFE SUFFER ANY LONGER.

Call 1.800.888.1300 to get the Sports & Variety Package and IN DEMAND Sports today.



SPORTS & VARIETY PACKAGE*

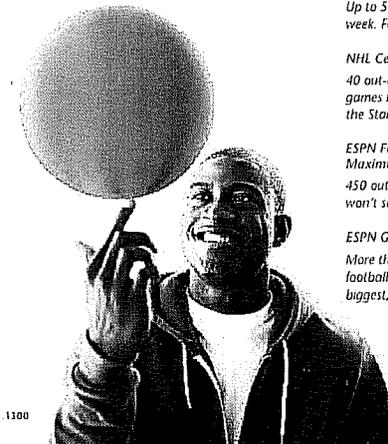
Just can't get enough sports? Whether it's hard-hitting action on the field or the best in today's entertainment, this is the package for you: up to 20 additional channels for just \$4.00 a month.

Sports Channels

- ESPN Classic
- Sportsman Channel
- TVG
- Tennis Channel
- GOL TV
- CBS College Sports
- FCS Pacific
- FCS Central
- FCS Atlantic
- Big Ten Network

Variety Channels

- Boomerang
- Nick 2
- DIY Network
- Fine Living
- AmericanLife TV Network
- RFD-TV
- iLIFEtv
- CMT Pure Country



MIDCONTINENT CABLE • 1.800.888.1300

DVR SUITE



IN DEMAND SPORTS

If it tackles, dribbles, runs, shoots, throws, passes or scores at the college or professional level, we've got it here for you.

MLB Extra Innings

Up to 50 out-of-market games a week. Follow your fantasy team live!

NHL Center Ice

40 out-of-market games weekly, plus games from the first two rounds of the Stanley Cup playoffs.

ESPN Full Court

Maximum College Basketball
 450 out-of-market games you won't see anywhere else.

ESPN GamePlan

More than 100 top college football matchups from today's biggest, baddest conferences.

ON DEMAND



*Sports & Variety Package on certain receivers may not be available in all areas. For a complete list of networks available in your area, please visit our Channel Lineups at midcont.com

UNLIMITED LOCAL AND LONG DISTANCE CALLING



BUT WAIT... THAT'S NOT ALL!

Talk as long as you want, to who you want, when you want! No minutes. No peak calling hours. No crazy plans. No dropped calls. Just you, your family, friends and unlimited talk. You can even keep your current phone number* when you switch to Midcontinent Digital Phone! Reliable service, unlimited talk, at the same number, for just one low monthly price? Where do we sign up?

MAKING THE HOME PHONE COOL AGAIN

Digital Phone is simple. But that doesn't mean we couldn't work in some bells and whistles. Order the entire Digital Phone Package, in addition to unlimited* local and long distance calling, you get these great calling features.

- Caller ID Name and Number** – See who's calling before you pick up the phone.
- Call Waiting ID – Not only can you switch callers, you can see who's on the other line before you answer.
- 3-Way Calling – Talk to two other people at separate numbers on the phone at once.
- Speed Call 30 – Program up to 30 numbers for fast dialing.
- Distinctive Ringing – Assign a distinct ringtone for a group of up to 15 people! You'll always know if it's one of the group calling...use it for friends, family, whatever!
- Last Call Return – Dial *69 and find out who called you last.
- Call Forwarding Universal – Get your home phone calls, wherever you are! Just forward your calls temporarily to another number.
- Continuous Redial – Forget busy signals. Set your phone to continuously redial a number while you make or receive other calls.

ADD eVOICE!

Don't have time to check voicemail and email? Check both at once, with eVOICE! Your voicemails are sent to your email address, so you can listen to them on your PC. (Requires a sound card.) \$5.95

Additional fees apply to all services.

STAY CONNECTED. MIDCONTINENT CAN HELP

For some people, especially the homebound, the telephone is a lifeline to the outside world. Low-income telephone subscribers can apply for aid to help with their phone bill through Link-Up America and Lifeline Assistance Program. Visit midcocomm.com or call **1.800.888.1300** for your state's assistance application.

CALL RELAY FOR HEARING AND SPEECH DISABLED PERSONS

Telephone Relay Services provide a vital service to those with hearing and speech difficulties, allowing them to make and receive calls from hearing persons. If you receive a call from the Telephone Relay Service, please stay on the line. There is a caller who needs to speak to you. If you're interested in finding out more, dial 711.



DIGITAL PHONE



"IF I'D MISSED THAT EVOICE MESSAGE, I'D HAVE MISSED THE BIRTH OF MY BABY."

Get your messages emailed to you, wherever you are, with Midcontinent's eVOICE service.

"We were expecting our first child. I thought I had every base covered so I would always be in contact with my wife. That is, until I left my cell phone in the car, and was working late. My wife called and left a message saying 'It's time!' and it popped up on my email. If it weren't for my eVOICE service, I would have missed the birth! Thanks, Midcontinent."

Midcontinent Digital Phone Package includes one phone line with direct dialing, unlimited local and long distance calls to the Continental U.S., Alaska, Hawaii, Canada, U.S. Virgin Islands, Puerto Rico and Guam (E911 area code only). Other locations are considered international area and subject of per-minute calling rates. Calling card calls, collect calls, 900 numbers calls, payphone assisted calls, and Directway assistance are not included. Not eligible to residential customers in Midcontinent serviceable areas only. All services not available in all areas. Some restrictions apply. Taxes and fees not included.

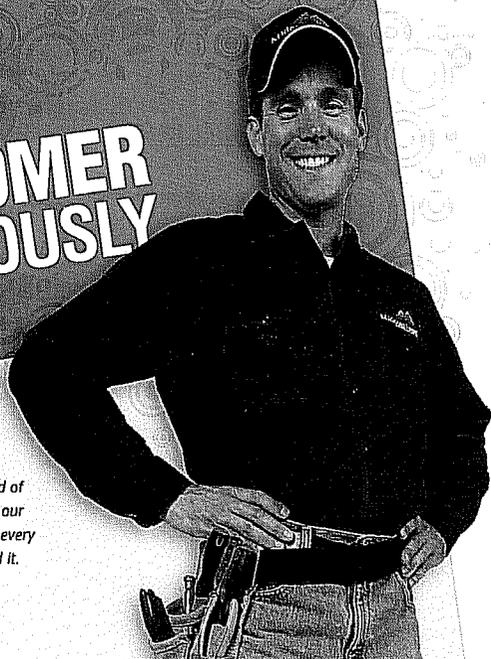
*Local number portability not available in all areas.

**Caller ID equipment not included with Digital Telephone service.

MIDCOCOMM.COM • 1.800.888.1300



WE TAKE CUSTOMER SERVICE SERIOUSLY



RELIABLE NETWORK, RELIABLE PEOPLE

Broadband network reliability is a 24/7, 365 days-a-year kind of thing. We have highly-skilled network technicians on duty at our state-of-the-art Network Operations Center, 24 hours a day, every day to ensure you have a reliable connection, when you need it. After all, you can't be reliable just some of the time.



WE'RE HERE TO HEAR FROM YOU

In addition to MyMidcoSM where you can get quick updates on your account there are now more ways to find every answer you're looking for. You can email Customer Service regarding a particular issue and get a guaranteed response within one business day. Or talk to one of our many highly-trained Customer Service Representatives. They're always there for you, with the support you need.

OUR GOOD IMPRESSION GUARANTEE

First impressions say a lot about a company. That's why we're willing to offer the Customer Service Good Impression Guarantee. If you have a scheduled service appointment and our technician isn't on time, you'll receive a \$25 credit to your account. Installations are 100% FREE if our technician doesn't arrive on time. We know your time is valuable and we want you to be completely happy with the service you receive. If for some reason you're unsatisfied, we'll refund your money within the first 30 days. Impressive, huh?



BUNDLE & SAVE

GET GREAT CHOICES AND GREAT VALUE WHEN YOU BUNDLE ALL OUR EXCITING SERVICES

There are so many ways to build a bundle, one is sure to be a perfect fit for you.



ULTIMATE DVR TRIO

All of our Cable, HD and Premium Movie channels plus MidcoNet® Max and our Digital Phone Package.

- Over 200 channels of Preferred Cable
- Four Multi-channel Premium Movie Packages
- Access to High Definition channels
- Digital Video Recorder (DVR)
- On Demand programming
- MidcoNet® Max
- Sports & Variety package
- Digital Phone Service with unlimited* local and long distance plus nine great calling features including voicemail/eVOICE

\$163⁹⁵

THEATRE DVR TRIO

Premium Movies, MidcoNet® Preferred, and Digital Phone service.

- Over 200 channels of Preferred Cable
- One Multi-channel Premium Movie Package
- Access to High Definition channels
- Digital Video Recorder (DVR)
- On Demand programming
- MidcoNet® Preferred
- Digital Phone Service with unlimited local and long distance plus eight great calling features

\$136⁹⁵

THEATRE DVR SUITE & MIDCONET® PREFERRED

Don't need telephone service? Here's the choice for you.

- Over 200 channels of Preferred Cable
- One Multi-channel Premium Movie Package
- Access to High Definition channels
- Digital Video Recorder (DVR)
- On Demand programming
- MidcoNet® Preferred

\$116⁹⁰

THEATRE DVR SUITE & DIGITAL PHONE PACKAGE

A great video and voice combination.

- Over 200 channels of Preferred Cable
- One Multi-channel Premium Movie Package
- Access to High Definition channels
- Digital Video Recorder (DVR)
- On Demand programming
- Digital Phone Service with unlimited local and long distance plus eight great calling features

\$111⁹⁰

ONLINE BILL PAY FROM MyMidco®

Pay by mouse instead of mail with Online Bill Pay, from MyMidco®. It's free, fast, convenient and completely secure. Coming this fall.

- View and pay bills online
- Set up recurring payments
- Make a one-time payment
- Electronically store bills and payments
- Set up shared access for multiple users
- And much, much more



Want More Options? Visit us online at midco.com/compare

MIDCONTINENT BUNDLE & PACKAGE COMPARISON	CABLE SERVICES										BROADBAND SERVICES					PHONE SERVICES			Bundle Discount	Total Discount	Monthly Price		
	Preferred Cable	Basic Cable	Sports & Variety Package	HD DVR Receiver	Interactive Program Catalog	On Demand	Pay Per View Access	Movie Choice	As of Premium Movie Package	Package Discounts	MidcoNet® Max	MidcoNet® Preferred	MidcoNet® Preferred	MidcoNet® Preferred	Digital Phone Line	Unlimited Calling	Voicemail/eVOICE	As of Calling Features					
DVR TRIOS																							
Ultimate DVR Trio	•	•	•	•	•	•	•	•	•	4	\$25	•	•	•	•	•	•	•	•	8	\$37.85	\$62.85	\$163.95
Theatre DVR Trio	•		•	•	•	•	•	•	•	1	\$4		•	•	•	•	•	•	•	8	\$10.90	\$14.90	\$136.95
Preferred DVR Trio	•		•	•	•	•	•	•	•	0	\$4		•	•	•	•	•	•	•	8	\$5.90	\$9.90	\$126.95
Basic DVR Trio		•	•	•	•	•	•	•	•	0	\$0		•	•	•	•	•	•	•	0	\$7.00	\$7.00	\$108.90
DVR DUOS																							
Theatre DVR Suite & MidcoNet® Preferred	•		•	•	•	•	•	•	•	1	\$4		•							3	\$0.00	\$4.00	\$116.90
Theatre DVR Suite & Digital Phone Package	•		•	•	•	•	•	•	•	1	\$4		•	•	•	•	•	•	•	3	\$0.00	\$4.00	\$111.90
DVR SUITES																							
Ultimate DVR Suite	•	•	•	•	•	•	•	•	•	•	4	\$25									\$0.00	\$25.00	\$108.95
Theatre DVR Suite	•		•	•	•	•	•	•	•	•	1	\$4									\$0.00	\$4.00	\$80.95
Preferred DVR Suite	•		•	•	•	•	•	•	•	•	0	\$4									\$0.00	\$4.00	\$65.95

Prices in months unless otherwise indicated and does not include applicable taxes and fees. All services not available in all areas. *Cable ID equipment not included with package.

ONLINE ORDERING THROUGH MyMidco™

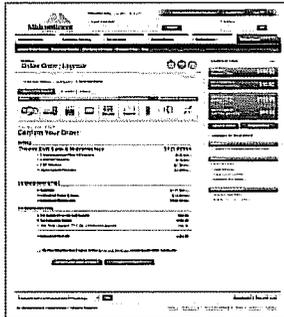
Want to add or upgrade any of your Midcontinent Communications™ services? This fall, you'll be able to do it online, at midcocomm.com, by clicking on the MyMidco™ tab. Fast. Convenient. Easy. And this fall, at your disposal, 24/7.

COMPARE BUNDLES IN THE PRIVACY OF YOUR HOME

Midcontinent's bundles are a great way to package all the services you want, and save a bundle of money doing it. What makes Online Ordering through MyMidco™ so cool, convenient and just plain smart, is how you can use it to compare bundles, and get the package you want. That's right, check out what's available and compare them side-by-side and see exactly how they match up. Could we make it any easier to get what you want?

WE TAKE "I WANT IT NOW!" SERIOUSLY AROUND HERE

The really nice thing about online ordering? The instant gratification. Beginning this fall, you'll have the power to go in, make your selections, pick and choose, compare, then get exactly what YOU want. We know YOU WANT IT NOW. And that's totally OK. So keep an eye out for MyMidco™ and then start exploring. You never know what you'll find to make your Midcontinent experience better than ever before.

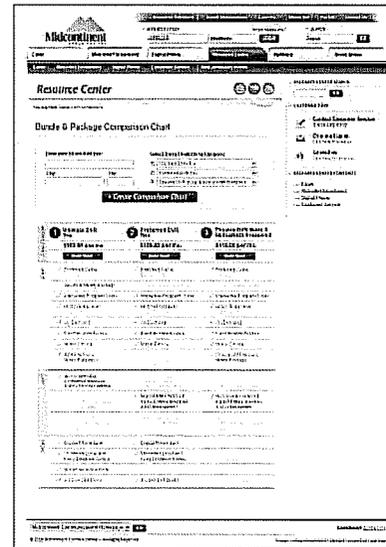


GETTING STARTED IS EASY

Check out our interactive brochure online in the Resource Center to see how easy this really will be. We walk you through all the steps, so you can't miss a thing.

LOOK FOR MyMidco™ THIS UPCOMING FALL

Online Ordering with MyMidco™. The fast, easy, convenient way to take complete control of your Midcontinent Communications™ services. Check us out this fall, at midcocomm.com. Just look for the MyMidco™ tab!



PICK THE PERFECT PACKAGE: COMPARE ONLINE

At Midcontinent, we know you want it now. Well, here's how to find out what "it" is. The Bundle & Package Comparison Chart, in our online Resource Center!

It's simple: we'll have you enter your address information to ensure we show you only the services available in your area. Then select up to three of our great, money-saving Bundles or Packages. We'll show you exactly how they stack up, side-by-side, so you can make the perfect choice.

Once you've found "it," all you have to do to get it is to go online or give us a call. But first, check out the comparison chart, and find the right bundle for you, today.

midcocomm.com/compare

PRICE GUIDE 2009 • 2010

BUNDLED SERVICES		BROADBAND INTERNET SERVICES	
DVR TRIOS		MidcoNet™ Ultimate**	\$124.95
Ultimate DVR Trio*	\$163.95	<small>• Up to 30 Mbps download and 5 Mbps upload</small>	
Theatre DVR Trio*	\$136.95	MidcoNet™ Max	\$55.95
Preferred DVR Trio*	\$126.95	<small>• Up to 25 Mbps download and up to 2 Mbps upload</small>	
Basic DVR Trio*	\$106.90	MidcoNet™ Preferred	\$35.95
		<small>• Up to 15 Mbps download and 1 Mbps upload</small>	
		MidcoNet™ Limited	\$22.95
		<small>• Up to 1 Mbps download and 384 kbps upload</small>	
DVR DUOS		<small>Actual internet speeds may vary depending on your computer's capacity and Wi-Fi traffic. Speeds may also be impacted by third party equipment such as your computer or router.</small>	
Theatre DVR Suite* & MidcoNet™ Preferred	\$116.90	INTERNET CONTENT SERVICES	
Theatre DVR Suite* & Digital Phone Package	\$111.90	MidcoNet™ Tunes, Plus, Learning Edge, Game Somnia	\$25.95
Digital Phone Package & MidcoNet™ Preferred	\$66.90	MidcoNet™ Tunes	\$12.95
		MidcoNet™ Plus	\$6.95
		MidcoNet™ Learning Edge or Game Somnia (each)	\$6.50
DVR SUITES		BROADBAND INTERNET EQUIPMENT	
Ultimate DVR Suite*	\$108.95	Wireless Modem Lease	\$5.00
Theatre DVR Suite*	\$80.95	Modem Lease	\$3.00
Preferred DVR Suite*	\$65.95	DOCSIS 3.0 Wireless Modem Purchase**	\$119.00
		Wireless Modem Purchase	\$119.00
		DOCSIS 3.0 Modem Purchase**	\$89.00
		Standard Modem Purchase	\$59.00

Visit us online at midco.com/compare for all bundle and package comparisons.

Save \$5.00 each on your second and third Premium purchase.

*For cable service without the DVR and HD features, deduct \$12.00 from the price.

**MidcoNet™ Ultimate not available in all areas. Requires purchase of a DOCSIS 3.0 router. Call Customer Service for restrictions.

A LA CARTE CABLE SERVICES

Preferred Cable*	\$53.95
<small>• Up to 203 Channels of Cable including the Interactive Program Guide, On Demand Programming, Pay-Per-View Access, 48 Digital Music Channels, Access to High Definition Programming and a Digital Recorder.</small>	
Basic Cable*	\$47.95
<small>• Up to 72 Channels of Cable including a Digital Recorder, the Interactive Program Guide, Pay-Per-View Access and 48 Digital Music Channels.</small>	

PREMIUMS

Premium Movie Packages (each)	\$15.00
<small>• HBO (Includes up to 11 channels and On Demand Programming)</small>	
<small>• Cinemax (Includes up to 6 channels and On Demand Programming)</small>	
<small>• Starz! & Encore (Includes up to 21 channels and On Demand Programming)</small>	
<small>• Showtime & The Movie Channel (Includes up to 16 channels and On Demand Programming)</small>	
Sports & Variety Package*	\$4.00
<small>• Includes additional family, music and sports digital networks</small>	
Spanish Package*	\$4.00
<small>• Includes up to 15 channels of Spanish language programming</small>	

CABLE EQUIPMENT LEASE

DVR/Hi Def Receiver Lease	\$16.00
Hi Def Digital Receiver Lease (Without DVR)	\$8.00
Standard Digital Receiver Lease	\$4.00
Cable Card Lease	\$4.00

*Requires a Digital Receiver. All services not available in all areas.

TELEPHONE PACKAGES

Digital Phone Package	\$30.95
<small>• Includes 8 calling features and unlimited local and long distance calling</small>	
A LA CARTE TELEPHONE SERVICES	
Basic Digital Phone Line	\$18.00
Additional Phone Line (each)	\$9.95
Long Distance Calling Per Minute	\$0.079
<small>• For international rates visit midco.com</small>	

ADDITIONAL FEATURES

Voicemail/eVOICE	\$5.95
Caller ID Name & Number	\$5.95
Standard Phone Features (each)	\$3.95

See page 13 for complete phone feature details.

INSTALLATION & OTHER SERVICES (non-monthly fees)

Home Service Calls	\$50.00
<small>• If a MidcoNetwork service issue, you will not be charged</small>	
Installation	\$35.00
Extra Outlets Added (each)	\$25.00
Late Charges (monthly)	\$5.00
<small>• Accrued for each late payment</small>	

Quick Reference Guide

Feature Quick Reference:

- Call Forwarding Universal*72
- Call Waiting Cancel*70
(single call only)
- Continuous Redial*66
- Continuous Redial Cancel*86
- Distinctive Ringing On/Off*61
- Last Call Return*69

Anonymous Phone Rejection:

1. Turn on: Press *77
2. Turn off: Press *78

Caller ID Blocking:

1. Turn on: Press *67 before placing call
2. Turn off: Press *82 before placing call

Midcontinent telephone service also includes valuable access to 911 Emergency, 811 One Call Dig Locates, 711 Telecommunications Relay for hearing and speech assistance, 611 Customer Service Department/Voicemail box, 511 Highway Information and 411 Local Directory Assistance*. Link-Up America and Lifeline Assistance are available for customers who qualify for those programs.

*411 Directory Assistance fee applies per each use of the service.

Voicemail Quick Reference:

To access your voicemail from your home phone: Dial 611 and follow the prompts.

Access from another phone: Dial 1-877-700-2224 and follow the prompts.

Retrieving Messages:

Access the voicemail system
Press **1** to for **new messages**
Press **2** to for **saved messages**
Press * to **return to main menu**

While listening you can:

Press **1** to **play** message
Press **2** to **save** message/go next
Press **3** to **delete** message/go next
Press **4** to **save** message as new
Press **7** to **back up 3 seconds**
Press **8** to **pause/continue** message
Press **9** to **go forward 3 seconds**
Press * to return to the **main menu**

Mailbox setup:

Press **1** for **greetings options**
Press **2** to **change password**
Press **4** to enable/disable **auto login**
Press * to return to the **main menu**

Voicemail Password:



Digital Telephone

User's Guide



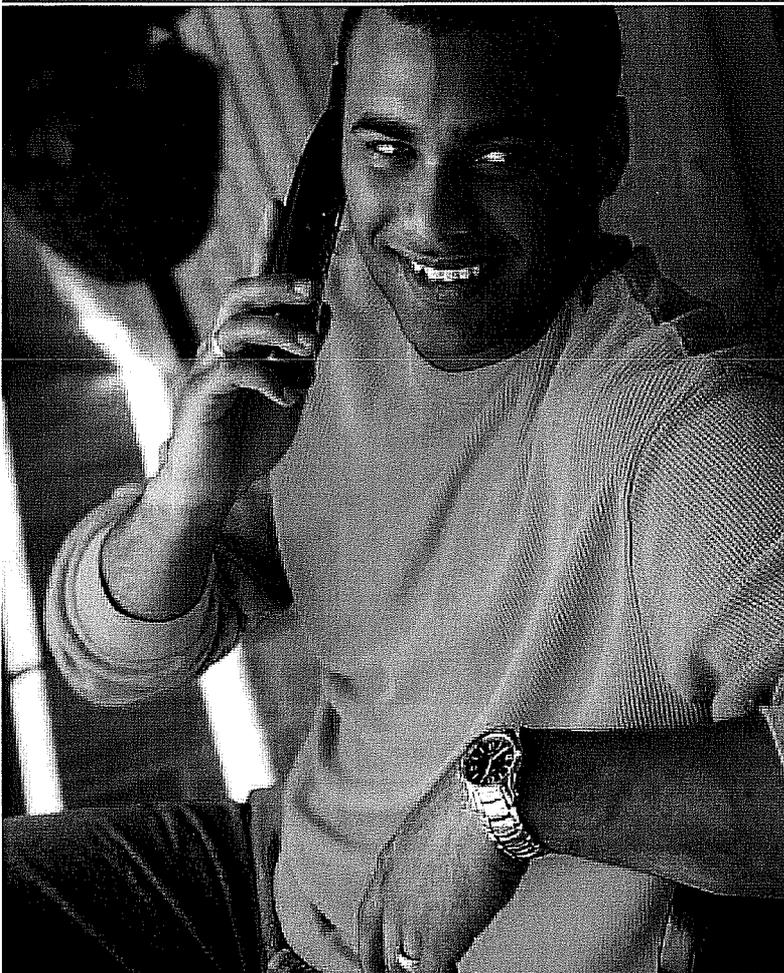
1.800.888.1300 • www.midcocomm.com

MT20-DPH/0609



1.800.888.1300 • www.midcocomm.com

Welcome To Midcontinent Communications!



Thank you for choosing Midcontinent Communications as your telephone service provider. Providing you with the best possible service is our top priority.

Please review this welcome booklet carefully. In it you will find:

- A features guide outlining a variety of available features and instructions for their use.
- A Voicemail Guide containing set-up and utilization instructions.

We have set up your digital phone line to provide the features that you requested on your order. Your directory listing will be as you requested and will remain the same unless you direct us to change it. To subscribe to our Digital Phone Package, you must choose Midcontinent as your local and long distance service provider. If you choose a Local Digital Service Line only, you may select both an in-state long distance carrier and an out-of-state long distance carrier for 1+ dialing.

With Midcontinent Digital Telephone service, you have easy access to Telephone Relay Services by dialing 711. For the latest Road Conditions simply dial 511. Plus, dialing 611 will connect you to our Customer Service Department and your voicemail box. In the event you feel your services have been "slammed," or taken by a telephone company without your authorization, you may contact your state's Public Utilities/Service Commission:

SD Public Utilities Commission, 500 East Capitol Street
Pierre, SD 57501, 800-332-1782

ND Public Service Commission, 600 E Broadway, Dept. 408
Bismarck, ND 58505-0480, 701-328-2400

MN Public Utilities Commission, 121 7th Place East, Suite 350,
Saint Paul, MN 55101-2147, 651-296-7124 or 800-657-3782

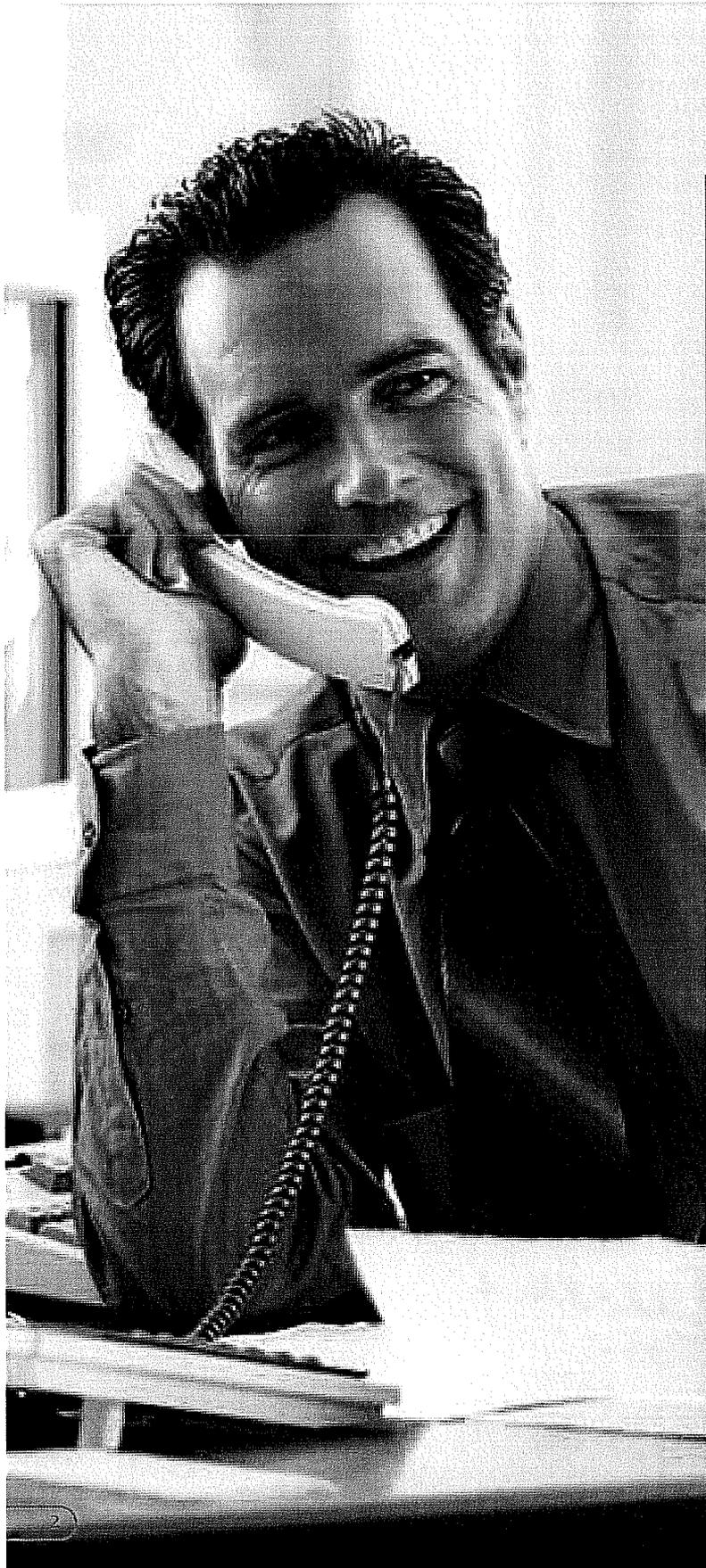
Please remember that customer service is just a phone call away, 24 hours a day, 7 days a week, at 1-800-888-1300. We welcome your comments and questions.

Midcontinent Communications' Terms and Conditions Agreement for Telephone Service can be found on our website at www.midcocomm.com.

Again, thank you for choosing Midcontinent Communications. We look forward to providing your telephone services.

Contents:

Welcome Letter	1
Rights & Responsibilities	2-3
Consumer Tips	4-5
Digital Phone Package & Phone Bill Information	6-7
Using The Features of Your Service	8-14
How To Use Your Voicemail	15-17
Quick Reference Guide	back cover



Rights & Responsibilities

Local Phone Service

If you switch your local telephone service to Midcontinent Communications and choose to keep your existing telephone number(s), Midcontinent Communications will contact your current local service provider to transfer your existing numbers and terminate your existing service.

If you switch your local telephone service to Midcontinent Communications and choose a new Midcontinent Communications telephone number, you must notify your current carrier of the change after your new telephone number has been installed.

If you relocate to a different address, you must contact Midcontinent Communications to verify your new 911 address information. In the event of an extended power outage, 911 service may be limited or not available. Please call Customer Service at 1-800-888-1300 for more information.

Long Distance Phone Service*

If you are changing to Midcontinent Communications long distance service, you must notify your current carrier that you want to terminate your long distance service with them. Some carriers will require written authorization.

If you choose to keep your current long distance carrier, you must notify them that Midcontinent Communications is now your local telephone service provider.

** Midcontinent Communications must be designated as your long distance carrier in order to take advantage of our Digital Phone Package.*



Consumer Tips

- Be aware that charges are always incurred when you listen to or participate in a program offered over a 900 number, even if you are calling to claim a "free" prize. Listen to the introductory message and hang up promptly if you decide you are not interested in the program or do not wish to pay the charges given.
- Be aware that information services are rarely completely free if they are provided over toll-free numbers. If it sounds too good to be true, it probably is.
- Be careful in making all long distance calls, accepting collect calls, or accepting unsolicited offers from information providers.
- Be aware that not all advertisements for information services disclose the charges you will be assessed.
- Caution children or other individuals who make phone calls from your telephone line about the charges associated with calls to information services.
- Caller ID information is passed through the phone line when you make a call unless you have it blocked. (see page 14)

Telephone Fraud Is A Serious Problem

Today, telemarketing fraud is a multi-billion dollar business in this country. Every year, thousands of people lose anywhere from a small amount to their life savings, and it is very difficult to get your money back if you've been cheated. Please keep the following information by your phone to help you determine if a call is legitimate:

- If you have to purchase something, give out your credit card number, bank information, or send a personal check to be eligible for the "great offer," refuse it. Check with your local consumer protection agency (Better Business Bureau, etc.) prior to doing business with an unfamiliar company.
- If you are promised free gifts, prizes, or vacations if you "act right now," consider this a warning. Take your time. Legitimate companies won't pressure you into making a snap decision.
- Con artists often label phony charities with names that sound like better-known, reputable organizations. Ask the caller to send written information on their organization. Reputable charity groups are happy to do this.

The Federal Trade Commission (FTC) requires telemarketers to make certain disclosures and prohibits certain misrepresentations. It also gives you the power to stop unwanted telemarketing calls and provides state law enforcement officers the authority to prosecute fraudulent telemarketers operating across state lines.

The FTC's Telemarketing Sales Rule covers most types of telemarketing calls to consumers, including calls to pitch goods, services, "sweepstakes," prize promotions, and investment opportunities.

For more information about telephone fraud and the rules governing phone telemarketing, contact the Federal Trade Commission at **1-877-382-4357**.

** Midcontinent reserves the right to terminate phone service due to fraudulent usage.*

Digital Phone Package & Phone Bill Information

Midcontinent's Digital Phone Package†:

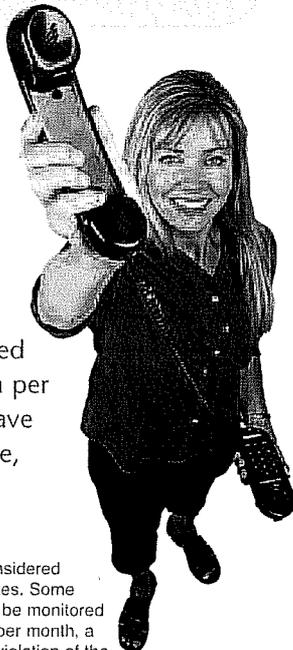
The Digital Phone Package includes your local access line AND unlimited local and long distance phone calls to all 50 United States, Canada, Puerto Rico, the Virgin Islands and Guam*. Call anytime, day or night, with no calling plan minutes to manage.

DIGITAL PACKAGE PHONE FEATURES

- Call Waiting/
Call Waiting ID
- 3-Way Calling
- Call Forwarding
Universal
- Last Call Return
- Continuous Redial
- Speed Call 30
- Distinctive Ringing
- Caller ID Name &
Number (*includes
Anonymous Call Rejection*)

Caller ID equipment not included.

Several features are also available on most Midcontinent lines on a pay-per-use basis for customers who have not selected the Digital Phone Package. These include 3-Way Calling, Continuous Redial, Call Trace and Last Call Return. These features function as described in the following pages and incur a per use charge. If you would like to have these features blocked from service, please call 1-800-888-1300.



Understanding Your Telephone Bill

Your Midcontinent Communications telephone bill includes taxes and fees mandated by law that include the following:

- Residential Access Line Charge. This is a charge proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.
- Local Number Portability Surcharge. The FCC allows telephone companies to add this charge to all telephone lines. This fee compensates the companies for their work in creating systems in which people who change local telephone companies can take their telephone number with them.
- Hearing Impaired Surcharge. State government imposes this monthly charge, which helps to provide telephone services to the hearing impaired.
- County Government 911 Surcharge. This fee helps pay for the emergency 911 calling system.
- State and Federal Taxes. The amount of your State and Federal taxes varies with your location. All telephone companies assess the same percentages.
- Federal Universal Service Fund. The Federal Universal Service Fund (FUSF) supports telecommunication needs of consumers in low-income households, schools, libraries, and rural healthcare providers.

Depending upon your location, other taxes and fees may apply.

Midcontinent Communications bills for recurring services (line, features and options/packages) one month in advance. Your first bill will include your regular monthly charges in addition to any installation fees and partial month charges incurred since installation.

* Locations other than those listed above are considered International and charged per minute calling rates. Some restrictions apply. Customer minutes used may be monitored and if in excess of 5,000 minutes of toll usage per month, a residential customer will be presumed to be in violation of the applicable restrictions of the service agreement. To review the customer service agreement or see international calling rates, visit our website at www.midcoomm.com.

† Available in Midcontinent serviceable areas only. Calling card calls, 900 number calls, operator assisted calls, and Directory Assistance are not included in the Digital Phone Package and may incur additional charges.

Using the Features of Your Service

Call Waiting

A quick beep signals that you have another call when you are on the phone. You can put the original caller on hold while taking the second call, or flip between the two.

How To Use:

1. When you hear the tone, press and quickly release the receiver button on your phone, and greet your new caller.
2. To alternate between calls or return to your first caller, press and quickly release the receiver button on your phone.
3. To end either conversation, simply hang up.
4. If one of your callers is still on the line, your phone will ring. When you pick up the call, you will be connected to the caller.

To Turn Off Call Waiting Before a Call:

1. Push ***70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
2. Place your call.
3. Call Waiting is automatically restored when you hang up.

To Turn Off Call Waiting During a Call:

1. During your conversation, press and quickly release the receiver button on your phone. (If you do this at a Call Waiting indication you will answer the incoming call.)
2. Push ***70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
3. Press and quickly release the receiver button on your phone to return to your conversation.
4. Call Waiting is automatically restored when you hang up.

Call Waiting ID

With Call Waiting ID, you hear a tone when you are on the line indicating another call is coming to you. You also get a display that shows you who is calling. You can capture the call information on your display unit even if you chose to not accept the incoming call. (Caller ID display unit must be purchased separately.)

3-Way Calling

Do you need to talk to two people at the same time? With 3-Way Calling, you will be able to add a second person to your call or put one person on hold and make a second call. You can use 3-Way Calling for both Local and Long Distance Calls.

How To Use:

1. Place your first caller on hold by pressing and quickly releasing the receiver button on your phone.
2. You will hear a brief stutter tone. When you hear the normal dial tone, you can make your second call.
3. When the second caller answers, press and quickly release the receiver button to connect all callers.
4. If the second caller does not answer or you reach a busy signal, press and quickly release the receiver button to return to the first caller.
5. If either party disconnects, you can continue talking with the remaining party.
6. To end the call completely, simply hang up.

For more information about the features on your line, consult your monthly statement, or call **1-800-888-1300**. Or, visit the Midcontinent website at: www.midcocomm.com.

Call Forwarding Universal

Are you leaving the house and don't want to miss that important call? Call Forwarding Universal allows you to forward calls temporarily to another number you select.

Toll charges will apply to your bill for calls forwarded outside of your local call area.

How To Use:

1. On your touch-tone phone, press ***72**.
2. When you hear the dial tone, dial the number to which you want your calls forwarded. Wait for the person to answer.
3. If no one answers the phone, or the line is busy, hang up and repeat steps one and two. When Call Forwarding has been activated, you will hear a fast busy signal.
4. To verify your calls are being forwarded, press ***72** on your touch-tone phone. If you hear a busy signal, your Call Forwarding is working. If not, repeat steps one and two.
5. To de-activate call forwarding, press ***73** on your touch-tone phone. The stutter tone followed by dial tone indicates to you that your calls are no longer being transferred.

Anonymous Call Rejection

A service to Caller ID customers, this allows you to block all anonymous calls.

To "Turn On" Anonymous Call Rejection

Lift the handset and press ***77**. Two fast busy signals confirm that the service has been activated.

To "Turn Off" Anonymous Call Rejection

Lift the handset and press ***78**. A stutter dial tone indicates the service has been cancelled.

Last Call Return

Did they hang up before you picked up? With ***69**, you'll be able to return most of those calls.

How To Use:

1. Lift the handset and dial ***69**.
2. A recorded voice will give you the number of the call you missed and ask if you would like to return the call.
3. Press **1** to connect to that call.

Please note that not all numbers will be provided. Last Call Return does not work on 800 or 900 numbers, numbers outside the specified service area, and lines where Call Forwarding and some other call services have been activated.

Continuous Redial

Did you get a busy signal? Continuous Redial can let your phone redial those busy numbers while you make and receive other calls.

How To Use:

1. When you get a busy signal, hang up, pick up the receiver again, and press ***66**.
2. Your phone will continue to redial that number for up to 30 minutes.
3. A special callback ring notifies you when the call connects. Just pick up the phone, and you are connected to the person that you're trying to call.
4. To cancel, lift the receiver and press ***86**.



Speed Call 30

You can store 30 frequently called numbers by dialing two digits instead of the entire phone number.

Programming Speed Call 30:

1. Lift the handset and dial ***75**.
2. Listen for a stutter dial tone.
3. Choose a two-digit speed code (choose any number, 00-29).
4. Dial the phone number you want assigned to that speed code (for long distance numbers, include a "1" and the area code).
5. Press the # key. A fast busy signal indicates the number has been stored.

To Change Your Speed Call 30 List:

1. Lift the handset and dial ***75**.
2. Listen for the stutter dial tone, and then enter the two-digit code you wish to change.
3. Enter the new telephone number (for long distance numbers, include a "1" and the area code).
4. Press the # key. A fast busy signal indicates the number has been stored.

Using Speed Call 30:

1. Lift the handset and listen for a dial tone.
2. Dial * followed by the desired two-digit speed code.

Distinctive Ringing

Do you want to know when priority people are calling? Distinctive Ringing will let you know when designated people are calling with a special ring. You can store up to 15 different priority numbers.

How To Use:

To set up or turn Distinctive Ringing on or off for the most recent phone number that called you, pick up your phone after your call has ended, dial ***61**, and follow the recorded instructions.

Call Trace

Call Trace helps stop threatening, obscene or harassing calls. If you receive a threatening call: Hang up immediately. Lift the receiver, press ***57** and follow the recorded instructions. Always dial 911 in an emergency situation. The caller's name and number will not be released to you under any circumstances. Normally, it takes three successful traces before any deterrent action will be taken by a law enforcement agency.

E-Voice

To set your Midcontinent voicemail for access through email as well as from a telephone, call our Customer Service Department at 1-800-888-1300 to let us know the email address you want to use to access your voicemail messages. When you receive an email stating you have a voicemail message, you have the option of listening to it online or through your phone. You can also click to delete the message from voicemail access if you know you do not want to keep it for later retrieval from a phone.

How To Use Your Voicemail

Caller ID

Find out who is calling you before you pick up the phone. To use Caller ID, your phone must have, or you may purchase separately, a display unit that stores names and numbers of recent callers.

How To Use:

1. When your Caller ID service is activated, follow the directions with your display unit.
2. "PRIVATE" or "ANONYMOUS" calls come from callers who have their names and numbers blocked.

Options To Block/Unblock Your Caller ID:

Upon initial installation of your digital telephone service your name and number will not be blocked unless you have elected Non-Published Service.

Blocking Your Caller ID

You can block your name and number so when you place an outgoing call parties using Caller ID equipment will not see this information. "Private" will be displayed instead. Dial ***67** before you place a call. When you hang up your Caller ID feature will be restored.

Unblocking Your Caller ID Block

(with Non-published Service)

You can unblock your Caller ID block feature that is provided with Non-Published Service. Dial ***82** before you place a call. When you hang up your Caller ID blocking feature will be restored.

Non-Published Service

Means your number is not published in the phone book, nor is it available from 411 information.

Non-Listed Service

Means your number is not published in the phone book, but is available from 411 information.

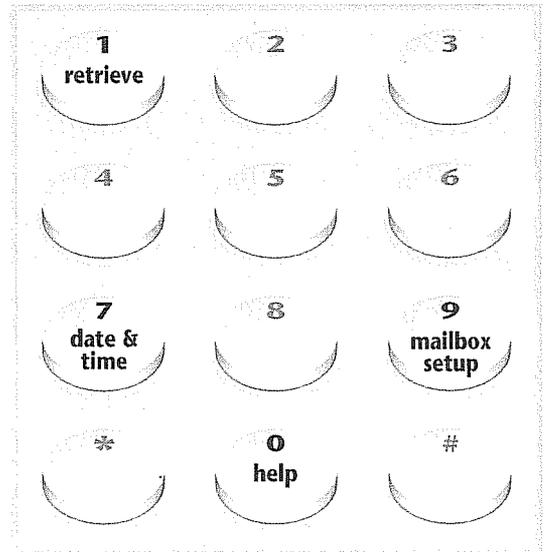
Accessing Your Main Menu

From Your Own Phone

1. Dial 611
2. Select Option 1
3. If requested, Enter your **password** then #
(your default password is **0000**)

From Another Phone

1. Dial 1-877-700-2224 and follow the prompts
2. If requested, Enter your **password** then #
(your default password is **0000**)



Main Menu Options

Press **1** to retrieve messages (see page 17)

Press **7** to hear current **date and time**

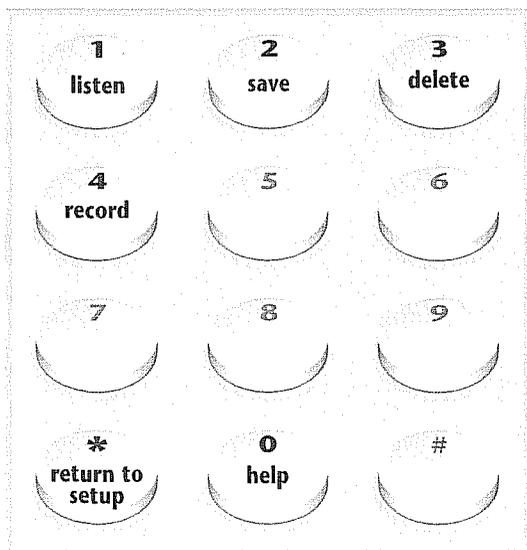
Press **9** for your **mailbox setup menu** (see page 16)

Mailbox Setup Menu

Four Options Available in the Setup Menu

- Press **1** for **greetings options** (see below)
- Press **2** to **change password** (see below)
- Press **4** to **enable/disable auto login**
- Press ***** to **return to the main menu**

Greetings Options (Pressing **1** from menu)



- Press **1** to **listen** to your greeting
- Press **2** to **save** greeting (must save to activate)
- Press **3** to **delete** greeting
- Press **4** to **record** greeting
- Press ***** to **return to the mailbox setup menu**

Changing Your Password (Pressing **2** from menu)

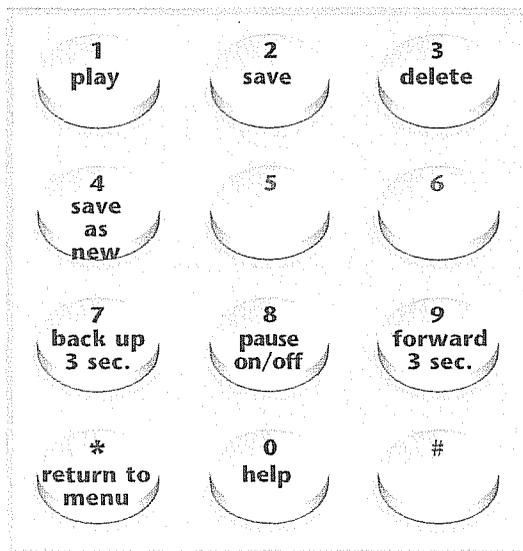
- Enter your **NEW password**, followed by **#**
(Your password can be up to 16 digits long. Be sure to record your new password for future reference.)
- Re-enter your **NEW password** to verify it

Retrieving Messages*

Three Options Available in the Retrieve Menu

- Press **1** to go to **new messages**
- Press **2** to go to **saved messages**
- Press ***** to **return to the main menu**

While Listening to Messages You Can:



- Press **1** to **play** message
- Press **2** to **save** message and go to **next** one
- Press **3** to **delete** message and go to **next** one
- Press **4** to **save** message as **new**
- Press **7** to **back up 3 seconds**
- Press **8** to **pause/continue** message
- Press **9** to **go forward 3 seconds**
- Press ***** to **return to the main menu**

**You may also listen to voicemail through email.
See E-voice on page 13 for more information.*



MYMIDCO LOGIN

forgot password?

SEARCH

USERNAME

LOGIN

Search

GO

- Cable
- MidcoNet® Broadband
- Digital Phone
- Resource Center
- MyMidco
- Digital Phone Home
- International Phone Rates
- Lifeline Assistance Program
- Products & Bundles

Lifeline

Telephone Assistance Program



Link-Up America & Lifeline Telephone Assistance

Link-Up America & Lifeline Assistance

Link-Up provides eligible subscribers with up to a 50% connection charge reduction for basic home telephone service. Deferred payments of connection charges, without interest, can also be arranged.

Lifeline Assistance provides eligible subscribers a minimum amount per month toward basic home telephone service. Lifeline subscribers may receive long distance blocking on their telephone line at no charge.

Download our application here.

RESOURCE CENTER

SERVICES AND FEATURES

- [Digital Phone Guide](#)
- [International Calling Rates](#)
- [Lifeline Assistance Program](#)

TROUBLESHOOTING / FAQ'S

- [How do I switch my phone service to Midcontinent Communications?](#)
- [What are the taxes and fees on my monthly statement from Midcontinent?](#)

FORMS & POLICY MANUALS

- [Do Not Call Brochure](#)
- [Lifeline Application](#)

VISIT THE RESOURCE CENTER



Midcontinent Communications Homepage GO

Questions? Contact Us



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QUALIFICATIONS & INSTRUCTIONS

People who are currently participating in at least one of the following or have an annual income at or below 135%* of the Federal Poverty Guideline can qualify for Link-Up America and Lifeline Assistance programs.

- Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)
- Federal Public Housing (FPHA) or Section 8 Assistance
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Low-Income Energy Assistance (LIHEAP)
- National School Lunch Program's free lunch program
- Temporary Assistance for Needy Families (TANF)
- Minnesota Family Investment Program (MFIP)

Additionally, for persons living on or near Tribal Lands:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only those meeting its income qualifying standard)

(see inside for a complete list of qualifying programs)

* (Federal Poverty Guideline) x 1.35 = Qualifying Income Level. The percentage is subject to change.



To Apply
Complete application and mail to:

ATTN: Operations Support
Midcontinent Communications
P.O. Box 5010
Sioux Falls, SD 57117-9908

MIDCONTINENT CAN HELP! STAY CONNECTED!



LIFELINE ASSISTANCE & LINK-UP AMERICA

**UPGRADE
NOW!**



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COMMUNICATIONS

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MT-09 0809



LINK-UP/LIFELINE ASSISTANCE APPLICATION

(please print)

Name _____
(Last) (First) (Middle)

Address _____
(Street) (City) (State) (Zip)

Check the box that best describes where you live: I live on Tribal Land I do not live on Tribal Land

Telephone Number _____ Telephone Number _____
(If existing service and in your name) (Where you can be reached)

Telephone Company _____ Number of people living in your household: _____

1. I receive benefits from the following program(s): (Check all that apply and attach proof)

- Medicaid/Medical Assistance
- Federal Public Housing (FPHA) or Section 8 Assistance
- Supplemental Security Income (SSI)
- National School Free Lunch Program
- Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps
- Low-Income Home Energy Assistance Program (LIHEAP)
- Minnesota Family Investment Program (MFIP)
- Temporary Assistance for Needy Families (TANF)
- Tribally administered Head Start (for those meeting income qualifying standard)
- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families (TTANF)

2. I do not receive benefits from any of the programs listed above BUT my income is at or below 135% of Federal Poverty Guideline. (Please attach one of the documents below if you did not check any boxes in #1.)

- Last year's State, Federal or Tribal Tax Return
- A Federal or Tribal notice letter of participation in General Assistance Program
- 3 consecutive months of most recent paycheck stub
- Veterans Administration Benefits Statement
- Unemployment/Workmen's Compensation Statement
- Child Support Document (if proves income)
- Current annual income statement from employer
- Social Security Benefits Statement
- Retirement/Pension Benefits Statement
- Divorce Decree (if proves income)
- Other _____

I agree to notify the telephone company when I no longer participate in any of the above qualifying programs or my income rises above 135% of the Federal Poverty Guideline. I certify under penalty of perjury the above information is true. I have read the information on this application and understand I must meet one of the criteria above to receive telephone service discounts on my home telephone line.

Applicant Signature _____ Social Security Number _____ Date _____

I am an "Authorized Representative" for this applicant and am submitting this form on behalf of this customer. I am willing to assist this applicant in seeking telephone service discounts.

Print "Authorized Representative" Name _____ Day Phone Number _____ Date _____

WE'RE HERE TO HELP

For some people, especially the homebound, the telephone is a lifeline to the outside world. Low-income telephone subscribers can apply for aid to help with their phone bill through **Link-Up America** and **Lifeline Assistance** programs. If you have any questions, please call 1-800-888-1300 and we'll be happy to assist you.

LINK-UP AMERICA

Link-Up provides eligible subscribers with up to a 50% connection charge reduction (up to \$30) for basic home telephone service.

Deferred payments of connection charges, without interest, can also be arranged.

LIFELINE ASSISTANCE

Lifeline provides eligible subscribers home telephone service at a reduced monthly rate.

Lifeline subscribers may receive long distance blocking on their telephone line at no charge.

To Apply, complete and mail this application to:
ATTN: Operations Support
Midcontinent Communications
P.O. Box 5010
Sioux Falls, SD 57117-9908

