

## EXHIBIT E

Q. Do I have to subscribe to the Unlimited Long Distance Package to have Midcontinent Digital Phone Service?

A. No. The Digital Phone Line, any of the great telephone features, or Unlimited Long Distance can be selected with A La Carte pricing.

Q. Can I keep my current telephone number?

A. Yes, in nearly all cases you can keep your current telephone number when switching to Midcontinent Communications Digital Phone Service.

Q. Can I choose my own long distance carrier?

A. Absolutely. However, to qualify for our Unlimited Long Distance, which is also included with our Digital Phone package, you must choose Midcontinent Communications as your local and long distance provider.

## EXHIBIT E

Q. Can I call 911 with Midcontinent Digital Phone Service?

A. Absolutely!

Q. What happens if power is lost? Will I lose my Digital Phone Service?  
What about 911?

A. It is important to us that your safety is guarded in the event of a power outage. Your Digital Phone Service equipment is backed up with constantly charging battery packs\*. Should power be lost, the battery back-up will provide 8 hours of dial tone.

It is recommended that during a power outage, phone usage be limited so that the dial tone is available for emergencies. In the event of a power outage, you should NOT touch the batteries, connections, or equipment as this can affect the battery life. If the batteries are removed during a power outage, dial tone will be lost until the power is restored, even if the batteries are replaced. Once power is restored, the batteries will begin charging again.

As with all of Midcontinent Communications' services, we monitor the quality of our service 24/7. We respond immediately to any and all service interruptions.

\*Not available in all areas.

## EXHIBIT E

- Q. Will Midcontinent Digital Phone Service support my fax or answering machines?
- A. Yes. Because Midcontinent Communications' Digital Phone Service is a true phone service, it works with your fax and answering machines.
- Q. Will all the phones in my home be connected to Digital Phone Service?
- A. Yes. If you've subscribed to our Digital Phone Service, then all of the telephones in your home will have access to Digital Phone Service.
- Q. Can I make international phone calls with Midcontinent Digital Phone Service?
- A. Yes, there is a per minute cost per country which can be found on our website: <http://www.midcontinent.com>. Contact us to setup International Calling on your phone line. There is no additional cost for subscribing.

## EXHIBIT E

Q Can I use my calling card to take unlimited long distance if I am on the Midcontinent Digital Phone Package?

A. **At this time, Midcontinent Communications does not offer a calling card with unlimited long distance. To take advantage of unlimited long distance, the phone call must originate from the phone number that has the Digital Phone Package.**

Q Can I subscribe to Midcontinent Digital Phone Service for my business?

A. **Digital Phone is available to businesses in some service areas. Call 1.800.888.1300, or check with your local sales representative.**

Q Do I need a special phone when subscribing to Midcontinent Digital Phone Service?

A. **No. With just a few exceptions, any touch-tone or rotary phone will work with Digital Phone Service, including a cordless phone. Your answering machines and Caller ID will also work with Digital Phone Service.**

## EXHIBIT E

Q. Will the equipment installed in my home ever need to be replaced?

A. In an effort to keep your equipment maintained and up-to-date with the latest technology, we may contact you in an effort to get into your home and swap out your equipment. The equipment remains the property of Midcontinent Communications, so if we do upgrade equipment, this would be done at no charge to you.

Q. Why should I switch my current services to Digital Phone Service?

A. Digital Phone is currently the most advanced phone technology available. In addition to receiving an impeccable quality connection, Digital Phone will enable you to take advantage of future advanced features as the technology develops.

Q. Why does my first bill seem to have more than a month's worth of service charges?

A. Midcontinent Communications' bills are generated once a month and charges are billed one month in advance. If you have recently installed or upgraded services, there may be a partial month billing for the current statement month plus one month in advance. In the event that you have downgraded or disconnected services, you will be credited for the days remaining in the current statement month.

## EXHIBIT E

Q. What should I do if I don't hear a dial tone?

- Check other phones to see if the dial tone is lost only on one phone or all of them.
- If you have a cordless phone, check the batteries and make sure it is plugged in to an active power outlet.
- If you have a cordless phone, try to use a corded phone in the phone jack to see if it works.
- If there is still no dial tone, locate the telephone equipment from Midcontinent that was installed in your home and make sure the equipment is plugged in and/or powered up. If the issue cannot be resolved with the above troubleshooting steps, please contact Customer Care at 1.800.888.1300.

1.800.888.1300 | [midcontinent.com](http://midcontinent.com)

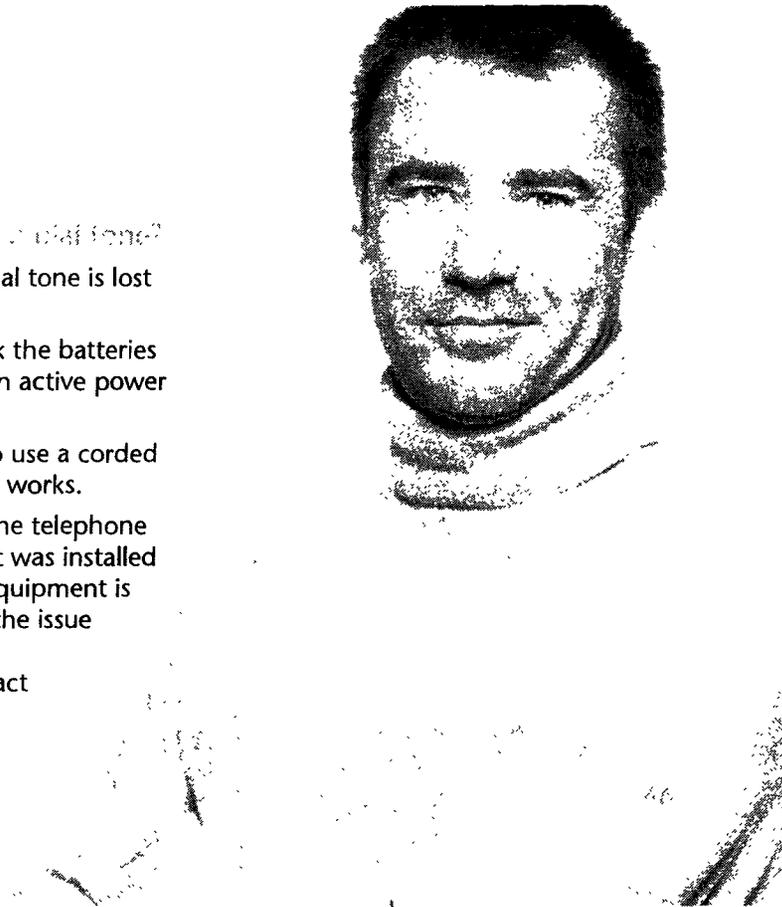


EXHIBIT E



## EXHIBIT E

### Customer Support

Need help? Have a question? We're here for you 24 hours a day, 7 days a week. Call 1.800.888.1300 or visit [www.1800.888.1300.com](#). We also chat and email options.

Of course, you're always welcome to visit us at a Customer Service Center near you. Stop by and set up services, get a personal demonstration, check out our other services, and more!

Ordering, managing and making payments on your service has never been easier. Handle it all online at [www.1800.888.1300.com](#).

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25

## EXHIBIT E

### 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 Reception:

Turn on: Press \*77.

Turn off: Press \*78.

### Caller ID Blocking:

Turn on: Press \*67 before placing call.

Turn off: Press \*82 before placing call.

### Voicemail Quick Reference:

To access your voicemail from your home phone, dial 611.

If you have auto login enabled, select 1 for voicemail.

If you have auto login disabled, enter your 10-digit mailbox number and password when prompted and press #.

Access from another phone:

Dial 1.877.700.2224 and follow the prompts.

(Your 10-digit mailbox number is your area code + phone number.)

### Retrieving Messages:

Access the voicemail system.

Press 1 for new messages.

Press 2 for saved messages.

Press \* to return to the main menu.

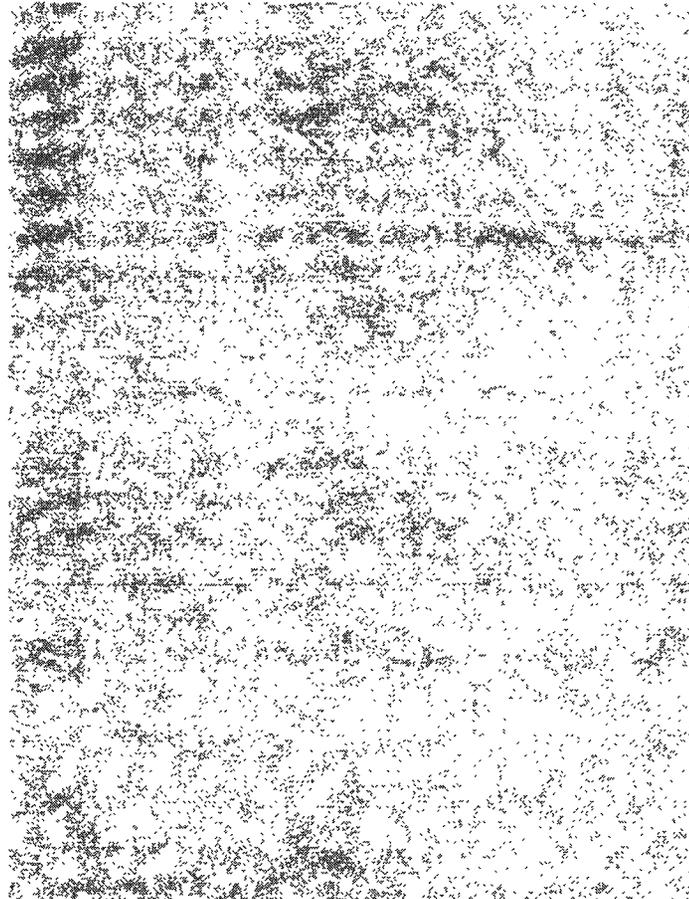
## EXHIBIT E

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 greeting options.
- Press 2 to change password.
- Press 4 to enable/disable auto login.
- Press \* to return to the main menu.



**EXHIBIT E**



SERVICE & PRICE GUIDE

**EXHIBIT E**



2012-A

2012-A

- Basic and Preferred Cable programming with access to over 200 channels (up to 100 in HD), the Sports & Variety Package and all four Premium Movie Packages: HBO, Cinemax, Starz/Encore and Showtime/The Movie Channel.
- MidcoNet Xstream® Wideband 2.0 Service (Up to 50Mbps download and up to 10Mbps upload).
- Digital Phone Package Main Phone Line, Unlimited Local and Long-distance Calling, Caller ID Name and Number, Call Waiting ID, Anonymous Call Rejection, 3-Way Calling, Speed Call 30, Distinctive Ringing, Last Call Return, Call Forwarding Universal, Continuous Redial and Voicemail with eVOICE.

2012-A

- Includes Basic and Preferred Cable programming with access to over 200 channels (up to 100 in HD) and choice of one Premium Movie Package.
- MidcoNet Xstream® Wideband 1.0 Service (Up to 30Mbps download and up to 5Mbps upload).
- Digital Phone Package Main Phone Line, Unlimited Local and Long-distance Calling, Caller ID Name and Number, Call Waiting ID, Anonymous Call Rejection, 3-Way Calling, Speed Call 30, Distinctive Ringing, Last Call Return, Call Forwarding Universal, Continuous Redial and Voicemail with eVOICE.

2012-A

*\*Video equipment is required to view programming in all video tiers and packages except for Basic (television with an internal digital tuner required) and Limited Cable. All services are per month unless otherwise indicated.*

2012-A

- Basic and Preferred Cable programming with access to over 200 channels (up to 100 in HD)featuring genres from News, Entertainment, Sports, Kids and Home.
- MidcoNet Xstream® Wideband 1.0 Service (Up to 30Mbps download and up to 5Mbps upload).
- Digital Phone Package Main Phone Line, Unlimited Local and Long-distance Calling, Caller ID Name and Number, Call Waiting ID, Anonymous Call Rejection, 3-Way Calling, Speed Call 30, Distinctive Ringing, Last Call Return, Call Forwarding Universal, Continuous Redial and Voicemail with eVOICE.

2012-A

- Basic Cable programming with access up to 72 channels of cable and broadcast programming.
- MidcoNet Xstream® Wideband 1.0 Service (Up to 30Mbps download and up to 5Mbps upload).
- Basic Local Digital Phone Line

# EXHIBIT E



<p><b>The "Ultimate" in Movies and Sports.</b> Includes Basic and Preferred Cable programming with access to over 200 channels (up to 100 in HD), the Sports &amp; Variety Package and all four Premium Movie Packages: HBO, Cinemax, Starz/Encore and Showtime/The Movie Channel.</p>	<p>Your ticket to the show! Includes Basic and Preferred Cable programming with access to over 200 channels (up to 100 in HD) and choice of one Premium Movie Package.</p>
<p><b>Great Channels! Great Price!</b> Includes Basic Cable programming with access to over 200 channels (up to 100 in HD) featuring genres from News, Entertainment, Sports, Kids and Home.</p>	<p><b>HBO</b> (Includes access to On Demand programming and HBO GO online) ..... \$16.00  <b>CINEMAX</b> (Includes access to On Demand programming and MAX GO online) ..... \$16.00  <b>SHOWTIME/TMC</b> (Includes multiple channels plus On Demand programming) ..... \$16.00  <b>STARZ/ENCORE</b> (Includes multiple channels plus On Demand programming) ..... \$16.00</p>
<p><b>Up to 72 channels of cable and broadcast programming.</b></p> <p>Includes multiple channels of local broadcast programming.</p>	<p><b>Sports &amp; Variety Package</b> ..... \$6.00  <i>(Includes additional sports, family and lifestyle networks)</i></p> <p><b>Spanish Package</b> ..... \$4.00  <i>(Includes 15 channels of Spanish language programming)</i></p>
<p>For your ultimate viewing possibilities. Pause, rewind, fast-forward and record all your favorite programs. Includes access to an Interactive Program Guide, On Demand and HD** programming, Pay-Per-View and 46 Digital Music channels.</p>	<p>Includes access to an Interactive Program Guide, On Demand, Pay-Per-View and 46 Digital Music channels.</p> <p><b>CableCARD Lease</b> ..... \$4.00  <b>Digital Adapter Lease</b> ..... \$2.00</p>

\*Video equipment is required to view programming in all video tiers and packages except for Basic (television with a internal digital tuner required) and Limited Cable  
\*\*An HDTV is required to view HD programming †Equipment does not include DVR capabilities All services are per month unless otherwise indicated

## EXHIBIT E

### INTERNET SERVICES

#### ADSL BROADBAND SERVICES

MidcoNet Xstream® Wideband 3.0 <sup>1</sup> <i>(Up to 100Mbps download and up to 15Mbps upload)</i>	\$104.95	\$99.95
MidcoNet Xstream® Wideband 2.0 <sup>2</sup> <i>(Up to 50Mbps download and up to 10Mbps upload)</i>	\$64.95	\$59.95
MidcoNet Xstream® Wideband 1.0 <i>(Up to 30Mbps download and up to 5Mbps upload)</i>	\$44.95	\$39.95

#### BROADBAND SERVICES

MidcoNet® Limited <i>(Up to 1Mbps download and up to 1Mbps upload)</i>	\$30.95	\$25.95
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#### INTERNET CONTENT SERVICES

MidcoNet® SuperPak	\$25.95
MidcoNet® Tunes and Plus	\$16.95
MidcoNet® PlusPak	\$15.95
MidcoNet® Tunes	\$12.95
MidcoNet® Plus	\$6.95
MidcoNet® Learning Edge or GameSomnia <i>(each)</i>	\$6.50

<sup>3</sup> \$5 Data Plus Discount: Bundle MidcoNet Xstream® Wideband or MidcoNet® Limited Broadband with any level of Video or Phone service to qualify.

<sup>1</sup> MidcoNet Xstream® Wideband 3.0—MidcoNet Xstream® (or DOCSIS 3.0) modem is required.

<sup>2</sup> MidcoNet Xstream® Wideband 2.0—MidcoNet Xstream® (or DOCSIS 3.0) modem is required to take full advantage of available speeds

### INTERNET EQUIPMENT

Wireless Modem Purchase <i>(DOCSIS 3.0)</i>	\$109.00	Wireless Modem Lease	\$5.00
Standard Modem Purchase <i>(DOCSIS 3.0)</i>	\$79.00	Standard Modem Lease	\$3.00

### TELEPHONE SERVICE

#### DIGITAL PHONE SERVICE

Includes local phone line, unlimited calling to any U.S. State, Canada, the Virgin Islands, Puerto Rico and Guam plus 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) and Voicemail with eVOICE.

#### WIRELESS TELEPHONE SERVICE

Basic Digital Phone Line	\$20.00
Additional Digital Phone Line <i>(each)</i>	\$ 9.95
Unlimited Local and Long Distance Calling Package*	\$10.95
Long Distance Calling Per Minute	\$ 0.079

#### WIRELESS TELEPHONE SERVICE

Voicemail	\$5.95
All Other Phone Features <i>(each)</i>	\$3.95
Telephone 8 Feature Group	\$9.95
Telephone 3 Feature Group	\$7.95

#### Feature groups choose from:

- Call Waiting ID
- 3-Way Calling
- Call Forwarding Universal
- Last Call Return
- Continuous Redial
- Speed Call 30
- Distinctive Ringing
- Caller ID Name & Number\*\*

\*Unlimited and local and long distance calling (up to 5,000 minutes per month) to the continental U.S., Alaska, Hawaii, Canada, U.S. Virgin Islands, Puerto Rico and Guam. Other locations are considered International and charged at per minute calling rates (please check our website). Calling card calls, collect calls, 900 number calls, operator assisted calls, and directory assistance are not included. Digital Phone service is subject to Terms and Conditions as outlined on our website at midcocomm.com. \*\*Includes Anonymous Call Rejection. Caller ID equipment not included. All services are per month unless otherwise indicated.

**EXHIBIT E**

Installation .....	\$35.00	Home Service Calls** .....	\$50.00
Extra Outlets Added (per outlet) .....	\$25.00	Late Charges (accrued for each late payment) .....	\$5.00

*\*\*If a Midcontinent service issue, you will not be charged*

Want to know more about Midcontinent Services?

Call: 1.800.888.1300

Go Online: [midcomm.com](http://midcomm.com)

Order: [MyMidco.com](http://MyMidco.com)

Visit a local Customer Service Center. Go online to find the location nearest to you.



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*Services not available in all areas. Some restrictions may apply.*

