

2019 Annual Customer Notice



G R E A T P L A I N S
C O M M U N I C A T I O N S



Annual Customer Notice

This notice contains important information concerning your cable television services. We provide this notice as a service to our customers and in accordance with applicable federal law and Federal Communications Commission regulations. We encourage you to review the following information and contact us at 1.888.343.8014, Option 3 or email us at contactus@gpcom.com with any questions.

Customer Privacy

To provide cable television service, we must collect and maintain personally identifiable customer information including billing records, service, maintenance, and repair records, premium service subscription information, marketing information, and subscriber communication history. All personally identifiable information is solely for the normal business purpose of offering and rendering cable television service, and may only be accessed by persons authorized by Great Plains Communications including designated employees and sales agents, billing and collections services, accountants, programming providers, and other designated businesses. The company maintains personally identifiable customer information for the duration of service agreement and reasonable time period thereafter.

Disclosure Prohibited; Exceptions

Federal law prohibits the disclosure of personally identifiable information without customer consent, except to (A) obtain information necessary to render a cable service or other service provided by the cable operator to the subscriber; or (B) detect unauthorized reception of cable communications. Great Plains Communications may disclose names and addresses for non-cable services, such as mailing lists, unless otherwise notified in writing by the customer. No such disclosure may reveal directly or indirectly the cable services you view or other transactions.

We must disclose personally identifiable information without customer consent if required to do so by law enforcement authorities or by a court order. If Great Plains Communications is served with a court order requiring disclosure, we will promptly inform the customer before releasing any information, and the customer will have the opportunity to contest.

Customer Rights

Customers may review personal information maintained by Great Plains Communications by calling 1.888.343.8014, Option 3 and setting an appointment during normal business hours. Customers may request correction of any errors in personally identifiable information collected or maintained, and have the right under federal law to enforce cable privacy rights through civil action in federal district court.

Customer Service

Complaint Procedures

Great Plains Communications aims to provide the finest-quality cable television services. We strive to answer any questions, and resolve any issues concerning cable television service as soon as possible utilizing the following customer communication and service request procedures.



1. Contact our business office at 888.343.8014, option 3.
2. During normal business hours, you may speak with a Customer Response Representative who will attempt to answer questions or troubleshoot and resolve any service issues. If necessary, the Customer Response Representative will schedule a service technician to visit your home, usually within 24-36 hours. We do not charge for service calls if our equipment caused the problem.
3. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with cable service. Great Plains Communications crews are promptly dispatched to alleviate any service interruptions in a timely fashion. Keep in mind that the time to restore service will be determined by the magnitude of these situations.
4. We maintain customer contact records for a minimum of one year. Records are available for inspection by the applicable local franchise authority and the Federal Communications Commission.

If a question is not answered or an issue is not resolved to your satisfaction, please contact Great Plains Communications with any concerns. You may also contact your franchise authority at the address below:

Franchise Authority Contact Information

Village of Arnold

Patty Lamberty, Village Clerk
209 West 1st Street
Arnold, NE 69120
308.848.2228

Village of Bancroft

Megan Novak, Village Clerk
322 Main Street
Bancroft, NE 68004
402.648.3332

City of Bloomfield

Collette Panning
City Administrator
PO Box 157
Bloomfield, NE 68718
402.373.2272

City of Broken Bow

Stephanie Wright, City Clerk
clerk@cityofbrokenbow.org
PO Box 504
Broken Bow, NE 68822
308.872.5831

City of Callaway

Lanett Conroy, City Clerk
PO Box 157
Callaway, NE 68825
308.836.2262

Village of Center

Rhonda York, Village Clerk
PO Box 86
Center, NE 68724
402.288.4236

City of Chadron

Donna Rust, City Clerk
PO Box 390
Chadron, NE 69337
308.432.0505

Village of Chapman

Laurie Killin, Village Clerk
323 8th Street
Chapman, NE 68827
308.986.2266

City of Creighton

Lindsay Nelson, City Clerk
809 Main Street
PO Box 188
Creighton, NE 68729
402.358.3557

Franchise Authority Contact Information (Continued)

City of Crofton

Marla Wortmann, City Clerk
1210 W. 2nd Street
Crofton, NE 68730
402.388.4766

Village of Dodge

Lori Kathol, Village Clerk
226 Elm Street
Dodge, NE 68633
402.693.2239

City of Elgin

Vicki Miller, City Clerk
PO Box 240
Elgin, NE 68636
402.843.5822

Village of Ewing

Sharon Swails, Village Clerk
209 Nebraska Street
PO Box 333
Ewing, NE 68735
402.626.7718

City of Gordon

Kim Buchan, City Clerk
PO Box 310
Gordon, NE 69343
308.282.0837

City of Grant

Jessie Faber, City Clerk
342 Central
Grant, NE 69140
308.352.2100

Village of Hayes Center

Jan Singleton, Village Clerk
PO Box 98
Hayes Center, NE 69032
308.286.3411

City of Hay Springs

Kaylee Taylor, City Clerk
234 North Main
PO Box B
Hay Springs, NE 69347
308.638.7275

City of Imperial

Jo Leyland, City Clerk
740 Court Street
Imperial, NE 69033
308.882.4368

City of McCook

Lea Ann Doak, City Clerk
W 5th and C Street
McCook, NE 69001
308.345.2022

City of Neligh

Dana Klabenes, City Clerk
202 Main Street
Neligh, NE 68756
402.887.4066

Village of Niobrara

Mona Weatherwax, Village Clerk
127 Spruce Street
Niobrara, NE 68760
402.857.3372

City of North Bend

Theresa Busse, City Clerk
PO Box 401
North Bend, NE 68649
402.652.3584

Village of Oakdale

Vicky Carstens, Village Clerk
PO Box 10
Oakdale, NE 68761
402.776.2484

Village of Oconto

Penny Jefferey, Village Clerk
PO Box 128
Oconto, NE 68860
308.858.4537
308.870.3549

Village of Palisade

Nicole Wiese, Village Clerk
PO Box 288
Palisade, NE 69040
308.285.3320

City of Petersburg

Jean Stokes, City Clerk
PO Box 147
Petersburg, NE 68652
402.386.5551

City of Plainview

Courtney Retzlaff, City Clerk
205 West Locust
Plainview, NE 68769
402.582.4928

City of Ponca

Denise Peterson, City Clerk
123 West 3rd Street
PO Box 465
Ponca, NE 68770
402.755.4165

City of Rushville

Traci Fedderson &
Connie Roffers, City Clerks
PO Box 99
Rushville, NE 69360
308.327.2221

City of Scribner

Ed Howard, City Clerk
PO Box D
Scribner, NE 68057
402.664.3231

City of Snyder

Patty Knobbe, Village Clerk
125 Ash Street
Snyder, NE 68664
402.568.2306

Village of Stapleton

Vacant, Village Clerk
PO Box 133
Stapleton, NE 69163
308.636.2960

Franchise Authority Contact Information (Continued)

Village of Sutherland

Madelaine Lamm, Village Clerk
1200 1st Street
PO Box 277
Sutherland, NE 69165
308.386.4721

Village of Trenton

Wendy McKain, Village Clerk
402 Main Street
Trenton, NE 69044
308.334.5488

Village of Venango

Dennis Eckdahl, Village Clerk
PO Box 4
Venango, NE 69168
308.447.5757

Village of Verdigre

Hedi Ruzika, Village Clerk
PO Box 330
Verdigre, NE 68783
402.668.2621

City of Wausa

Karen Kleinschmit, City Clerk
406 East Broadway Street
Wausa, NE 68786
402.586.2311

Village of Winnetoon

Willard Vrooman, Village Clerk
305 Sherman Avenue
Winnetoon, NE 68789
402.847.3273

Village of Wolbach

Bonnie Gilpin, Village Clerk
PO Box 97
Wolbach, NE 68882
308.246.5278

Village of Wynot

Rose Rolfes, Village Clerk
PO Box 61
Wynot, NE 68792
402.357.2298
402.357.2130

Service and Pricing

Please contact us at 1.888.343.8014, Option 3 or visit www.gpcom.com to view service and pricing information including

- Available products and services
- Pricing, tier and bundle options
- Channel line ups
- Installation and maintenance policies and pricing
- Operating instructions and tutorial videos

Equipment Compatibility

Digital Converter. If service is received through a digital converter, it may not support all special features and functions on TVs and recording devices. For example, the converter may not be compatible with TV functions which allow viewing of a program on one channel while simultaneously recording a program on another; and may not use advanced picture generation and display features such as Picture-in-Picture.

Remote Control Devices. Remote control devices available from retail outlets may not be compatible with Great Plains Communications set-top boxes.

General Policies

Equipment: The equipment Great Plains Communications provides to customers is and shall remain the property of the company and must be returned when service is discontinued for any reason or at any time the company wishes to exchange or upgrade equipment. Failure to return equipment will result in a charge being made to the customer's account. The company will replace or repair equipment at no charge in the event of failure due to normal use. Equipment damaged as a result of customer negligence may be subject to replacement charges.

General Policies (Continued)

Billing: All charges are billed and payable in advance. Billing periods are notated on billing statements. Call 888.343.8014 with any billing questions or inquiries.

Late Payment Policy: Charges for services are due and payable upon receipt of the monthly statement. Accounts with a balance due after notated due date will be assessed a late fee of 1.5% of the balance or \$10.00, whichever is greater. If an account remains unpaid for more than 45 days, service may be disconnected. Payment of the account balance, a reconnect charge, and service and equipment deposit will be required to restore service after disconnection.

Adult at Home: To protect both customers and employees, company policy dictates that installers and technicians WILL NOT enter a home unless an adult 18 years or older is present.

Repair Policy/Trip Charge: Great Plains Communications performs repair service at no charge if the issue is related to company equipment or the Great Plains Communications lines located outside of the customer's home. However, the customer may incur a trip charge for repair visits if the issue is caused by defective electronic equipment the customer has purchased, damage inflicted by anything other than normal use, or by improper alterations made to the original installation, etc.

Disconnect Policy: The customer may request cable service disconnection at any time. Billing will cease on the disconnection date subject to any contract requirements. To avoid any further liability, all equipment must be returned to Great Plains Communications on the day of disconnection.

Change of Service: The customer may change the combination of service at any time unless otherwise dictated by current contract requirements. Call our Customer Response Center at 888.343.8014 for pricing and scheduling information.

Additional Outlets: Federal government rules hold us responsible for ensuring that our cable system does not "leak" into the air. Therefore, it is advised that company equipment be used on all additional outlets, and that a Great Plains Communications technician performs the installation. The company repair policy applies to additional outlets.

Service Interruptions: From time to time equipment failures can occur. Great Plains Communications attempts to respond to service interruptions within 48 hours of customer notification during the normal work week. If the company fails to respond within 48 hours, the customer may receive credit on a prorated basis. Periodically, certain maintenance procedures that will interrupt service must be performed. Great Plains Communications will keep these times to a minimum and apologizes for any inconvenience. It is very important for customers to notify the company when service is interrupted.

Sports Blackouts: At times the FCC and professional sports contracts require the company to "black out" distant signal importation of local programming. Great Plains Communications regrets any inconvenience this mandated protection may cause.

Call Before You Dig: It is decreed by Nebraska state law that all utility lines, (including cable television lines) must be professionally located prior to digging. To avoid serious injury or liability, customers must call the Digger's Hotline, 811 for this free service.

Public Viewing: As a condition of receiving Great Plains Communications cable service, the customer represents and warrants they will not exhibit any programming service in a commercial establishment unless the applicable monthly surcharge is paid. If the customer intends to exhibit any programming service in a commercial establishment, they must contact Great Plains Communications for additional information.

Watch your favorite shows on the go with
watchTVeverywhere

FREE to Great Plains Communications
Cable Television subscribers!

For more information visit
www.gpcom.com/watch-tv-everywhere



Great Plains Communications | 888.343.8014 | www.gpcom.com