

**SOUTH DAKOTA PUBLIC UTILITIES COMMISSION  
LIFELINE/LINK UP ADVERTISING/OUTREACH  
ANNUAL REPORT  
JUNE 1, 2009**

Company: Knology Community Telephone, Inc.

Address: 5100 S Broadband Lane

Sioux Falls, SD 57108

Telephone number: 605-965-9368

Company contact: Bruce Schoonover

Study Area Code: 391652

**Lifeline/Link Up Advertising/Outreach Activities:**

See Exhibit A Advertise in media of general distribution.\* Attached as Exhibit A is a copy of the newspaper ad, a list of newspapers in which the ad was placed and dates published.

See Exhibit B Letter to existing and new customers regarding the availability of Lifeline/Link Up.\* Attached as Exhibit B is a customer bill showing the bill message printed in May, 2008. Also included is the notice given to all new customers.

N/A Company's Lifeline/Link Up information in directory.  
Knology does not have a Company Directory

X Company's Lifeline/Link Up information available on Company website. (www.knology.com)

X Company's information posted on USAC website.

See Exhibit C Other (describe): Knology annually places an ad on its Market Zone Channel attached as Exhibit C.

See Exhibit D Knology annually runs a crawl on its weather channel advertising the availability of Lifeline/Linkup attached as Exhibit D.

\*Required

## Exhibit A

# Lifeline and Linkup Service Offerings DTV Transition Notice

Individuals and families who reside in Knology service areas and are receiving assistance benefits or have a low or fixed income may be eligible to receive discounted telephone installation and/or service.

Customers that have the following prefixes: 238,253,263,267,297, 327,372,647, or 957 may be eligible for this program.

To find out more information regarding this program, stop by your local office or call Knology at 1-877-633-4567.

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Because of the Nation's transition to digital broadcasting on February 17, 2009, full-power analog broadcasting will end, and analog-only televisions may be unable to display full-power broadcast programming after that date.

What that means for you, as a consumer, is that a converter box will be required to receive over-the-air broadcasts with an antenna after February 17, 2009, if your television receiver has an analog-only broadcast tuner. Analog-only TVs should continue to work as before with cable and satellite TV services, gaming consoles, VCRs, DVD players, and similar products.

More information on the DTV transition is available at [www.DTV.gov](http://www.DTV.gov), by contacting Knology or going to [www.knology.com](http://www.knology.com). For discount coupons, visit [www.dtv2009.gov](http://www.dtv2009.gov) or call 1-888-DTV-2009 (1-888-388-2009).

**KNOLOGY®**

phone • internet • cable

**210 North Main, Suite 101, Parker, SD 57053 • 297-7460**

**Knology****Lifeline Linkup Notice Ads-June 2008****FALLS**

<u>Market</u>	<u>Newspaper</u>	<u>Ad Size</u>	<u>TTL Col</u> <u>in.</u>	<u>Date</u>
Beresford	Beresford Republic	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22
Hurley	Viborg Enterprise	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22
Irene	Irene Tri-Co News	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22
Lennox	Lennox Independent	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22
Parker	Parker New Era	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22
Wakonda	Vermillion Plain Talk	2c x 5"D	10	Wk of 6/1
		2c x 5"D	10	Wk of 6/8
		2c x 5"D	10	Wk of 6/15
		2c x 5"D	10	Wk of 6/22

## Exhibit B



P.O. Box 88835  
Sioux Falls, SD 57109

Knology  
P.O. Box 88835 Sioux Falls, SD 57109  
Customer Service 1-877-633-4567

**CUSTOMER SERVICE 1-877-633-4567**

Account Number:  
Invoice Number:  
Invoice Date: 5/24/2008

**Message Center**

Important information regarding the DTV transition!  
New Statement Format!  
Lifeline Linkup Notification.

**Account Summary**

Balance From Last Statement  
Payment Received  
Adjustments  
Previous Balance Due

Please Pay Immediately

**New Charges (see details on page 3)**

**Monthly Service Charges**

KN TRIPLE PAK 10128 Partial Charges  
KN TRIPLE PAK 10128  
Additional Charges  
Other Charges and Credits  
Fees and Charges  
Taxes

**Total Due**

Full payment due by 6/13/2008

Your past due balance of \_\_\_\_\_ is due upon receipt of this notice to avoid interruption of service.

Call 1-877-633-4567 to make payment arrangements.  
Please see our friendly reminder on page 2 regarding this past due amount.

Please visit [www.knology.com](http://www.knology.com) for Billing Terms and Conditions.

Please detach this portion at perforation and return with payment. Thank You!

Account Number:  
Invoice Number:  
Invoice Date: 5/24/2008

Amount Due	Payment Due
Past Due	
Total Due	6/13/2008

**Amount Enclosed:**

Name or Address Change?  
Please check this box and mark changes on reverse.



**KNOLOGY**  
**PO BOX 830773**  
**BIRMINGHAM AL 35283-0773**  
|||

0000000016825      000002023068      0000027352

**Important information regarding the DTV transition!**

On February 17, 2009, over-the-air TV stations will cease broadcasting in analog and switch to all-digital signals. After February 17, 2009, analog TV sets that use an antenna or rabbit ears for over-the-air TV (not connected to cable, satellite, or other pay-TV service) will be unable to display full-power broadcast programming unless the viewer takes action. Analog-only TVs connected to Knology's cable television service will continue to receive their current TV channels after February 17, 2009 and will not need a converter box. Analog-only TVs also should continue to work after February 17, 2009 to receive other types of over-the-air TV stations (low-power, Class A or translator stations). Gaming consoles, VCRs, DVD players and similar products will also continue to operate with existing analog TV sets. After February 17, 2009, analog TV sets not connected to a multi-channel service provider (such as Knology's cable television service) may need additional equipment (such as a converter box) to receive full-power broadcast programming or may have to be replaced. The federal government is offering discount coupons for viewers who need to purchase converter boxes for analog TV sets using an antenna or rabbit ears. More information on the DTV transition is available at [www.DTV.gov](http://www.DTV.gov) or by contacting Knology at the number listed on your bill. For discount coupons, visit [www.dtv2009.gov](http://www.dtv2009.gov) or call 1-888-DTV-2009 (1-888-388-2009).

We appreciate your prompt monthly payment of your Knology bill in accordance with our terms. If you have already made your payment and this reminder has reached you anyway, please excuse this inconvenience and we thank you. If your payment has not been made, it is important that the past due amount specified on the front page is paid in full to continue your service without interruption. Services may be disconnected for nonpayment. Any amount due must be paid before service will be reconnected. A security deposit and reconnection fees may apply. Please don't hesitate to call with questions concerning this reminder. Knology representatives are available at 1-877-633-4567 from 8 AM to 5 PM, Monday through Friday. Thank you for selecting Knology as your communications services provider.

**New Statement Format!**

We are dedicated to providing you with exceptional customer service. Soon we will be introducing a new statement format that is simpler and easier to read. Please refer to your future statement for details. Thanks for being a Knology customer.

**Lifeline Linkup Notification.**

Individuals and families who reside in Knology service areas and are receiving assistance benefits or have a low or fixed income may be eligible to receive discounted telephone installation and/or service. To find out more information regarding this program visit [www.prairiewave.com/support/telephone/](http://www.prairiewave.com/support/telephone/) or call Knology at 1-877-633-4567.

**Late Payment Reminder**

A finance charge of 1 1/2% per month (18% annually) or \$5.00, whichever is greater, will be added to any account balances not paid by the due date.

<b>Credit Card Info</b>
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Credit Card Type  Visa  MasterCard  Discover  American Express

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name of Card Holder \_\_\_\_\_

Signature of Card Holder \_\_\_\_\_

Please note, a \$3.00 processing fee will be added to your invoice total.

<b>Change of Address</b>
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Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

**Thank  
You!**

**Attention South Dakota Customers Who May Be Eligible  
for the Lifeline/Linkup Program**

Individuals and families who live in the following Knology communities and are receiving assistance benefits or have a low or fixed income may be eligible to receive discounted telephone installation and/or service.

Qualified communities include: Alsen, Davis, Hurley, Flyger, Irene, Volin, Wakonda, Gayville, Monroe, Parker, Worthing, Lennox, Chancellor, and Rural Beresford.

Please contact Knology's customer support at 1-877-633-4567 for more information on the Lifeline/Linkup program.

**KNOLOGY®**

5100 S. Broadband Lane  
Sioux Falls, SD 57108



## Exhibit C

Individuals and families who reside in Knology service areas and are receiving assistance benefits or have a low or fixed income may be eligible to receive discounted telephone installation and/or service.

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may be eligible for this program.

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## Exhibit D

## **Sioux Falls Weather Crawl**

**Lifeline Linkup Notification.** Individuals residing in Knology service areas and receiving assistance benefits may be eligible to receive discounted telephone installation and/or service. For more information visit [www.prairiewave.com/support/telephone/](http://www.prairiewave.com/support/telephone/) or call 1-877-633-4567.

**Run Time of Bill Message:** 5/23 - 6/30

**Customer Base:** Residential customers in Davis, Hurley, Alsen, Irene, Volin, Wakonda, Gayville, Monroe, Parker, Flyger, Worthing, Lennox, Chancellor and Rural Beresford.