



ANNUAL  
CUSTOMER  
NOTICE

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**2026**

# Annual Customer Notice

This notice contains important information concerning your 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 888.343.8014 or email us at [contactus@gpcom.com](mailto:contactus@gpcom.com) with any questions.

## Customer Privacy

To provide 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 television service, and may only be accessed by persons authorized by Great Plains Communications (GPC) 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.

Great Plains Communications employs technical and administrative safeguards consistent with industry standards to protect your data. For more information on how we collect and use your data, visit [gpcom.com/privacy-policy](http://gpcom.com/privacy-policy).

## 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 888.343.8014 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 television services. We strive to answer any questions, and resolve any issues concerning television service as soon as possible utilizing the following customer communication and service request procedures.



1. Contact our business office at 888.343.8014.
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:

### Nebraska Franchise Authority Contact Information

#### Village of Arnold

209 West 1<sup>st</sup> Street  
Arnold, NE 69120  
308.848.2228  
arnoldvillage@gpcom.net

#### Village of Bancroft

322 Main Street  
Bancroft, NE 68004  
402.648.3332  
bancroftne@hotmail.com

#### City of Bloomfield

PO Box 157  
Bloomfield, NE 68718  
402.373.4396  
blfdadm@gpcom.net

#### City of Broken Bow

PO Box 504  
Broken Bow, NE 68822  
308.872.5831  
clerk@cityofbrokenbow.org

#### City of Callaway

PO Box 157  
Callaway, NE 68825  
308.836.2262  
callaway@gpcom.net

#### Village of Center

PO Box 86  
Center, NE 68724  
402.288.4236  
villageofcenter@yahoo.com

#### City of Chadron

PO Box 390  
Chadron, NE 69337  
308.432.0505  
clerk@chadron-nebraska.com

#### Village of Chapman

203 9th St  
PO Box 141  
Chapman, NE 68827  
308.986.2266

**City of Creighton**

809 Main Street  
PO Box 188  
Creighton, NE 68729  
402.358.3557  
ccreigh@gpcom.net

**City of Crofton**

1210 W. 2<sup>nd</sup> Street  
Crofton, NE 68730  
402.388.4766  
cityofcrofton@gpcom.net

**Village of Dodge**

226 Elm Street  
Dodge, NE 68633  
402.693.2239  
villageofdodge@yahoo.com

**City of Elgin**

PO Box 240  
Elgin, NE 68636  
402.843.5822  
cityclerk@elginnebraska.org

**Village of Ewing**

209 Nebraska Street  
PO Box 333  
Ewing, NE 68735  
402.626.7718  
vofewing@gpcom.net

**City of Gordon**

PO Box 310  
Gordon, NE 69343  
308.282.0837  
cityofgordon.nebraska@gmail.com

**City of Grant**

342 Central  
Grant, NE 69140  
308.352.2100  
grantmgr@gpcom.net

**Village of Hayes Center**

405 Troth St  
PO Box 403  
Hayes Center, NE 69032  
308.286.3411

**City of Hay Springs**

234 North Main  
PO Box B  
Hay Springs, NE 69347  
308.638.7275  
cityhall@haysprings.com

**City of Imperial**

740 Court Street  
PO Box 637  
Imperial, NE 69033  
308.882.4368  
jol@imperial-ne.com

**City of McCook**

505 W C St  
McCook, NE 69001  
308.345.2022  
admin@cityofmccook.com

**City of Neligh**

202 Main Street  
Neligh, NE 68756  
402.887.4066  
dana@neligh.org

**Village of Niobrara**

25414 Park Ave Ste 1  
Niobrara, NE 68760  
402.857.3565  
niocc@gpcom.net

**City of North Bend**

PO Box 401  
North Bend, NE 68649  
402.652.3584  
cinoben@gpcom.net

**Village of Oakdale**

PO Box 10  
Oakdale, NE 68761  
402.776.2484  
oakdaleclerk@gpcom.net

**Village of Oconto**

PO Box 128  
Oconto, NE 68860  
308.870.1092  
villageofoconto@gmail.com

**Village of Palisade**

PO Box 288  
Palisade, NE 69040  
308.285.3320  
vilofpal@gpcom.net

**City of Petersburg**

PO Box 147  
Petersburg, NE 68652  
402.386.5551  
villgpet@gpcom.net

**City of Plainview**

205 West Locust  
Plainview, NE 68769  
402.582.4928  
info@cityofplainviewne.com

**City of Ponca**

123 West 3<sup>rd</sup> Street  
PO Box 465  
Ponca, NE 68770  
402.755.4165

**City of Rushville**

PO Box 99  
Rushville, NE 69360  
308.327.2221  
rushcity@gpcom.net

**City of Scribner**

PO Box D  
Scribner, NE 68057  
402.664.3231  
clerk@scribner-ne.gov

**City of Snyder**

125 Ash Street  
Snyder, NE 68664  
402.568.2306  
snyder@skyww.net

**Village of Stapleton**

PO Box 133  
Stapleton, NE 69163  
308.636.2960  
stapleton@gpcom.net

**Village of Sutherland**

1200 1<sup>st</sup> Street  
PO Box 277  
Sutherland, NE 69165  
308.386.4721  
clerkvos@gpcom.net

**Village of Trenton**

402 Main Street  
Trenton, NE 69044  
308.334.5488  
vtrenton@gpcom.net

**Village of Venango**

PO Box 4  
Venango, NE 69168  
308.447.5757  
308.353.0911

**Village of Verdigre**

PO Box 330  
Verdigre, NE 68783  
402.668.2621  
verdigreclerk@gpcom.net

**City of Wausa**

406 East Broadway Street  
Wausa, NE 68786  
402.586.2311  
villageofwausa@gpcom.net

**Village of Winnetoon**

305 Sherman Avenue  
Winnetoon, NE 68789  
402.847.3273

**Village of Wolbach**

PO Box 97  
Wolbach, NE 68882  
308.246.5278  
wolvillage@gpcom.net

**Village of Wyo**

PO Box 61  
Wyo, NE 68792  
402.357.2298  
villageofwyo@gpcom.net

## **Indiana Utility Regulatory Commission**

In all cases, your service representative will try to answer your questions and resolve your problems. If you're not satisfied, feel free to ask for a supervisor. If your problem can't be solved by the supervisor, ask to speak to the manager or higher levels of management.

If you are then not satisfied, you may file a formal complaint or request for a conference with the Company in person, by telephone, by letter or by using a complaint form available from the Company or the Indiana Utility Regulatory Commission. The Company will promptly investigate your complaint and contact you regarding its solution. No service will be disconnected for at least ten (10) days after the Company has notified you of its proposed disposition.

If you are still not satisfied, you may appeal your case to the Public Service Commission of Indiana for an informal review. The request to the Commission must be made, in writing, within seven (7) days following the date the Company's notification of its disposition of your complaint was mailed to you. A copy of your request to the Commission must be sent to the Company. Your request should be mailed to:

**PNC Center  
101 W. Washington St., Suite 1500 E.  
Indianapolis, IN 46204  
or call (800) 851-4268.**

The Commission will provide an informal review within 21 days, with a full written decision mailed to you and the Telephone Company no later than 30 days after receipt of your request. No service will be disconnected for at least three (3) days after the time the Commission mailed its decision, as long as you continue to pay all undisputed bills and undisputed portions of disputed bills.

A copy of the rules and standards concerning customer service is available for inspection in the Company's Business Office. In addition, the information in the general information page of the telephone directory is being updated as new directories are issued.

Great Plains Communications has filed with the Federal Government a Compliance Assurance in which it assures the Rural Utilities Service that it will comply fully with all requirements of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and Rules and Regulations of the U.S. Department of Agriculture issued thereunder, to the end that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in the conduct of its program and the operation of its facilities. Under this Assurance, these organizations are committed not to discriminate against any person on the ground of race, color or national origin in its policies and practices relating to treatment of beneficiaries and participants including rates, conditions and extension of service, use of its facilities, attendance at and participation in any rights of such beneficiaries and participants in the conduct of the operations of these organizations.

## Service and Pricing

Please contact us at 888.343.8014, Option 3 for service and pricing information including:

- Available products and services
- Pricing, tier and bundle options
- Channel lineups
- 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.

GPC iTV. GPC iTV is accessible through a variety of streaming devices, including smart TVs, streaming sticks and mobile platforms. Not all streaming devices are supported or support every feature. For the most current list of supported streaming devices, visit [gpc.com/gpcitv](http://gpc.com/gpcitv).

## General Policies

**Equipment:** The leased equipment GPC 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 leased equipment at no charge in the event of failure due to normal use. Leased equipment damaged as a result of customer negligence may be subject to replacement charges.

**Billing:** All charges are billed and payable in advance. Billing periods are noted on billing statements. Customers are encouraged to enroll in paperless billing and Auto-Pay through SmartHub. Call 888.343.8014 with any billing questions or inquiries and visit [gpc.com/my-account](http://gpc.com/my-account) for access to SmartHub.

**Late Payment Policy:** Charges for services are due and payable upon receipt of the monthly statement. Accounts with a balance due after noted due date will be assessed a late fee of 1.5% of the balance or \$28.00, 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 prorate 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:** All utility lines in Nebraska and Indiana, (including 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.

**Terms and Conditions:** The terms and conditions laid out in this notice are subject to change.



Think outside the  
**(cable) box**

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Streams

**and more!**

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