

4. Equipment Rental – service provider monthly charges for renting set top boxes, DVR, etc.
5. Taxes – all federal, state, and local taxes as required by law.

4.8 WHERE TO ASK QUESTIONS OR FILE COMPLAINTS

1. Contact the service provider for questions about customer service, billing, installations, outages, service requests and signal quality.
2. Contact the local franchising authority if the service provider has not resolved your issue and you have complaints about customer service, pricing, installations, outages, service requests and signal quality.
3. Contact the FCC at 1-888-225-5322 or send your inquiry to FCC, 445 12th Street, S.W., Washington, D.C. 20554 if you have questions or complaints about commercial limits for children's programming, indecency and obscenity, premise wiring and signal leakage.
4. Note: Cable systems with 1,000 or more subscribers are required to maintain certain documents in a public inspection file. These documents include a political programming file; sponsorship identification; EEO reports; commercial records for children's programming; leased access requirements; proof-of-performance tests; and signal leakage and repair logs. These are available for public inspection and copying. In addition, systems must have a current copy of Part 76 of the Commission's rules, which cover cable television.

4.9 OTHER OPTIONS FOR TELEVISION PROGRAMMING

1. Over the Air - Since 2009, all full-power TV broadcast stations can only be received in digital format. To watch a television station over the air without a pay TV subscription, you need either a digital TV or an analog TV connected to a digital-to-analog converter box. In either case, you will need an appropriate antenna connected to the TV or the converter box. Depending on your location, this could be either an outdoor or an indoor antenna and you may or may not receive a signal.
2. For more information on antennas, see the Antennas and DTV consumer guide.
3. Online - Some programming can be accessed with a Broadband connection though availability is often delayed.

Residential Rates and Services 2023

Category	Service	Notes	Price
Broadband			Monthly Fees
	LightStream Internet 25/10	Non-fiber customers only.	\$ 49.95
	LightStream Internet 50/10	Non-fiber customers only.	\$ 59.95
	"Just the Basics" Fiber Internet 100/100 Mbps + Ultimate Wi-Fi	Fiber customers only. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 59.95
	"Fast" Fiber Internet 250/250 Mbps + Ultimate Wi-Fi	Fiber customers only. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 69.95
	"Really Fast" Fiber Internet 500/500 Mbps + Ultimate Wi-Fi	Fiber customers only. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 79.95
	"Ridiculously Fast" Fiber Internet 1 Gig/1 Gig + Ultimate Wi-Fi	Fiber customers only. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 99.95
	Additional Email Account	First 5 accounts are free.	\$ 5.00
	Online Backup Service 50 GB		\$ 5.95
	Online Backup Service 250 GB		\$ 14.95
	SecureIT Basic	Includes 3 PCs.	\$ 1.95
	SecureIT Live	1st account.	\$ 4.95
	SecureIT Live Additional Account	Additional account.	\$ 3.95
	SecureIT Plus	1st account.	\$ 7.95
	SecureIT Plus Additional Account	Additional account.	\$ 5.95
	IP Address - 1		\$ 10.00
	IP Addresses - 5		\$ 14.95
	IP Addresses - 13		\$ 39.95
	Ultimate Wi-Fi	Included FREE with a Fast Fiber package. Only available with Fast Fiber package (not available with legacy packages). Includes one u4m WAP/extender if needed.	\$ 10.00
	Additional u4m Wi-Fi Access Point/Coverage Extender		\$ 5.95
	CL Tel Wi-Fi Mobile App		FREE
	Experience & Protection+ Network Fees	Optional upgrade to the free CL Tel Wi-Fi mobile app.	\$ 7.95
			\$ 3.68
Voice			Monthly Fees
	Traditional Phone	Unlimited local calling plus 14 calling features.	\$ 22.50
	Digital Voice	Unlimited Long Distance and local calling plus 14 calling features. Internet service required.	\$ 10.00
	MaX UC Mobile App	Available with purchase of Digital Voice only.	\$ 0.95
	30 Minutes of Long Distance	Available with Traditional Phone only. Each additional minute \$0.10 per minute.	\$ 2.95
	500 Minutes of Long Distance	Available with Traditional Phone only. Each additional minute \$0.10 per minute.	\$ 19.95
	Voicemail		\$ 4.95
	Voicemail - Information Only		\$ 2.95
	Voicemail Plus		\$ 6.95
	Voicemail Multibox Auto Attendant		\$ 10.00
	Voicemail Multibox Tree		\$ 1.50
	Off Premises Extension		\$ 8.00

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Video		Monthly Fees
Enhanced TV	Watch TV Everywhere included FREE. Local Broadcast Station Fee required. At least one Traditional Cable Box required.	\$ 111.95
Ultimate TV	Watch TV Everywhere included FREE. Local Broadcast Station Fee required. At least one Traditional Cable Box required.	\$ 121.95
Music Only - Clear Lake and Ventura, IA		\$ 41.00
Music Only - Mason City, IA		\$ 42.00
Local Broadcast Station Fee		\$ 24.18
HBO		\$ 18.95
Showtime, Flix & TMC		\$ 10.99
Cinemax		\$ 14.95
Starz/Encore		\$ 12.95
HBO & Cinemax		\$ 32.95
NFL RedZone		\$ 43.95
PPV/VOD Movies	Prices vary	
Monthly Equipment Fees		Monthly Fees
Inside Wire Maintenance	Per phone line.	\$ 1.00
Traditional Cable Box		\$ 4.95
Additional Remote		\$ 1.95
Basic Landline Phone		\$ 1.50
Trendline Phone		\$ 1.50
Fax Switch		\$ 6.00
Hard of Hearing Handset		\$ 1.25
Equipment Purchase or Replacement Fees		One-time Fees
TV Remote		\$ 35.00
Landline Phone	Prices vary.	\$ 25.00
Trendline Phone	Prices vary.	\$ 18.00
Fax Switch		\$ 114.40
HDMI Cable - 1m		\$ 24.99
HDMI Cable - 2m		\$ 29.99
HDMI Cable - 3m		\$ 39.99
HDMI Cable - 5m		\$ 49.99
HDMI Cable - 6m		\$ 56.99
Installation & Service Call Fees		One-time Fees
Standard Installation	Charge applies for adding one, two, or three services.	\$ 99.95
Additional TV Installation		\$ 90.00
Move TV Location		\$ 90.00
Move STB Location		\$ 90.00
Install Data Location		\$ 90.00
Move Data Location		\$ 90.00
Phone Location		\$ 90.00
Time and Materials	Per hour with one hour minimum.	\$ 90.00
Trouble Ticket Service Call	Per 30 minutes with 30 minute minimum.	\$ 45.00
Equipment Pickup	Charge can be avoided by returning equipment to CL Tel.	\$ 45.00
Reprogram TV Remote		\$ 45.00
Static IP Setup		\$ 25.00
Home Networking	Per hour with one hour minimum.	\$ 90.00
SecureIT Fresh Start Install		\$ 39.95

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Other Fees	One-time Fees
Unreturned Amino 140 STB	\$ 200.00
Unreturned Amino 140 STB Power Cord	\$ 11.90
Unreturned Amino 540 STB	\$ 350.00
Unreturned Amino 540 STB Power Cord	\$ 12.35
Unreturned IR Sensor	\$ 9.10
Unreturned TV Remote	\$ 25.00
Unreturned Zyxel Modem	\$ 125.00
Unreturned Zyxel Modem Power Cord	\$ 11.38
Unreturned Comtrend Modem	\$ 125.00
Unreturned Comtrend Modem Power Cord	\$ 8.13
Unreturned AirSonics Dongle	\$ 40.00
Unreturned HPNA/Ruckus/MoCA	\$ 100.00
Unreturned HPNA/Ruckus/MoCA Power Cord	\$ 8.13
Unreturned 5 or 8 Port Switch	\$ 50.00
Unreturned 5 or 8 Port Switch Power Cord	\$ 8.13
Unreturned Calix 844E	\$ 150.00
Unreturned Calix 844E Power Cord	\$ 11.20
Unreturned Calix 804M	\$ 85.00

Business Rates and Services 2023

Category	Service	Notes	Price	
Broadband	LightStream Internet 50/10 (3yr contract)	Non-fiber customers only; must have at least one voice line.	\$ 59.95	
	LightStream Internet 50/10 (Month to Month)	Non-fiber customers only; must have at least one voice line.	\$ 79.95	
	Fiber Internet 50/50 (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 59.95	
	Fiber Internet 50/50 (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 79.95	
	Fiber Internet 100/100 (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 99.95	
	Fiber Internet 100/100 (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 179.95	
	Fiber Internet 250/250 (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 179.95	
	Fiber Internet 250/250 (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 299.95	
	Fiber Internet 500/500 (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 299.95	
	Fiber Internet 500/500 (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 499.95	
	Fiber Internet 1 Gig/1 Gig (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 499.95	
	Fiber Internet 1 Gig/1 Gig (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 699.95	
	Fiber Internet 2 Gig/2 Gig (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 899.95	
	Fiber Internet 2 Gig/2 Gig (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 1,199.95	
	Fiber Internet 5 Gig/5 Gig (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 1,899.95	
	Fiber Internet 5 Gig/5 Gig (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 2,249.95	
	Fiber Internet 10 Gig/10 Gig (3yr contract)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 3,499.95	
	Fiber Internet 10 Gig/10 Gig (Month to Month)	Fiber customers only. Must have at least one voice line. Ultimate Wi-Fi and CL Tel Wi-Fi mobile app included FREE.	\$ 3,999.95	
		Standalone Internet Fee	Fee applies only to accounts without at least one voice line.	\$ 10.00
		Additional Email Account	First 5 accounts are free.	\$ 5.00
	Online Backup Service 50 GB		\$ 5.95	
	Online Backup Service 250 GB		\$ 14.95	

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SecureIT Basic	Includes 3 PCs.	\$	1.95
SecureIT Live	1st account.	\$	4.95
SecureIT Live Additional Account	Additional account.	\$	3.95
SecureIT Plus	1st account.	\$	7.95
SecureIT Plus Additional Account	Additional account.	\$	5.95
IP Address - 1		\$	10.00
IP Addresses - 5		\$	14.95
IP Addresses - 13		\$	29.95
MAC Reservation - 1		\$	10.00
MAC Reservation - per additional reservation		\$	1.00
Ultimate Wi-Fi	Included FREE with a Fast Fiber package. Only available with Fiber Internet package (not available with legacy packages). Includes one u4m WAP/extender if needed.	\$	10.00
Additional u4m Wi-Fi Access Point/Coverage Extender		\$	5.95
CL Tel Wi-Fi Mobile App			FREE
Experience & Protection+	Optional upgrade to the free CL Tel Wi-Fi mobile app.	\$	7.95
Network Fees		\$	3.68
Voice			Monthly Fees
Analog Services			
Business Phone Line		\$	22.00
Additional Phone Line		\$	22.00
Market Expansion Line		\$	22.00
Key System Line		\$	22.00
PBX Trunk Line		\$	25.50
Custom Calling Services**	**\$0.50 discount for two or more Custom Calling Services or Individual CLASS Services.		
Call Waiting/Cancel Call Waiting		\$	1.50
Call Forwarding		\$	1.50
Three Way Calling		\$	1.50
Speed Call 8		\$	1.50
Speed Call 30		\$	4.00
Call-Recall		\$	1.50
Call Intercept		\$	1.50
Individual CLASS Services**	**\$0.50 discount for two or more Custom Calling Services or Individual CLASS Services.		
Caller ID (Number Only)		\$	4.00
Caller ID (Name and Number)		\$	5.45
Caller ID Blocking		\$	2.00
Automatic Callback		\$	2.50
Call Trace - Per Trace		\$	-
Selective Call Acceptance		\$	2.50
Selective Call Rejection		\$	2.50
Selective Call Forwarding		\$	2.50
Call Forwarding, Remote Access		\$	2.50
Call Forwarding, No Answer		\$	2.50
Call Forwarding, Busy		\$	2.50
Auto Redial		\$	2.50

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Additional Services

Voicemail		\$	6.95
Voicemail - Information Only		\$	2.95
Voicemail Priority Plus		\$	8.95
Voicemail Multibox Auto Attendant		\$	10.00
Voicemail Multibox Tree		\$	1.50
30 Minutes of Long Distance	Each additional minute \$0.10 per minute.	\$	2.95
500 Minutes of Long Distance	Each additional minute \$0.10 per minute.	\$	19.95
1000 Minutes of Long Distance	Each additional minute \$0.10 per minute.	\$	39.95
2000 Minutes of Long Distance	Each additional minute \$0.10 per minute.	\$	79.95
Toll Free Service - per 8XX number	First 20 minutes included - \$.15 per minute.	\$	3.00
Off Premises Extension (OPX)		\$	8.00

Hosted PBX Seats

Hosted PBX Seat Basic (AKA Limited)	Includes Unlimited Long Distance and Local Calling, Call Forwarding, Caller ID, Hot Line, Speed Dials, Call Pickup Groups, Multiple Call Appearance.	\$	19.95
Hosted PBX Seat Enhanced (AKA Basic)	Includes Unlimited Long Distance and Local Calling, Call Forwarding, Caller ID, Hot Line, Speed Dials, Call Pickup Groups, Multiple Call Appearance, Business Call Manager, CommPortal, Voicemail, Multi Line Hunt Groups, MaX UC Mobile, Text Messaging.	\$	29.95
Hosted PBX Seat Professional (AKA Enhanced)	Includes Unlimited Long Distance and Local Calling, Call Forwarding, Caller ID, Hot Line, Speed Dials, Call Pickup Groups, Multiple Call Appearance, Business Call Manager, CommPortal, Voicemail, Multi Line Hunt Groups, MaX UC Mobile, Text Messaging, Instant Messaging, Call Jump, MaX UC Desktop.	\$	34.95
MaX UC Mobile Client - stand alone		\$	5.00
MaX UC Desktop Client - stand alone		\$	10.00

SIP Trunks

SIP Trunk - per Trunk		\$	18.00
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Video

			Monthly Fees
Enhanced TV	Watch TV Everywhere included FREE. Local Broadcast Station Fee required. At least one Traditional Cable Box required.	\$	111.95
Ultimate TV	Watch TV Everywhere included FREE. Local Broadcast Station Fee required. At least one Traditional Cable Box required.	\$	121.95
Music Only - Clear Lake and Ventura, IA		\$	41.00
Music Only - Mason City, IA		\$	42.00
Local Broadcast Station Fee		\$	24.18
HBO		\$	18.95
Showtime, Flix & TMC		\$	14.95
Cinemax		\$	14.95
Starz/Encore		\$	12.95
HBO & Cinemax		\$	32.95
NFL RedZone	Annual fee.	\$	43.95
PPV/VOD Movies	Prices vary.		

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Monthly Equipment Fees			Monthly Fees
	Inside Wire Maintenance	Per phone line.	\$ 1.00
	Traditional Cable Box		\$ 4.95
	Additional Remote		\$ 1.95
	Fax Switch		\$ 6.00
	Hard of Hearing Handset		\$ 1.25
Equipment Purchase or Replacement Fees			One-time Fees
	TV Remote		\$ 35.00
	Landline Phone	Prices vary.	\$ 25.00
	Trendline Phone	Prices vary.	\$ 18.00
	Fax Switch		\$ 114.40
	HDMI Cable - 1m		\$ 24.99
	HDMI Cable - 2m		\$ 29.99
	HDMI Cable - 3m		\$ 39.99
	HDMI Cable - 5m		\$ 49.99
	HDMI Cable - 6m		\$ 56.99
	Polycom VVX 311		\$ 184.95
	Polycom VVX 411		\$ 245.95
	Polycom VVX 501		\$ 317.95
	Polycom VVX 601		\$ 389.95
	Polycom Sidecar		\$ 245.95
	Polycom Soundstation IP 6000		\$ 799.95
	Yealink IP DECT Phone		\$ 129.95
Installation & Service Call Fees			One-time Fees
	Standard Installation	Charge applies for adding one, two, or three services.	\$ 99.95
	Additional TV Installation		\$ 105.00
	Move TV Location		\$ 105.00
	Move STB Location		\$ 105.00
	Install Data Location		\$ 105.00
	Move Data Location		\$ 105.00
	Phone Location		\$ 105.00
	Time and Materials	Per hour with one hour minimum.	\$ 105.00
	Trouble Ticket Service Call	Per hour with one hour minimum.	\$ 105.00
	Equipment Pickup	Charge can be avoided by returning equipment to CL Tel.	\$ 52.50
	Reprogram TV Remote		\$ 52.50
	Static IP Setup		\$ 25.00
	Networking	Per hour with one hour minimum.	\$ 105.00
	SecureIT Fresh Start Install		\$ 39.95

Other Fees	One-time Fees
Unreturned Amino 140 STB	\$ 200.00
Unreturned Amino 140 STB Power Cord	\$ 11.90
Unreturned Amino 540 STB	\$ 350.00
Unreturned Amino 540 STB Power Cord	\$ 12.35
Unreturned IR Sensor	\$ 9.10
Unreturned TV Remote	\$ 25.00
Unreturned Zyxel Modem	\$ 125.00
Unreturned Zyxel Modem Power Cord	\$ 11.38
Unreturned Comtrend Modem	\$ 125.00
Unreturned Comtrend Modem Power Cord	\$ 8.13
Unreturned AirSonics Dongle	\$ 40.00
Unreturned HPNA/Ruckus/MoCA	\$ 100.00
Unreturned HPNA/Ruckus/MoCA Power Cord	\$ 8.13
Unreturned 5 or 8 Port Switch	\$ 50.00
Unreturned 5 or 8 Port Switch Power Cord	\$ 8.13
Unreturned Calix 844E	\$ 150.00
Unreturned Calix 844E Power Cord	\$ 11.20
Unreturned Calix 804M	\$ 85.00
Additional or alternate listings, per listing	\$ 0.50
Private or non-published service, per listing	\$ 0.50
Foreign or nonsubscriber service, per listing	\$ 0.50
Additional Line of Information, per listing	\$ 0.50
Alternate or cross reference, per listing	\$ 0.50
Non-listed service, per listing	\$ 0.50

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