



Data/Streaming/Voice Service Selection Guide

Windom Telecommunications
PO Box 38 Windom, MN 56101

Technical Service: 507-832-8000
Billing/Customer Service: 507-831-6129
www.windomnet.com

All-In Voice Package

Residential Customers Only
\$30.00/month

Includes the following Enhanced Calling Features:

- Unlimited Domestic Long Distance
- Caller ID
- Call Waiting
- Call Forwarding
- Speed Dialing
- Selective Call Rejection
- 3-Way Calling
- Busy Call Forwarding

Add Voice Mail to any Voice Service for \$3.50/month
Contact billing (507)831-6129 for Voice Business Rates

Data Packages

Symmetrical Download/Upload Speeds

100 Mbps	\$ 85.00
250 Mbps	\$100.00
1000 Mbps	\$125.00
10 Mb	\$ 35.00*

*Add Home Wifi for \$9.95

Streaming Packages

Requires Min of 100 Mbps Data Package

Basic Video	95+ Channels	\$85.00
Expanded Basic	123+ Channels	\$95.00

Bundle and Save

Two Services	\$ 5.00 Discount
Three Services	\$10.00 Discount

Streaming Video Installation \$40.00 Per Device

Limit 5 Devices per Pricing Package



Windomnet SW Stream Channel Lineup Guide

City of Windom Telecommunications
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Streaming Basic - \$85.00 (Includes Minneapolis Local TV Channels)

2 PBS - TPT2 - Mpls	1008 TBS	1215 FYI	1551 Catholic TV
3 PBS Life - TPTLF - Mpls	1009 QVC	1218 WE tv	1552 TBN
4 PBS MN - TPTMN - Mpls	1010 OAN News	1224 Nat Geo Wild	1576 BBC America
5 ABC - KSTP - Mpls	1011 TNT	1225 National Geographic Chnl	1578 Fox News
9 FOX 9 - KMSP - Mpls	1012 TruTV	1301 Cartoon Network	1579 Fox Business
10 FOX 9+ - Mpls	1118 History	1303 Disney XD	1601 ESPN
11 NBC - KARE - Mpls	1123 Discovery	1304 Disney JR.	1602 ESPN 2
12 Quest - KARE2 - Mpls	1124 TLC	1400 Game Show Network	1606 SEC Network
23 CW - WUCW - Mpls	1125 Animal Planet	1401 AWETV	1613 Fox Sports 1
32 CBS - WCCO - Mpls	1126 Investigation Discovery	1402 HGTV	1614 Fox Sports 2
43 Movies! - WFTC3 - Mpls	1129 MotorTrend	1404 Food Network	1616 Big Ten Network
45 45TV - KSTC - Mpls	1131 CSPAN	1410 Travel Channel	1617 Tennis
47 MeTV - KSTCM - Mpls	1132 CSPAN 2	1500 AXS	1618 MavTV
48 Get TV - KSTCG - Mpls	1133 CSPAN 3	1502 FX	1619 Big Ten Alt
70 Lakefield Public Access	1135 Viceland	1503 FXX	1622 Fanduel Sports Ntwk North
71 Jackson Public Access	1142 The Weather Channel	1505 Bravo	1623 Fanduel Sports Ntwk Plus
72 Windom Public Access	1202 ION	1508 CNBC	1748 Hallmark Channel
73 Local Events	1203 RFD	1510 E!	1749 Hallmark Movies & Myster
219 ASPIRE	1204 UPTV	1512 Golf Channel	1752 Lifetime Movie Network
554 POSI TV	1206 Disney	1513 MSNBC	1755 Sundance Film
555 SMILE TV	1207 FreeForm	1516 Oxygen	1756 IFC
561 INSP	1211 OWN	1518 SyFy	1757 AMC
1006 CNN	1213 A&E	1521 USA Network	1758 FXM
1007 HLN	1214 Lifetime	1550 EWTN	1900-1948 Music Choice Chnls

Starz Pack - \$20.00

1815 StarzENCORE
1816 StarzENCORE Action
1817 StarzENCORE Black
1818 StarzENCORE Classic
1819 StarzENCORE Westerns
1820 StarzENCORE Suspense
1821 Starz
1822 Starz Cinema
1823 Starz Comedy
1824 Starz Edge
1825 Starz in Black
1826 Starz Kids n Family

Showtime Pack - \$20.00

1835 Showtime
1836 The Movie Channel 1
1837 Showtime 2
1838 Showtime Showcase
1839 The Movie Channel 2
1840 Showtime Extreme
1841 Showtime BET
1842 Showtime Next
1843 Showtime Women

Starz & Showtime Double Pack - \$25.00

Bundled for a great deal!

Streaming Expanded Basic - \$95.00 (Includes Minneapolis Local TV and Basic Channels)

306 Boomerang	1210 Destination America	1517 Universal Kids	1608 GAME+
509 CNBC World	1212 American Heroes Channel	1577 Bloomberg	1615 ESPN Deportes
519 Telemundo	1216 Crime & Investigation	1580 BBC WORLD	1698 STRIKEZONE (Seasonal)
581 CNNI	1403 Magnolia	1600 MLB Network	1699 NHL Network
1127 Science	1406 Cooking Channel	1603 ESPNews	1751 TCM
1208 Discovery Family Channel	1407 Great American Country	1604 ESPNU	1753 HD NET Movies
1209 Discovery Life	1501 Fuse	1607 CBS Sports Network	1754 Reelzchannel

Sioux Falls Local TV - \$10.00

57 FOX - KDLTFX - Sioux Falls
58 CoziTV-KDLTC -Sioux Falls
61 CBS - KELO - Sioux Falls
62 MyTV- KELOU - Sioux Falls
63 ABC - KSFY - Sioux Falls
64 Outlaw-KSFY2-Sioux Falls
65 MeTV- KSFY3 - Sioux Falls
96 NBC - KDLT - Sioux Falls

ALL PROGRAMMING AND PRICING ARE SUBJECT TO CHANGE. PRICING DOES NOT INCLUDE TAXES AND FEES.
A recommended device and a qualifying Internet package are required to access SW Stream.
See Devices Supported List and User Guides at www.windomnet.com/swstream.



Important Notice: Changes to Windomnet TV & Internet Services

Windomnet is upgrading video services to new **Southwest Stream Streaming Video** and **Internet Data Packages** to deliver faster speeds and more flexible entertainment options.

- **By December 12, 2025**, please **select your new service packages (see insert)**.
- Customers who do not choose by that date will be **automatically moved** to the nearest comparable plan on **December 31, 2025**.
- Subscribers of the **old Cable TV service** will need to add an applicable Windomnet Internet service for the new Streaming Video service as the **old Cable TV system will shut down on December 31, 2025**. If you don't have, or sign up for Windomnet Internet Data, you will not be able to get SW Stream.

To review your options or make your selection: Visit **windomnet.com** or call **507-832-8000**.

Thank you for being a valued Windomnet customer as we modernize our network for better service and streaming.

Introducing Southwest Stream — The Best Way to Experience TV

Windomnet is proud to bring you a whole new way to watch television!

With **Southwest Stream**, you can enjoy all your favorite live TV channels — plus local stations — right through your **Windomnet High-Speed Internet connection**. **No cable boxes to rent!**

What is Southwest Stream?

Southwest Stream is an **IPTV (Internet-based TV)** service that delivers the **full cable TV experience** through an easy-to-use app. Watch live TV, record shows, and stream your favorites right on the same devices you already use for Netflix™, Amazon™, Disney+, and more!

Available exclusively to **Windomnet Internet customers**, Southwest Stream offers the same great bundles and value you've come to expect — now with more flexibility and convenience.

Why You'll Love Southwest Stream

- ✓ **Instant Access** – Watch your favorite local/national channels on approved devices at home.
- ✓ **High Definition Quality** – Enjoy crystal-clear HD picture and sound.
- ✓ **Cloud DVR** – Record shows to watch when you want, where you want.
- ✓ **Restart TV** – Missed the beginning? Restart shows that aired within the last 24 hours.
- ✓ **Stream on Multiple Devices** – Connect up to **5 devices** at once.

Customer Is Responsible For Using Supported Devices For SW Stream:

Android™

Apple TV™



Roku Ultra™ / Roku Ultra LT™

Amazon Fire TV™

iOS™ (iPhone® / iPad®)

Local and Regional Channels: Yes! Windomnet carries both the **Minneapolis** and **Sioux Falls** local ABC, CBS, NBC, and FOX networks — plus **Windom, Jackson, and Lakefield city channels**. View our full channel lineup on our website for the complete list.

Welcome to the Future of TV: We're excited to have you on board and hope you enjoy the convenience and flexibility of streaming TV powered by Windomnet.

Have questions or need support?  **Call:** 507-832-8000  **Visit:** www.windomnet.com

**INABILITY TO PAY FORM
(continued)**

Total number of persons living in household _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

Name _____

DOB _____ SS# _____

By signing this form, I hereby authorize any gas, electric utility or public energy assistance agency that serves me to exchange information relevant to this process. I acknowledge that I have received, read and understand the Disconnect Notice of Residential Member Rights and Possible Assistance. I attest that the above information is true and correct.

Signature _____ Date _____

Detach and return completed form and proof of other income qualifying documentation to:

City of Windom
PO Box 38, Windom, MN 56101
or FAX 507-831-6127



If anyone in your home is dependent on electrical, life-sustaining medical equipment, please have your physician complete a medical equipment necessity form and return to the City of Windom offices.

COLD WEATHER RULE INCOME GUIDELINES

For current Cold Weather Rule income guidelines, please contact your energy assistance provider listed below.

Cottonwood County Family Services
(507) 831-1891

Des Moines Valley Health and Human Services
(831-1987)

Minnesota Department of Energy Services; ask for fuel assistance (1-800-657-3805)

Salvation Army Heat Share (1-800-842-7279)

United Community Action (507) 537-1416 or (800) 658-2448

**WHAT TO DO IF YOU DON'T MEET THE
COLD WEATHER LAW CONDITIONS:**


If you do not meet all the conditions of the Cold Weather Law as outlined in this brochure, you do not qualify for winter shutoff protection. However, you still can continue to receive electric service if you call us to set up a mutually acceptable payment arrangement. Call the City of Windom at 507-831-6129 **BEFORE** the due date.





*Can my electricity be turned
off in the winter? YES*

Minnesota Cold Weather Rule

Disconnect Notice of
Residential Member Rights and
Possible Assistance

 **The Minnesota Cold Weather Rule does not prevent winter disconnects.**

 **If you receive a disconnection notice, contact the City of Windom immediately. Disconnect dates from previous notices are still valid.**

 **Read the Notice of Residential Member Rights and Possible Assistance before completing the Inability to Pay Form.**



444 9th Street, P.O. Box 38
Windom, MN 56101

Business Hours
8:00 a.m. - 4:30 p.m. Monday - Friday
507-831-6129
customer.service@windommn.com

Servicios de traducción disponibles llamando al
507-831-6129

DISCONNECT NOTICE OF RESIDENTIAL MEMBER RIGHTS AND POSSIBLE ASSISTANCE

This notice informs you of your rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help you meet winter utility bills. You must act **PROMPTLY**. If you choose not to assert your rights or choose not to enter into a mutually acceptable payment plan, your service may be disconnected.

The Cold Weather Rule provides that from October 1 through April 30 an electric cooperative cannot disconnect a residential consumer for nonpayment if the disconnection would affect the primary heat source,

AND all of the following conditions are met:

1. You declare an inability to pay by completing the Inability to Pay Form.
2. You provide proof of last three months total gross household income.
3. Your total gross household (not individual) income is less than 50% of the state median, or you **provide proof** you are a **current** recipient of any public assistance with qualifying income requirements, including energy assistance.
4. Your account is current or reasonably on time with a payment plan or you make and keep a mutually acceptable payment plan at any time that considers the financial resources of the household.

The Cold Weather Rule and our policy provide you with these rights and responsibilities:

THE RIGHT to declare your inability to pay your utility bill. If you do so and if your total gross household income is less than 50% of the state median income, or if you are a current recipient of qualifying energy assistance or public assistance, the service affecting your primary heat source cannot be disconnected for nonpayment of your utility bill, provided that your account is current or reasonably on time with a payment plan, or you make and keep a mutually acceptable payment plan at any time.

THE RESPONSIBILITY to provide proof of documentation that your total gross household income is less than 50% of the state median guidelines.

THE RIGHT to a mutually acceptable payment plan with ECE. This payment plan will cover your existing outstanding balance plus the estimated use during the payment plan period. If you are able to pay but still wish to enter into a payment plan, contact the City of Windom immediately.

THE RIGHT not to be involuntarily disconnected on a Friday or on a day before a holiday.

THE RIGHT not to be disconnected until at least 30 calendar days after the postmarked date of a disconnect notice and information or until 15 calendar days after a disconnect notice and information has been personally delivered. Disconnect dates from previous notices are still valid.

THE RIGHT, before you are to be involuntarily disconnected, to appeal your disconnect notice to the City of Windom. Your service will not be disconnected until your appeal is resolved.

THE RESPONSIBILITY, if you choose to appeal, to deliver or mail a personal letter of appeal stating your situation and issues in dispute. Your letter of appeal must be in the hands of city personnel before the day of disconnection. The City of Windom appeal committee will review your appeal within 14 days after it is received. You must call the City of Windom for the date and time of the appeal review if you wish to be present.

Minnesota's Cold Weather Protection rules were developed and are maintained by the State of Minnesota. For more information about the Cold Weather Rule, call us or see MN Statutes, Chapter 216B, Section .097, Public Utilities. To request a copy of the rules or ask specific questions, call the MN Department of Commerce at 1-800-657-3782.

You may qualify for state or federal fuel assistance. For complete qualifications and application information, contact one of the local agencies listed on the back of this brochure or visit windom-mn.com

> Residential > Assistance Information.

ENERGY EFFICIENCY TIPS TO HELP LOWER YOUR WINTER BILLS

- Seal air leaks to prevent heat from escaping and cold air from entering your home.
- Open shades during the day to let warm sunlight in. Close shades at night to keep cold air out.
- Wash clothes in cold water.
- Remove or cover window air conditioners during winter months.
- Replace incandescent light bulbs with LEDs, which use at least 75% less energy.
- Change furnace filters monthly.

INABILITY TO PAY FORM

To be completed by Minnesota residents only

Please read the Disconnect Notice of Residential Member Rights and Possible Assistance before completing this form.

If you cannot pay your bill in full and need to make and keep a mutually acceptable payment plan, call the City of Windom at 507-831-6129.

If you are unable to pay your bill in full and need cold weather shut-off protection, complete this form and return to the City of Windom after October 1.

Name _____

SS# _____

Address _____

City _____ State _____ ZIP _____

Phone (Home) _____

(Cell) _____

Account number _____
(from ECE billing statement)

Total amount owing \$ _____

- ☐ I have applied **and been approved** for energy assistance and/or **have provided proof** of public assistance with qualifying income requirements and/or **proven** my total gross household (not individual) income, is less than 50% of the state median.
(If you check this box, skip Source of Income section.)

Total gross annual household income \$ _____
(past 12 months)

Source of Income (**Must provide proof** of last three months of total gross household income.)

Check all boxes that apply below

- ☐ Employment/Unemployment
- ☐ Disability/Social Security/Pension
- ☐ Medical Assistance/GA Medical Care/MN Care
- ☐ AFDC/GA/MFIP
- ☐ Food Stamps/Children's Health Plan
- ☐ Energy Assistance
- ☐ Child support
- ☐ Worker's compensation
- ☐ Other



Form continued on reverse side