



CURRENT RETAIL PRICING | Cordova

Effective July 15, 2017

AK CHOICE TV™	Monthly Price
Total TV (includes Basic, Plus, and Digital Variety)*	\$99.00
Plus TV (includes Basic Service)*	\$79.00
Smart TV (includes Basic Service)*	\$39.00
Basic Service	\$36.74

*One ChoiceBox™ or DCT700 included.

ADD ON^	
Digital Variety (not available for Plus TV)	\$19.00
Digital Family (requires subscription to Digital Variety)	\$5.00
Digital Sports (requires subscription to Digital Variety)	\$5.00
HD Package	\$9.99
HBO	\$19.95
Cinemax	\$15.95
Showtime	\$16.95
Starz	\$11.99
The Filipino Channel	\$14.99

^ Requires subscription to a package.

EQUIPMENT	
TiVo DVR	\$15.00
TiVo Mini	\$8.00
TiVo Stream	\$8.00
TiVo ChoiceBox™	\$10.00
HD DVR	\$15.00
CableCARD	\$5.00
DCT 700	\$10.00

INSTALLATION AND OTHER FEES	
Install Fee (per box)	\$25.00
Returned Check Fee	\$30.00
Late Payment Fee	\$5.00
Replacement Universal Remote (Atlas and TiVo)	\$12.00
Replacement Senior Remote	\$15.00

TiVo equipment requires subscription to eligible GCI Internet plans. Prices do not include any applicable monthly taxes, surcharges or fees. Equipment is necessary to receive TV services. Digital Family/Sport packages require a subscription to Digital Variety or Total TV package. Customers agree to return service delivery equipment to GCI upon disconnecting service. If equipment is not returned, GCI may charge unreturned equipment fees for each piece not returned. All prices and offers mentioned within this publication are subject to change. Not all equipment is available in all areas.

For more information about our plans, including applicable terms and fees please see www.gci.com/tv/plans

CHANNEL LINEUP - Cordova

Effective July 15, 2017

BASIC TV	PLUS TV (cont.)	DIGITAL VARIETY	PREMIUM CHANNELS (cont.)	DIGITAL MUSIC (cont.)
1 Channel 907	36 Root Sports	101 Discovery Family	405 HBO Comedy	805 Hip-Hop and R&B
2 NBC/KTUU	37 NFL Network	103 Science Channel	406 HBO Zone	806 Rap
3 CW	38 Spike	104 AHC	407 HBO Latino	807 Hip-Hop Classics
4 FOX/KTBY	39 NBCSN	105 Destination America	603 HBO HD	808 Throwback Jamz
5 MNT/KYES	40 Outdoor Channel	107 Nick Jr.	411 Cinemax	809 R&B Classics
7 PBS/KTOO	41 FOX Sports 1	108 TEENick	412 More MAX	810 R&B Soul
9 Community Channel	42 LMN	109 Nicktoons	413 Action MAX	811 Gospel
10 Bulletin Board	44 Turner Classic Movies	110 AWE	414 ThrillerMAX	812 Reggae
11 CBS/KTVA	45 TV Land	111 BBC America	415 MovieMAX	813 Rock
13 ABC/KYUR	46 Cartoon Network	112 ESPNNews	416 Cinemáx	814 Metal
15 360 North	47 Animal Planet	113 Chiller	417 5 StarMAX	815 Alternative
16 C-SPAN	48 Disney XD	115 MTV2	418 OuterMAX	816 Adult Alternative
17 C-SPAN2	49 Disney Channel	116 NickMusic	604 MAX HD	817 Rock Hits
907 Channel 907 HD	50 Nickelodeon	117 MTV Classic	421 Showtime	818 Classic Rock
SMART TV	51 Freeform	118 UP	422 SHO 2	819 Soft Rock
20 QVC	52 Hallmark Channel	121 The Hillsong Channel	423 Showtime Showcase	820 Love Songs
22 EVINE Live	53 Hallmark Movies & Mysteries	122 EWTN	424 The Movie Channel	821 Pop Hits
32 FX	54 National Geographic	123 TBN	425 The Movie Channel Xtra	822 Party Favorites
34 ESPN	55 TLC	124 BYUtv	427 SHO Extreme	823 Teen MC
35 ESPN2	56 Discovery Channel	125 Uplift TV	428 SHO Beyond	824 Kidz Only
40 Outdoor Channel	57 Travel Channel	126 Daystar TV	429 FLIX	825 Toddler Tunes
41 FOX Sports 1	58 History Channel	127 The Cowboy Channel	430 SHO Next	826 Y2K
52 Hallmark Channel	59 A&E	129 INSP	431 SHO Women	827 90's
53 Hallmark Movies & Mysteries	60 HGTV	134 ESPN	432 Showtime Family Zone	828 80's
54 National Geographic	61 Food Network	136 CMT Music	601 Showtime HD	829 70's
55 TLC	63 Newsmax	137 BET Soul	605 The Movie Channel HD	830 Solid Gold Oldies
56 Discovery Channel	65 CNBC	140 BET Jams	501 Starz	831 Pop Country
64 One America News	66 MSNBC	149 MLB Network	502 Starz Edge	832 Today's Country
82 Syfy	67 FOX News Channel	150 SEC Network	503 Starz inBlack	833 Country Hits
101 Discovery Family	68 CNN	203 FYI	504 Starz Kids & Family	834 Classic Country
111 BBC America	69 HLN	204 Viceland	505 Starz Cinema	835 Contemporary Christian
203 FYI	71 Weather Channel	304 Golf Channel	506 Starz Encore	836 Pop Latino
204 Viceland	74 Fuse	306 Sportsman Channel	507 Starz Encore Classic	837 Musica Urbana
205 Crime & Investigation	75 CMT	671 AWE HD	508 Starz Encore Westerns	838 Mexicana
209 Military History Channel	76 MTV	709 MLB Network HD	509 Starz Encore Suspense	839 Tropicales
210 Boomerang	77 VH1	DIGITAL FAMILY	510 Starz Encore Action	840 Romances
626 ESPN HD	80 Oxygen	201 GSN	511 Starz Encore Black	841 Sounds of The Seasons
627 ESPN2 HD	81 Comedy Central	205 Crime & Investigation	512 Starz Encore Family	842 Stage & Screen
631 National Geographic HD	82 Syfy	206 DIY	513 Starz Comedy	843 Soundscapes
635 FYI HD	83 Bravo	207 Great American Country	514 movieplex	844 Smooth Jazz
688 TLC HD	96 Disney Jr.	208 CNNi	515 indieplex	845 Jazz
692 Discovery HD	102 OWN	209 Military History Channel	516 retroplex	846 Blues
694 Syfy HD	106 Investigation Discovery	210 Boomerang	602 Starz HD	847 Singers & Swing
718 Hallmark Channel HD	311 FXX	DIGITAL SPORTS	520 Filipino Channel	848 Easy Listening
719 Hallmark Movies & Mysteries HD	630 NFL Network HD	301 FCS Atlantic	HD PACKAGE	849 Classical Masterpieces
	633 A&E HD	302 FCS Central	626 ESPN HD	850 Light Classical
	634 History HD	303 FCS Pacific	627 ESPN2 HD	PAY-PER-VIEW
	651 TNT HD	305 Outside Television	628 HDNet Movies	900 PPV Previews
	675 Lifetime HD	306 Sportsman Channel	629 AXS TV	903 PPV Events Spanish
	688 TLC HD	307 FOX Sports 2	631 National Geographic HD	780-782 PPV Events - Mature
	689 Animal Planet HD	308 MavTV	632 Velocity	
	692 Discovery HD	314 BTN	635 FYI HD	
	693 USA HD	315 PAC12	641 MGM HD	
	694 Syfy HD	330 ESPN Goal Line ESPN Bases Loaded	642 Smithsonian HD	
	704 Newsmax HD	PREMIUM CHANNELS	643 ESPNU HD	
	718 Hallmark Channel HD	401 HBO	DIGITAL MUSIC	
	719 Hallmark Movies & Mysteries HD	402 HBO2	801 Hit List	
		403 HBO Signature	802 Pop Rhythmic	
		404 HBO Family	803 Dance/EDM	
			804 MCU	
	800 Music Choice Play			



GCI TV ANNUAL FCC NOTICE

Cordova

This notice contains an explanation of certain aspects of your cable television service, including our rates and channel lineup, as required by the FCC. Your service is governed by the current version of the applicable Cable TV Terms & Conditions (“Terms”), which are periodically updated, and are available at www.gci.com/about/terms-and-conditions. If there is any conflict between this information and the Terms, the Terms control.

1. COMPLAINT RESOLUTION PROCEDURE

In compliance with the FCC “Complaint Resolution Procedure” notification requirement, we are pleased to provide you with the following procedures to help us resolve any billing or cable signal problems as quickly as possible. We urge you to call or write us anytime with questions or concerns about your bill, service, equipment hook-up, or any other aspect of the cable television service that we take pride in providing you.

- a.** Any time you have a problem with your billing invoice or cable reception, please contact a GCI Customer Service Representative (“CSR”) at a local GCI Store, via email at rcs@gci.com, via online chat at www.gci.com, or by phone at 265-5400 (Anchorage) or 800-800-4800 (statewide).
- b.** When GCI receives calls about service during normal business hours, a GCI representative will attempt to resolve the problem over the phone. If the problem cannot be resolved, the representative will schedule a service technician to visit the home as soon as possible.
- c.** Emergencies that affect signal quality such as fallen utility poles, violent storms, or very cold weather may interfere with reception of cable service. We are committed to having one of our crews promptly correct an emergency situation.
- d.** GCI maintains complaint records for at least one year. In addition, these records will be available for inspection by the FCC or the Regulatory Commission of Alaska (Attn: Consumer Protection Section, 701 West 8th Ave., Suite 300, Anchorage, AK, 99501).
- e.** You may also contact the local franchise authority, the Regulatory Commission of Alaska: 701 West 8th Ave., Suite 300, Anchorage, AK, 99501; 907-276-6222 (Anchorage) or 800-390-2782 (statewide).
- f.** THIS DESCRIPTION OF OUR COMPLAINT RESOLUTION PROCEDURE DOES NOT LIMIT OR MODIFY YOUR AGREEMENT TO ARBITRATE ALL DISPUTES WITH GCI PURSUANT TO THE APPLICABLE CABLE TV TERMS AND CONDITIONS.

4. WHEN THE SUN GETS IN THE WAY

Sometimes the satellites from which we receive much of our programming end up directly between the earth and the sun.

3. INSTALLATION POLICIES

a. When adding new cable service or additional cable television hook-ups to your home, we will attempt to set an installation appointment within seven business days of your request of service or your installation charges may be waived. We will attempt to schedule your appointment in a window no larger than four hours, unless you request otherwise.

b. Upon arriving at your home for an installation or service appointment, GCI representatives will properly identify themselves by using their first and last name and the reason for the visit. We require the individual(s) responsible for the Service account to sign for any equipment and facilities we install or lease to you (“Company Equipment”) required in your home. Someone over 18 years of age must be home during the installation of your Service.

c. Billing Questions
Should you have any questions regarding your bill, please bring it to our attention within 30 days so that we can review it. You must pay all amounts not in question by the due date listed in your bill to keep your account current.

d. Late or Missing Payments
Please note there is a late fee and finance charge assessed to any account that is not paid in full by the due date listed in your bill. Returned payments are subject to a \$30.00 return fee.

b. Payment Options
GCI offers you a number of payment options: You may mail your payment to the address listed on your bill. Our customer service centers offer drop boxes and payment in person by:

cash, check, most major credit cards, or bank debit card. You may also arrange to have your monthly cable charges billed automatically to your credit card, or you may pay your bill online using GCI’s eBill or other similar option.

c. Billing Questions
Should you have any questions regarding your bill, please bring it to our attention within 30 days so that we can review it. You must pay all amounts not in question by the due date listed in your bill to keep your account current.

d. Late or Missing Payments
Please note there is a late fee and finance charge assessed to any account that is not paid in full by the due date listed in your bill. Returned payments are subject to a \$30.00 return fee.

2. BILLING PROCEDURES AND PAYMENT OPTIONS

a. Billing Process

As a GCI customer you are billed monthly, in advance, for the Service to which you have subscribed. Your first bill extends from the first day of Service and one month forward and will include credit for any funds collected at the time of your installation. You will typically receive your first bill one to two weeks after installation. Partial-month charges will be itemized on your statement if you add or change Service between billing dates. Payments can be made on or before the due date listed in your bill. Please include the top portion of your bill with your payment. In the event that your cable service is interrupted and is not reestablished within 72 hours from the time a request for service is made, your account may be credited on a prorated basis for loss of service during each 24-hour period following your request.

b. Payment Options

GCI offers you a number of payment options: You may mail your payment to the address listed on your bill. Our customer service centers offer drop boxes and payment in person by:

c. Billing Questions

Should you have any questions regarding your bill, please bring it to our attention within 30 days so that we can review it. You must pay all amounts not in question by the due date listed in your bill to keep your account current.

d. Late or Missing Payments

Please note there is a late fee and finance charge assessed to any account that is not paid in full by the due date listed in your bill. Returned payments are subject to a \$30.00 return fee.

5. PROGRAMMING EXPIRATIONS

This usually occurs during the first weeks of March and October. When this happens, the energy of the sun can overpower the satellite signals for several minutes at a time, resulting in an interruption with your television picture. This disruption generally does not last longer than about 10 minutes a day during this limited “sun outage” period. You understand that we provide all Service on an “AS IS” and “AS AVAILABLE” basis.

6. CONSUMER GUIDE TO CABLE TV AND HOME ENTERTAINMENT EQUIPMENT

Here are some things you should know about how GCI Cable works with your TV, VCR, DVD, and BluRay devices. With cable TV connected to your home entertainment system, you enjoy the best choice, convenience, and value. Extra steps may be required for cable TV to work effectively with various equipment types. This guide provides information about when cable TV is compatible with your equipment and when it may not be. If you don’t find your particular situation described in this guide, please call us. We will work with you to determine the cable setup most appropriate for your needs.

a. Set-Top Boxes

Now that GCI delivers all of the programming in a digitized format, a set-top box or a CableCARD is required. Without a set-top box or CableCARD, you may be unable to view channels delivered via the cable system. GCI will provide you with a set-top box or a CableCARD for a monthly rental fee. We lease CableCARDS for use in customer-owned retail CableCARD-ready devices. You may contact us to request professional installation of a CableCARD in such devices or request that we provide a CableCARD to you for self-installation. Many of our leased set-top boxes also include CableCARDS inside, and the same portion of our lease rates for those devices is attributed to the CableCARD. Please note that retail devices that use CableCARDS may not be able to access our advanced interactive digital cable services, such as Video-On-Demand, Pay-Per-View, the programming guide, and other interactive services. In the event that your device cannot access these interactive services and you wish to access them, you may lease a set-top box that you may use in conjunction with your CableCARD device. From time to time, we may offer bundled packages that include one or more set-top box leases within the base package price. A customer that purchases such

bundles and also leases a stand-alone CableCARD in lieu of taking the included set-top box may request a prospective monthly credit for the unused device. In such cases, the credit will be the amount we charge for such a set-top box if leased separately. It is against federal law to purchase “decoder” boxes that are designed to circumvent the cable system’s security network.

b. Compatible Remote Controls

GCI’s set-top boxes work in conjunction with some remote controls available for purchase at retail stores. **Examples of compatible remotes include UEI Atlas and UEI Pulse (for non-TiVo set-top boxes) and any TiVo remote (for TiVo set-top boxes).** These remotes may be used in place of the ones we provide with your set-top box.

c. Additional Equipment/Recording a Second Channel

The set-top box “converts” all cable channels to channel 3 so you can only receive one channel at a time through the set-top box. This means that there may be certain features of your TV and VCR that you will not be able to use without additional equipment. For instance, you may have trouble taping one program while watching another or using the picture-in-picture feature. Should you wish to use the features noted above, GCI may provide you with supplemental equipment, such as a splitter, for a nominal charge. If you prefer, you may purchase supplemental equipment at retail outlets.

d. Additional Details
Please visit our website at www.gci.com for additional details pertaining to these operational matters. Alternatively, visit a GCI Store, chat with a CSR online at www.gci.com, or call our office to speak with a CSR if you have any questions regarding your cable TV equipment set-up or to request a copy of applicable equipment compatibility information.

CABLE TELEVISION SUBSCRIBERS PRIVACY RIGHTS NOTICE

a reasonable period of time to locate and, if necessary, prepare the information for review. (Preparation is sometimes necessary to avoid disclosure of information relating to other subscribers.) If you wish to review your personal information, please contact us to set up an appointment during regular business hours. You may request a correction of any errors in personal information that we collect or maintain pertaining to you.

Mailing Lists

We are permitted to disclose personally identifiable information to the extent necessary to conduct our business. In addition, the law allows us to disclose your name and address for non-cable service-related mailing lists or other purposes, unless you advise us in writing that you do not wish us to disclose it. However, such disclosures of names and addresses may not include the extent of viewing or other use you make of any service we provide, nor may it disclose the nature of any transaction you make over a two-way system. If you do not wish to have your name and address disclosed, please contact us by talking to a GCI Customer Service Representative at a local GCI Store, via email at rcs@gci.com, or by phone at 265-5400 (Anchorage) or 800-800-4800 (statewide).

Disclosure Required by Law

We may disclose personally identifiable information without your consent if we are required to do so by law. For example, a governmental entity may seek through valid legal process (such as warrants, court orders, or subpoenas) to obtain personally identifiable information from the cable system concerning you as a cable subscriber. However, we will disclose records revealing your viewing habits only if (1) served with a court order indicating the governmental entity has made a clear and convincing showing of relevance to criminal activity and (2) you have been given an opportunity to contest the order. If we are served with a court order requiring such disclosure to a non-governmental entity, we will inform you before any information is released.

Rights Under the Cable Act

Please call or write us anytime you have a question about your service, equipment hook-up, or any other aspect of the cable television service that we proudly provide. If you believe you have been aggrieved as a result of a violation of the Cable Act’s requirements regarding the collection, disclosure, and retention of personally identifiable information, your rights are also enforceable through a civil action seeking damages, attorney’s fees, and litigation costs in addition to other rights and remedies that may be available under federal or other applicable laws. THIS STATEMENT OF YOUR RIGHTS UNDER THE CABLE ACT DOES NOT LIMIT OR MODIFY YOUR AGREEMENT TO RESOLVE ALL DISPUTES WITH GCI PURSUANT TO PARAGRAPH 14 OF THE GCI RESIDENTIAL CABLE TV TERMS AND CONDITIONS.

We are required by the Federal Cable Communications Policy Act of 1984 (“the Cable Act”) to inform you about our practices with respect to personally identifiable information in our files. For more information about your privacy, please see GCI’s Privacy Policy, which can be found at www.gci.com/privacy-policy. We collect personally identifiable information about you with your consent or when necessary to obtain information in order to render a service you receive or to detect theft of cable services. The information that the cable system generally collects and maintains inclu des billing records; service maintenance and repair records; premium service subscription information; marketing information; equipment and usage information; and subscriber complaints or correspondence. The personally identifiable information we collect may include, but is not limited to, your social security number, driver’s license number, credit/debit card information, bank account information, payment history, and credit reports. (Aggregate, anonymous, de-identified or other information that does not identify who you are when used by itself is not personally identifiable information.) We use this information to enable us to provide you with the services you have requested and to support related business activities such as service calls, customer and technical support, customer surveys, as well as billing collection and marketing needs. We also need and use this information for our own tax and account records.

Disclosure

Under the Cable Act, we may disclose personally identifiable information without your consent if it is (1) necessary to render service or conduct a related legitimate business activity, (2) required by law, or (3) disclosed as a mailing list (as described below). Unless otherwise noted below, all the personally identifiable information that we collect is used for the business purpose of offering, marketing, rendering, and supporting our services to you. Some persons have access to such information when necessary in connection with our business. People who require access from time to time include our employees; our affiliates; our sales agents; our vendors or contractors that provide services or components to the cable system (such as our installers, accountants, billing and collection service, and consumer and market research firms); our program and program guide providers where applicable; our programmers and broadcasters that will periodically audit subscription information; our equipment suppliers; and representatives of the franchising authority. If we enter into a merger, sale, transfer, or any other reorganization of some or all of our assets, your personally identifiable information may be transferred as part of that transaction. This cable system will not maintain such information after it is no longer necessary for carrying on our business, including record-keeping for tax and accounting purposes. As a subscriber, you may review any personal information held by us that pertains to you if you give us

Collection of Information

We are required by the Federal Cable Communications Policy Act of 1984 (“the Cable Act”) to inform you about our practices with respect to personally identifiable information in our files. For more information about your privacy, please see GCI’s Privacy Policy, which can be found at www.gci.com/privacy-policy. We collect personally identifiable information about you with your consent or when necessary to obtain information in order to render a service you receive or to detect theft of cable services. The information that the cable system generally collects and maintains inclu des billing records; service maintenance and repair records; premium service subscription information; marketing information; equipment and usage information; and subscriber complaints or correspondence. The personally identifiable information we collect may include, but is not limited to, your social security number, driver’s license number, credit/debit card information, bank account information, payment history, and credit reports. (Aggregate, anonymous, de-identified or other information that does not identify who you are when used by itself is not personally identifiable information.) We use this information to enable us to provide you with the services you have requested and to support related business activities such as service calls, customer and technical support, customer surveys, as well as billing collection and marketing needs. We also need and use this information for our own tax and account records.