



**CURRENT RETAIL PRICING | Juneau**

Effective July 15, 2017

<b>AK CHOICE TV™</b>	<b>Monthly Price</b>
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	\$22.49

\*One ChoiceBox™ or DCT700 included.

<b>ADD ON^</b>	
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
NFL RedZone (seasonal subscription)	\$49.99
Playboy	\$16.00

^ Requires subscription to a package.

<b>EQUIPMENT</b>	
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

<b>INSTALLATION AND OTHER FEES</b>	
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](http://www.gci.com/tv/plans)

**CHANNEL LINEUP - Juneau**

<b>BASIC SERVICE</b>	<b>SMART TV (cont.)</b>	<b>PLUS TV (cont.)</b>	<b>DIGITAL VARIETY (cont.)</b>	<b>DIGITAL SPORTS (cont.)</b>	<b>PREMIUM CHANNELS (cont.)</b>
1 Channel 907	694 Syfy HD	106 Investigation Discovery	118 UP	317 PAC12 Los Angeles	508 Starz Encore Westerns
2 CW	703 One America News HD	135 Fox Business Network	120 3ABN	318 PAC12 Bay Area	509 Starz Encore Suspense
3 IND/KDMD	718 Hallmark Channel HD	311 FXX	121 The Hillsong Channel	319 PAC12 Oregon	510 Starz Encore Action
4 FOX/KTBY	Hallmark Movies and Mysteries HD	630 NFL Network HD	122 EWTVN	320 PAC12 Washington	511 Starz Encore Black
5 MNT/KYES	737 Discovery Life HD	633 A&E HD	123 TBN	321 PAC12 Mountain	512 Starz Encore Family
6 Education/Public Access	740 FXX HD	634 History HD	124 BYUtv	330 ESPN Goal Line	513 Starz Comedy
7 Local Government	742 Viceland HD	651 TNT HD	125 Uplift TV	ESPN Bases Loaded	514 movieplex
8 ABC/KJUD	755 Discovery Family HD	655 Telemundo Alaska HD	126 Daystar TV	662 MavTV HD	515 indieplex
10 PBS/KTOO	757 Crime & Investigation HD	659 Outdoor Channel HD	127 The Cowboy Channel	711 BTN HD	516 retroplex
11 University of Alaska	<b>PLUS TV</b>	660 FX HD	129 INSP	720 FOX Sports 2 HD	593 indieplex HD
12 Community Channel	20 QVC	661 FOX Sports 1 HD	131 FX Movie	722 PAC12 HD	594 retroplex HD
13 TBN	21 HSN	663 TruTV HD	133 Sprout	727 Outside Television HD	596 Starz Encore Action HD
14 CBS/KXLJ	22 EVINE Live	664 MTV HD	134 ESPNU	<b>NFL REDZONE SEASONAL</b>	597 Starz Encore Black HD
15 NBC/KATH	23 Lifetime	665 VH1 HD	135 Fox Business Network	350 NFL RedZone	598 Starz inBlack HD
16 C-SPAN	25 HSN2	667 CMT HD	136 CMT Music	351 NFL RedZone HD	599 Starz Cinema HD
17 C-SPAN2	27 E!	668 Spike HD	137 BET Soul	<b>PREMIUM CHANNELS</b>	602 Starz HD
18 360 North	28 USA	670 Comedy Central HD	139 Logo	401 HBO	606 Starz Kids & Family HD
19 Channel Channel	29 TruTV	672 Travel Channel HD	140 BET Jams	402 HBO2	607 Starz Comedy HD
94 KTOO Create	30 TBS	673 Food Network HD	141 Fusion	403 HBO Signature	608 Starz Edge HD
97 PBS Kids	31 TNT	674 HGTV HD	142 Z Living	404 HBO Family	609 Starz Encore HD
652 NBC/KATH HD	32 FX	675 Lifetime HD	143 Cooking Channel	405 HBO Comedy	520 Filipino Channel
654 FOX/KTBY HD	33 Jewelry Television	676 LMN HD	144 Discovery Life	406 HBO Zone	550 Playboy
656 CBS/KXLJ HD	34 ESPN	678 Freeform HD	149 MLB Network	407 HBO Latino	551 Playboy HD
657 PBS/KTOO HD	35 ESPN2	679 Cartoon Network HD	150 SEC Network	595 HBO Latino HD	<b>HD PACKAGE</b>
658 CW HD	36 Root Sports	680 Disney HD	203 FYI	603 HBO HD	626 ESPN HD
907 Channel 907 HD	37 NFL Network	681 Disney XD HD	204 Viceland	610 HBO 2 HD	627 ESPN2 HD
<b>SMART TV</b>	38 Spike	682 Fox News HD	210 Boomerang	611 HBO Family HD	628 HDNet Movies
20 QVC	39 NBCSN	683 Fuse HD	214 The Golf Channel	612 HBO Signature HD	629 AXS TV
21 HSN	40 Outdoor Channel	684 E! HD	306 Sportsman Channel	619 HBO Comedy HD	631 National Geographic HD
22 EVINE Live	41 FOX Sports 1	686 Investigation Discovery HD	671 AWE HD	620 HBO Zone HD	632 Velocity
25 HSN2	42 LMN	688 TLC HD	685 AHC HD	411 Cinemax	635 FYI HD
32 FX	44 Turner Classic Movies	689 Animal Planet HD	687 BBC America HD	412 MoreMAX	641 MGM HD
34 ESPN	45 TV Land	692 Discovery HD	690 Science Channel HD	413 ActionMAX	642 Smithsonian HD
35 ESPN2	46 Cartoon Network	693 USA HD	691 Destination America HD	414 ThrillerMAX	643 ESPNU HD
40 Outdoor Channel	47 Animal Planet	694 Syfy HD	708 Nat Geo Wild HD	415 MovieMAX	<b>VIDEO ON DEMAND</b>
41 FOX Sports 1	48 Disney XD	695 Bravo HD	709 MLB Network HD	416 Cinemáx	777 VOD
52 Hallmark Channel	49 Disney Channel	696 TBS HD	710 ESPNNews HD	417 5 StarMAX	<b>DIGITAL MUSIC</b>
Hallmark Movies and Mysteries	50 Nickelodeon	697 NBCSN HD	712 Golf Channel HD	418 OuterMAX	801-850 Music Choice
53 National Geographic	51 Freeform	699 CNN HD	737 Discovery Life HD	604 MAX HD	<b>PAY-PER-VIEW</b>
54 TLC	52 Hallmark Channel	700 MSNBC HD	742 Viceland HD	613 MoreMAX HD	900 PPV Previews
55 TLC	53 Hallmark Movies and Mysteries	701 CNBC HD	743 Cooking Channel HD	614 ActionMAX HD	901 PPV Events HD
56 Discovery Channel	54 National Geographic	702 HLN HD	746 Sportsman Channel HD	615 5 StarMAX HD	903 PPV Events Spanish
64 One America News	55 TLC	703 One America News HD	750 SEC HD	621 ThrillerMAX HD	780-782 PPV Events & Mature
82 Syfy	56 Discovery Channel	704 Newsmax HD	755 Discovery Family HD	622 MovieMAX HD	783
86 Telemundo Alaska	57 Travel Channel	705 Turner Classic Movies HD	<b>DIGITAL FAMILY</b>	623 Cinemáx HD	784 PPV Adult
101 Discovery Family Channel	58 History Channel	707 Nickelodeon HD	201 GSN	624 OuterMAX HD	787
111 BBC America	59 A&E	713 Root Sports HD	202 Ovation	421 Showtime	
131 FX Movie	60 HGTV	717 Oxygen HD	205 Crime and Investigation	422 SHO 2	
133 Sprout	61 Food Network	718 Hallmark Channel HD	206 DIY	423 Showtime Showcase	
142 Z Living	63 Newsmax	719 Hallmark Movies and Mysteries HD	207 Great American Country	424 The Movie Channel	
144 Discovery Life	64 One America News	736 OWN HD	208 CNNi	425 The Movie Channel Xtra	
202 Ovation	65 CNBC	740 FXX HD	209 Military History Channel	427 SHO Extreme	
203 FYI	66 MSNBC	800 Music Choice Play	211 LRW	428 SHO Beyond	
204 Viceland	67 FOX News Channel	<b>DIGITAL VARIETY</b>	714 GSN HD	429 FLiX	
205 Crime & Investigation	68 CNN	101 Discovery Family Channel	744 DIY HD	430 SHO Next	
209 Military History Channel	69 HLN	103 Science Channel	757 Crime and Investigation HD	431 SHO Women	
210 Boomerang	71 The Weather Channel	104 AHC	<b>DIGITAL SPORTS</b>	432 Showtime Family Zone	
311 FXX	74 Fuse	105 Destination America	301 FCS Atlantic	600 The Movie Channel Xtra HD	
312 Eleven Sports Network	75 CMT	107 Nick Jr.	302 FCS Central	601 Showtime HD	
626 ESPN HD	76 MTV	108 TEENick	303 FCS Pacific	605 The Movie Channel HD	
627 ESPN2 HD	77 VH1	109 Nicktoons	305 Outside Television	616 SHO 2 HD	
631 National Geographic HD	80 Oxygen	110 AWE	306 Sportsman Channel	617 Showtime Showcase HD	
635 FYI HD	81 Comedy Central	111 BBC America	307 FOX Sports 2	618 SHO Extreme HD	
655 Telemundo Alaska HD	82 Syfy	112 ESPNNews	308 MavTV	501 Starz	
659 Outdoor Channel HD	83 Bravo	113 Chiller	310 TVG2	502 Starz Edge	
660 FX HD	86 Telemundo Alaska	114 Nat Geo Wild	312 Eleven Sports Network	503 Starz inBlack	
661 FOX Sports 1 HD	96 Disney Jr.	115 MTV2	313 ESPN Classic	504 Starz Kids & Family	
687 BBC America HD	102 OWN	116 NickMusic	314 BTN	505 Starz Cinema	
688 TLC HD		117 MTV Classic	315 PAC12	506 Starz Encore	
692 Discovery HD			316 PAC12 Arizona	507 Starz Encore Classic	



## GCI TV ANNUAL FCC NOTICE

Juneau

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](http://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](mailto:rcs@gci.com), via online chat at [www.gci.com](http://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.

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## 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.

### 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 with the base package price. A customer that purchases such

### 4. 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.

**Rights Under the Cable Act**  
Please call or write us anytime you have 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.

### Disclosures 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.

### 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](mailto:rcs@gci.com), or by phone at 265-5400 (Anchorage) or 800-800-4800 (statewide).

## 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.

### 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](http://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

### 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](http://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](http://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.