



CURRENT RETAIL PRICING | Cordova

Effective October 1, 2018

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	\$29.99

ADD ON^	
Digital Variety (not available for Plus TV)	\$19.99
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	\$17.95
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 October 1, 2018

BASIC TV	PLUS TV (cont.)	PLUS TV (cont.)	PREMIUM CHANNELS	DIGITAL MUSIC
1 Channel 907	32 FX	718 Hallmark Channel HD	401 HBO	801 Hit List
2 NBC/KTUU	33 Jewelry Television	719 Hallmark Movies & Mysteries HD	402 HBO2	802 Pop Rhythmic
3 CW	34 ESPN	800 Music Choice Play	403 HBO Signature	803 Dance/EDM
4 FOX/KTBY	35 ESPN2	DIGITAL VARIETY	404 HBO Family	804 MCU
5 MNT/KYES	36 Root Sports	101 Discovery Family	405 HBO Comedy	805 Hip-Hop and R&B
7 PBS/KTOO	37 NFL Network	103 Science Channel	406 HBO Zone	806 Rap
9 Community Channel	38 Paramount Network	104 AHC	407 HBO Latino	807 Hip-Hop Classics
10 Bulletin Board	39 NBCSN	105 Destination America	603 HBO HD	808 Throwback Jamz
11 CBS/KTVA	40 Outdoor Channel	107 Nick Jr.	411 Cinemax	809 R&B Classics
13 ABC/KYUR	41 FOX Sports 1	108 TEENick	412 More MAX	810 R&B Soul
15 360 North	42 LMN	109 Nicktoons	413 Action MAX	811 Gospel
16 C-SPAN	44 Turner Classic Movies	110 AWE	414 ThrillerMAX	812 Reggae
17 C-SPAN2	45 TV Land	111 BBC America	415 MovieMAX	813 Rock
907 Channel 907 HD	46 Cartoon Network	112 ESPNNews	416 Cinemáx	814 Metal
SMART TV	47 Animal Planet	113 Olympic Channel	417 5 StarMAX	815 Alternative
20 QVC	48 Disney XD	115 MTV2	418 OuterMAX	816 Adult Alternative
22 EVINE Live	49 Disney Channel	116 NickMusic	604 MAX HD	817 Rock Hits
31 TNT	50 Nickelodeon	117 MTV Classic	421 Showtime	818 Classic Rock
32 FX	51 Freeform	118 3ABN	422 SHO 2	819 Soft Rock
34 ESPN	52 Hallmark Channel	121 The Hillsong Channel	423 Showtime Showcase	820 Love Songs
35 ESPN2	53 Hallmark Movies & Mysteries	122 EWTN	424 The Movie Channel	821 Pop Hits
40 Outdoor Channel	54 National Geographic	123 TBN	425 The Movie Channel Xtra	822 Party Favorites
41 FOX Sports 1	55 TLC	124 BYUtv	427 SHO Extreme	823 Teen MC
52 Hallmark Channel	56 Discovery Channel	125 Smile	428 SHO Beyond	824 Kidz Only
53 Hallmark Movies & Mysteries	57 Travel Channel	126 Daystar TV	429 FLIX	825 Toddler Tunes
54 National Geographic	58 History Channel	127 JUCE	430 SHO Next	826 Y2K
55 TLC	59 A&E	129 INSP	431 SHO Women	827 90's
56 Discovery Channel	60 HGTV	134 ESPNU	432 Showtime Family Zone	828 80's
64 One America News	61 Food Network	136 CMT Music	601 Showtime HD	829 70's
82 Syfy	63 Newsmax	137 BET Soul	605 The Movie Channel HD	830 Solid Gold Oldies
101 Discovery Family	65 CNBC	140 BET Jams	501 Starz	831 Pop Country
111 BBC America	66 MSNBC	149 MLB Network	502 Starz Edge	832 Today's Country
149 MLB Network	67 FOX News Channel	203 FYI	503 Starz inBlack	833 Country Hits
203 FYI	68 CNN	204 Viceland	504 Starz Kids & Family	834 Classic Country
204 Viceland	69 HLN	304 Golf Channel	505 Starz Cinema	835 Contemporary Christian
205 Crime & Investigation	71 Weather Channel	306 Sportsman Channel	506 Starz Encore	836 Pop Latino
209 Military History Channel	74 Fuse	671 AWE HD	507 Starz Encore Classic	837 Musica Urbana
210 Boomerang	75 CMT	709 MLB Network HD	508 Starz Encore Westerns	838 Mexicana
626 ESPN HD	76 MTV	DIGITAL FAMILY	509 Starz Encore Suspense	839 Tropicales
627 ESPN2 HD	77 VHI	201 GSN	510 Starz Encore Action	840 Romances
631 National Geographic HD	80 Oxygen	205 Crime & Investigation	511 Starz Encore Black	841 Sounds of The Seasons
635 FYI HD	81 Comedy Central	206 DIY	512 Starz Encore Family	842 Stage & Screen
651 TNT	82 Syfy	207 Great American Country	513 Starz Comedy	843 Soundscapes
688 TLC HD	83 Bravo	208 CNNi	514 movieplex	844 Smooth Jazz
692 Discovery HD	96 Disney Jr.	209 Military History Channel	515 indieplex	845 Jazz
694 Syfy HD	102 OWN	210 Boomerang	516 retroplex	846 Blues
709 MLB Network HD	106 Investigation Discovery	DIGITAL SPORTS	602 Starz HD	847 Singers & Swing
718 Hallmark Channel HD	311 FXX	301 FCS Atlantic	520 Filipino Channel	848 Easy Listening
719 Hallmark Movies & Mysteries HD	630 NFL Network HD	302 FCS Central	HD PACKAGE	849 Classical Masterpieces
PLUS TV	633 A&E HD	303 FCS Pacific	626 ESPN HD	850 Light Classical
20 QVC	634 History HD	305 Outside Television	627 ESPN2 HD	PAY-PER-VIEW
22 EVINE Live	651 TNT HD	306 Sportsman Channel	628 HDNet Movies	900 PPV Previews
23 Lifetime	675 Lifetime HD	307 FOX Sports 2	629 AXS TV	903 PPV Events Spanish
27 E!	688 TLC HD	308 MavTV	631 National Geographic HD	780-782 PPV Events - Mature
28 USA	689 Animal Planet HD	314 BTN	632 Velocity	783-785 PPV Adult
29 TruTV	692 Discovery HD	315 PAC12	635 FYI HD	787
30 TBS	693 USA HD	330 ESPN Goal Line	641 MGM HD	
31 TNT	694 Syfy HD	ESPNU Bases Loaded	642 Smithsonian HD	
	704 Newsmax HD		643 ESPNU HD	



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.

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.

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

GCI is happy to bring Alaskans the best TV programming available. Most of this programming is subject to agreements with the content owners who provide it to us. These agreements expire from time to time, and sometimes we are unable to continue them. In such cases, we could lose access to some programming now being carried. Please go to www.gci.com/tv/contract-renewal for more details. Additional information about any upcoming channel changes can be found at www.gci.com/tv/upcoming-channel-changes.

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

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

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 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.

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.

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 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.