



**CURRENT RETAIL PRICING | Juneau**

Effective October 1, 2018

<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	\$19.70

<b>ADD ON^</b>	
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
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	661 FOX Sports 1 HD	80 Oxygen	111 BBC America	307 FOX Sports 2	618 SHO Extreme HD
2 CW/KJUD2	687 BBC America HD	81 Comedy Central	112 ESPNNews	308 MavTV	501 Starz
3 ION/KDM	688 TLC HD	82 Syfy	113 Olympic Channel	310 TVG2	502 Starz Edge
4 FOX/KJUD3	692 Discovery HD	83 Bravo	114 Nat Geo Wild	312 Eleven Sports Network	503 Starz inBlack
5 MNT/KYES	694 Syfy HD	96 Disney Jr.	115 MTV2	313 ESPN Classic	504 Starz Kids & Family
6 Education/Public Access	703 One America News HD	102 OWN	116 NickMusic	314 BTN	505 Starz Cinema
7 Local Government	709 MLB Network HD	106 Investigation Discovery	117 MTV Classic	315 PAC12	506 Starz Encore
8 ABC/KJUD	715 HSN	135 Fox Business Network	118 UP	316 PAC12 Arizona	507 Starz Encore Classic
10 PBS/KTOO	716 HSN2	311 FXX	120 3ABN	317 PAC12 Los Angeles	508 Starz Encore Westerns
11 University of Alaska	718 Hallmark Channel HD	630 NFL Network HD	121 The Hillsong Channel	318 PAC12 Bay Area	509 Starz Encore Suspense
12 Community Channel	719 Hallmark Movies and Mysteries HD	633 A&E HD	122 EWTN	319 PAC12 Oregon	510 Starz Encore Action
13 TBN	737 Discovery Life HD	634 History HD	123 TBN	320 PAC12 Washington	511 Starz Encore Black
14 CBS/KXLJ	740 FXX HD	651 TNT HD	124 BYUtv	321 PAC12 Mountain	512 Starz Encore Family
15 NBC/KATH	742 Viceland HD	659 Outdoor Channel HD	125 Smile	330 ESPN Goal Line	513 Starz Comedy
16 C-SPAN	755 Discovery Family HD	660 FX HD	126 Daystar TV	330 ESPN Bases Loaded	514 movieplex
17 C-SPAN2	757 Crime & Investigation HD	661 FOX Sports 1 HD	127 JUCE	662 MavTV HD	515 indieplex
18 360 North		663 TruTV HD	129 INSP	711 BTN HD	516 retroplex
19 Channel Channel	<b>PLUS TV</b>	664 MTV HD	131 FX Movie	720 FOX Sports 2 HD	593 indieplex HD
86 Telemundo Alaska	20 QVC	665 VHI HD	133 Universal Kids	722 PAC12 HD	594 retroplex HD
90 C-SPAN3	21 HSN	667 CMT HD	134 ESPNU	747 Outside Television HD	596 Starz Encore Action HD
94 KTOO Create	22 EVINE Live	668 Paramount Network HD	135 Fox Business Network	<b>NFL REDZONE SEASONAL</b>	597 Starz Encore Black HD
97 PBS Kids	23 Lifetime	670 Comedy Central HD	136 CMT Music	350 NFL RedZone	598 Starz inBlack HD
652 NBC/KATH HD	25 HSN2	672 Travel Channel HD	137 BET Soul	351 NFL RedZone HD	599 Starz Cinema HD
654 FOX/KJUD3 HD	27 E!	673 Food Network HD	139 Logo	<b>PREMIUM CHANNELS</b>	602 Starz HD
655 Telemundo Alaska	28 USA	674 HGTV HD	140 BET Jams	401 HBO	606 Starz Kids & Family HD
656 CBS/KXLJ HD	29 TruTV	675 Lifetime HD	141 Fusion	402 HBO2	607 Starz Comedy HD
657 PBS/KTOO HD	30 TBS	676 LMN HD	142 Z Living	403 HBO Signature	608 Starz Edge HD
658 CW HD	31 TNT	678 Freeform HD	143 Cooking Channel	404 HBO Family	609 Starz Encore HD
907 Channel 907 HD	32 FX	679 Cartoon Network HD	144 Discovery Life	405 HBO Comedy	520 Filipino Channel
<b>SMART TV</b>	33 Jewelry Television	680 Disney HD	149 MLB Network	406 HBO Zone	550 Playboy
20 QVC	34 ESPN	681 Disney XD HD	150 SEC Network	407 HBO Latino	551 Playboy HD
21 HSN	35 ESPN2	682 Fox News HD	203 FYI	595 HBO Latino HD	<b>HD PACKAGE</b>
22 EVINE Live	36 Root Sports	683 Fuse HD	204 Viceland	603 HBO HD	626 ESPN HD
25 HSN2	37 NFL Network	684 E! HD	210 Boomerang	610 HBO 2 HD	627 ESPN2 HD
31 TNT	38 Paramount Network	686 Investigation Discovery HD	304 The Golf Channel	611 HBO Family HD	628 HDNet Movies
32 FX	39 NBCSN	688 TLC HD	306 Sportsman Channel	612 HBO Signature HD	629 AXS TV
34 ESPN	40 Outdoor Channel	689 Animal Planet HD	671 AWE HD	619 HBO Comedy HD	631 National Geographic HD
35 ESPN2	41 FOX Sports 1	692 Discovery HD	685 AHC HD	620 HBO Zone HD	632 Velocity
40 Outdoor Channel	42 LMN	693 USA HD	687 BBC America HD	411 Cinemax	635 FYI HD
41 FOX Sports 1	44 Turner Classic Movies	694 Syfy HD	690 Science Channel HD	412 MoreMAX	641 MGM HD
52 Hallmark Channel	45 TV Land	695 Bravo HD	691 Destination America HD	413 ActionMAX	642 Smithsonian HD
Hallmark Movies and Mysteries	46 Cartoon Network	696 TBS HD	708 Nat Geo Wild HD	414 ThrillerMAX	643 ESPNU HD
53	47 Animal Planet	697 NBCSN HD	709 MLB Network HD	415 MovieMAX	<b>VIDEO ON DEMAND</b>
54 National Geographic	48 Disney XD	699 CNN HD	710 ESPNNews HD	416 Cinemáx	777 VOD
55 TLC	49 Disney Channel	700 MSNBC HD	712 Golf Channel HD	417 5 StarMAX	<b>DIGITAL MUSIC</b>
56 Discovery Channel	50 Nickelodeon	701 CNBC HD	717 Discovery Life HD	418 OuterMAX	801-850 Music Choice
64 One America News	51 Freeform	702 HLN HD	742 Viceland HD	604 MAX HD	<b>PAY-PER-VIEW</b>
82 Syfy	52 Hallmark Channel	703 One America News HD	743 Cooking Channel HD	613 MoreMAX HD	900 PPV Previews
101 Discovery Family Channel	53 Hallmark Movies and Mysteries	704 Newsmax HD	745 Olympic Channel HD	614 ActionMAX HD	901 PPV Events HD
131 FX Movie	54 National Geographic	705 Turner Classic Movies HD	746 Sportsman Channel HD	615 5 StarMAX HD	903 PPV Events Spanish
133 Sprout	55 TLC	707 Nickelodeon HD	750 SEC HD	621 ThrillerMAX HD	780-782 PPV Events & Mature
142 Z Living	56 Discovery Channel	713 Root Sports HD	755 Discovery Family HD	622 MovieMAX HD	783-784 PPV Adult
144 Discovery Life	57 Travel Channel	715 HSN	<b>DIGITAL FAMILY</b>	623 Cinemáx HD	787
149 MLB Network	58 History Channel	716 HSN2	201 GSN	624 OuterMAX HD	
202 Ovation	59 A&E	717 Oxygen HD	202 Ovation	421 Showtime	
203 FYI	60 HGTV	718 Hallmark Channel HD	205 Crime and Investigation	422 SHO 2	
204 Viceland	61 Food Network	719 Hallmark Movies and Mysteries HD	206 DIY	423 Showtime Showcase	
205 Crime & Investigation	63 Newsmax	736 OWN HD	207 Great American Country	424 The Movie Channel	
209 Military History Channel	64 One America News	740 FXX HD	208 CNNi	425 The Movie Channel Xtra	
210 Boomerang	65 CNBC	800 Music Choice Play	209 Military History Channel	427 SHO Extreme	
311 FXX	66 MSNBC	<b>DIGITAL VARIETY</b>	211 LRW	428 SHO Beyond	
312 Eleven Sports Network	67 FOX News Channel	101 Discovery Family Channel	714 GSN HD	429 FLiX	
626 ESPN HD	68 CNN	103 Science Channel	744 DIY HD	430 SHO Next	
627 ESPN2 HD	69 HLN	104 AHC	757 Crime and Investigation HD	431 SHO Women	
631 National Geographic HD	71 The Weather Channel	105 Destination America	<b>DIGITAL SPORTS</b>	432 Showtime Family Zone	
635 FYI HD	74 Fuse	107 Nick Jr.	301 FCS Atlantic	600 The Movie Channel Xtra HD	
651 TNT HD	75 CMT	108 TEENick	302 FCS Central	601 Showtime HD	
659 Outdoor Channel HD	76 MTV	109 Nicktoons	303 FCS Pacific	605 The Movie Channel HD	
660 FX HD	77 VHI	110 AWE	305 Outside Television	616 SHO 2 HD	
			306 Sportsman Channel	617 Showtime Showcase HD	





## 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.

**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.

### 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

## 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](mailto: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 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](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

### 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.

### 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.

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.