



CURRENT RETAIL PRICING | Petersburg

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
NFL RedZone (seasonal subscription)	\$49.99

^ 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 - Petersburg

BASIC SERVICE	SMART TV (cont.)	PLUS TV (cont.)	DIGITAL VARIETY (cont.)	PREMIUM CHANNELS (cont.)	DIGITAL MUSIC
1 Channel 907	742 Viceland HD	661 FOX Sports 1 HD	203 FYI	416 Cinemax	801 Hit List
2 NBC/KATH	757 Crime & Investigation HD	663 TruTV HD	204 Viceland	417 5 StarMAX	802 Pop Rhythmic
3 CW/KJUD2		664 MTV HD	304 Golf Channel	418 OuterMAX	803 Dance/EDM
4 FOX/KJUD3	PLUS TV	665 VHI HD	306 Sportsman Channel	604 MAX HD	804 MCU
5 MNT/KYES	20 QVC	670 Comedy Central HD	671 AWE HD	613 MoreMAX HD	805 Hip-Hop and R&B
8 ABC/KJUD	21 HSN	672 Travel Channel HD	687 BBC America HD	614 ActionMAX HD	806 Rap
10 PBS/KTOO	22 EVINE Live	673 Food Network HD	690 Science Channel HD	615 5 StarMAX HD	807 Hip-Hop Classics
11 CBS/KTNL	23 Lifetime	674 HGTV HD	691 Destination America HD	621 ThrillerMAX HD	808 Throwback Jamz
12 Community Channel	25 HSN2	675 Lifetime HD	708 Nat Geo Wild HD	622 MovieMAX HD	809 R&B Classics
14 University of Alaska	27 E!	676 LMN HD	709 MLB Network HD	623 Cinemax HD	810 R&B Soul
15 360 North	28 USA	678 Freeform HD	712 Golf Channel HD	624 OuterMAX HD	811 Gospel
16 C-SPAN	29 TruTV	679 Cartoon Network HD	742 Viceland HD	421 Showtime	812 Reggae
17 C-SPAN2	30 TBS	680 Disney HD		422 SHO 2	813 Rock
86 Telemundo Alaska	31 TNT	681 Disney XD HD	DIGITAL FAMILY	201 GSN	814 Metal
90 C-SPAN3	32 FX	682 FOX News HD	202 Ovation	423 Showtime Showcase	815 Alternative
652 NBC/KATH HD	33 Jewelry Television	683 Fuse HD	205 Crime & Investigation	424 The Movie Channel	816 Adult Alternative
654 FOX/KJUD3 HD	34 ESPN	688 TLC HD	206 DIY	425 The Movie Channel Xtra	817 Rock Hits
656 CBS/KTNL HD	35 ESPN2	689 Animal Planet HD	207 Great American Country	428 SHO Beyond	818 Classic Rock
907 Channel 907 HD	36 Root Sports	692 Discovery HD	208 CNNi	429 FLiX	819 Soft Rock
	37 NFL Network	693 USA HD	209 Military History Channel	430 SHO Next	820 Love Songs
	38 Paramount Network	694 Syfy HD	210 Boomerang	431 SHO Women	821 Pop Hits
	39 NBCSN	696 TBS HD	211 LRW	432 Showtime Family Zone	822 Party Favorites
	40 Outdoor Channel	697 NBCSN HD	714 GSN HD	600 The Movie Channel Xtra HD	823 Teen MC
	41 FOX Sports 1	704 Newsmax HD	757 Crime & Investigation HD	601 Showtime HD	824 Kidz Only
	42 LMN	713 Root Sports HD		605 The Movie Channel HD	825 Toddler Tunes
	44 Turner Classic Movies	715 HSN	DIGITAL SPORTS	616 Showtime 2 HD	826 Y2K
	45 TV Land	716 HSN2	301 FCS Atlantic	617 Showtime Showcase HD	827 90's
	46 Cartoon Network	717 Oxygen HD	302 FCS Central	618 SHO Extreme HD	828 80's
	47 Animal Planet	718 Hallmark Channel HD	303 FCS Pacific	501 Starz	829 70's
	48 Disney XD	719 Hallmark Movies & Mysteries HD	305 Outside Television	502 Starz Edge	830 Solid Gold Oldies
	49 Disney Channel	740 FXX HD	306 Sportsman Channel	503 Starz inBlack	831 Pop Country
	50 Nickelodeon	800 Music Choice Play	307 FOX Sports 2	504 Starz Kids & Family	832 Today's Country
	51 Freeform		308 MavTV	505 Starz Cinema	833 Country Hits
	52 Hallmark Channel	DIGITAL VARIETY	310 TVG2	506 Starz Encore	834 Classic Country
	53 Hallmark Movies & Mysteries	101 Discovery Family	312 Eleven Sports Network	507 Starz Encore Classic	835 Contemporary Christian
	54 National Geographic	103 Science Channel	313 ESPN Classic	508 Starz Encore Westerns	836 Pop Latino
	55 TLC	104 AHC	314 BTN	509 Starz Encore Suspense	837 Musica Urbana
	56 Discovery Channel	105 Destination America	315 PAC12	510 Starz Encore Action	838 Mexicana
	57 Travel Channel	106 Nick Jr.	316 PAC12 Arizona	511 Starz Encore Black	839 Tropicales
	58 History Channel	108 TEENick	317 PAC12 Los Angeles	512 Starz Encore Family	840 Romances
	59 A&E	109 Nicktoons	318 PAC12 Bay Area	513 Starz Comedy	841 Sounds of The Seasons
	60 HGTV	110 AWE	319 PAC12 Oregon	514 movieplex	842 Stage & Screen
	61 Food Network	111 BBC America	320 PAC12 Washington	515 indieplex	843 Soundscapes
	63 Newsmax	112 ESPNNews	321 PAC12 Mountain	516 retroplex	844 Smooth Jazz
	64 One America News	113 Olympic Channel	330 ESPN Goal Line	517 indyplex HD	845 Jazz
	65 CNBC	114 Nat Geo Wild	330 ESPN Bases Loaded	518 retroplex HD	846 Blues
	66 MSNBC	115 MTV2	720 FOX Sports 2 HD	519 Starz Encore Action HD	847 Singers & Swing
	67 FOX News Channel	116 NickMusic	747 Outside Television HD	519 Starz Encore Black HD	848 Easy Listening
	68 CNN	117 MTV Classic		598 Starz inBlack HD	849 Classical Masterpieces
	69 HLN	118 UP	NFL REDZONE PACKAGE	599 Starz Cinema HD	850 Light Classical
	71 Weather Channel	120 3ABN	351 NFL RedZone HD	602 Starz HD	PAY-PER-VIEW
	74 Fuse	121 The Hillsong Channel		606 Starz Kids & Family HD	900 PPV Previews
	75 CMT	122 EWTN	PREMIUM CHANNELS	607 Starz Comedy HD	780 PPV Events
	76 MTV	123 TBN	401 HBO	608 Starz Edge HD	
	77 VHI	124 BYUtv	402 HBO2	609 Starz Encore HD	
	80 Oxygen	125 Smile	403 HBO Signature	520 Filipino Channel	
	81 Comedy Central	126 Daystar TV	404 HBO Family		
	82 Syfy	127 JUCE	405 HBO Comedy	HD PACKAGE	
	83 Bravo	129 INSP	406 HBO Zone	626 ESPN HD	
	96 Disney Jr.	133 Universal Kids	407 HBO Latino	627 ESPN2 HD	
	102 OWN	134 ESPNU	595 HBO Latino HD	628 HDNet Movies	
	106 Investigation Discovery	135 FOX Business Network	603 HBO HD	629 AXS TV	
	135 FOX Business Network	136 CMT Music	610 HBO 2 HD	631 National Geographic HD	
	311 FXX	137 BET Soul	611 HBO Family HD	632 Velocity	
	630 NFL Network HD	139 Logo	612 HBO Signature HD	635 FYI HD	
	633 A&E HD	140 BET Jams	619 HBO Comedy HD	641 MGM HD	
	634 History HD	142 Z Living	620 HBO Zone HD	642 Smithsonian HD	
	651 TNT HD	143 Cooking Channel	411 Cinemax	VOD	
	659 Outdoor Channel HD	149 MLB Network	412 More MAX	777 VOD	
	660 FX HD	150 SEC Network	413 Action MAX		
			414 ThrillerMAX		
			415 MovieMAX		



GCI TV ANNUAL FCC NOTICE

Petersburg

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.

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 with the base package price. A customer that purchases such

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.

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.

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).

CABLE TELEVISION SUBSCRIBERS PRIVACY RIGHTS NOTICE

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.

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