



**CURRENT RETAIL PRICING | Utqiagvik**

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	\$29.99

<b>ADD ON^</b>	
Digital Variety (not available for Plus TV)	\$19.99
Digital Family (requires subscription to Digital Variety)	\$5.00
HD Package	\$9.99
HBO	\$19.95
Cinemax	\$15.95
Showtime	\$17.95
Starz	\$11.99

^ 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

**CHANNEL LINEUP - Utqiagvik**

Effective October 1, 2018

<b>BASIC TV</b>	<b>PLUS TV (cont.)</b>	<b>DIGITAL VARIETY (cont.)</b>	<b>PREMIUM CHANNELS (cont.)</b>
1 Channel 907	38 Paramount Network	103 Science Channel	418 OuterMAX
2 NBC/KTUU	40 Outdoor Channel	104 AHC	604 MAX HD
4 FOX/KTBY	42 LMN	105 Destination America	421 Showtime
5 MNT/KYES	44 Turner Classic Movies	107 Nick Jr.	422 SHO 2
7 PBS/KTOO	45 TV Land	108 TEENick	423 Showtime Showcase
10 Community Channel	46 Cartoon Network	109 Nicktoons	424 The Movie Channel
11 CBS/KTVA	47 Animal Planet	110 AWE	425 TMC Xtra
12 Community Access	48 Disney XD	111 BBC America	427 SHO Extreme
13 ABC/KYUR	49 Disney Channel	112 ESPNNews	428 SHO Beyond
15 360 North	50 Nickelodeon	113 Olympic Channel	429 FLiX
16 C-SPAN	51 Freeform	115 MTV2	430 SHO Next
17 C-SPAN2	52 Hallmark Channel	116 NickMusic	431 SHO Women
907 Channel 907 HD	53 Hallmark Movies & Mysteries	117 MTV Classic	432 Showtime Family Zone
	55 TLC	121 The Hillsong Channel	601 Showtime HD
	56 Discovery Channel	123 TBN	605 The Movie Channel HD
	57 Travel Channel	124 BYUtv	501 Starz
	58 History Channel	125 Smile	502 Starz Edge
	59 A&E	126 Daystar TV	503 Starz inBlack
	60 HGTV	127 JUCE	504 Starz Kids & Family
	61 Food Network	129 INSP	505 Starz Cinema
	63 Newsmax	134 ESPNU	506 Starz Encore
	64 One America News	136 CMT Music	507 Starz Encore Classic
	65 CNBC	137 BET Soul	508 Starz Encore Westerns
	66 MSNBC	140 BET Jams	509 Starz Encore Suspense
	68 CNN	141 Fusion	510 Starz Encore Action
	69 HLN	150 SEC Network	511 Starz Encore Black
	72 Jobs Channel	203 FYI	512 Starz Encore Family
	74 Fuse	204 Viceland	513 Starz Comedy
	75 CMT	306 The Sportsman Channel	514 movieplex
	76 MTV	315 PAC12	515 indieplex
	77 VHI	671 AWE HD	516 retroplex
	81 Comedy Central		602 Starz HD
	82 Syfy	<b>DIGITAL FAMILY</b>	<b>HD PACKAGE</b>
	83 Bravo	201 GSN	626 ESPN HD
	84 BET	205 Crime & Investigation	627 ESPN2 HD
	96 Disney Jr.	206 DIY	628 HDNet Movies
	102 OWN	207 Great American Country	629 AXS TV
	106 Investigation Discovery	208 CNNi	632 Velocity
	633 A&E HD	209 Military History Channel	635 FYI HD
	634 History HD	210 Boomerang	641 MGM HD
	651 TNT HD	<b>PREMIUM CHANNELS</b>	642 Smithsonian HD
	675 Lifetime HD	401 HBO	643 ESPNU HD
	680 Disney HD	402 HBO2	<b>DIGITAL MUSIC</b>
	688 TLC HD	403 HBO Signature	801-850 Music Choice
	689 Animal Planet HD	404 HBO Family	<b>PAY-PER-VIEW</b>
	692 Discovery HD	405 HBO Comedy	900 PPV Previews
	693 USA HD	406 HBO Zone	903 PPV Events
	694 Syfy HD	407 HBO Latino	780-782 PPV Events - Mature
	704 Newsmax HD	603 HBO HD	783-785 PPV Adult
	718 Hallmark Channel HD	411 Cinemax	787
	719 Hallmark Movies & Mysteries HD	412 More MAX	
	800 Music Choice Play	413 Action MAX	
		414 ThrillerMAX	
		415 MovieMAX	
		416 Cinemáx	
		417 5 StarMAX	
	<b>DIGITAL VARIETY</b>		
	101 Discovery Family		

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)



## GCI TV ANNUAL FCC NOTICE

### Utqiagvik

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.

#### 5. PROGRAMMING EXPIRATIONS

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](http://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](http://www.gci.com/tv/upcoming-channel-changes).

#### 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

#### TERMS AND CONDITIONS.

**PURSUANT TO PARAGRAPH 14 OF THE GCI RESIDENTIAL CABLE TV MODIFYYOUR AGREEMENT TO RESOLVE ALL DISPUTES WITH GCI OF YOUR RIGHTS UNDER THE CABLE ACT DOES NOT LIMIT OR**

#### 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*

#### 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](mailto: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](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

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.

#### 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.