



**CURRENT RETAIL PRICING**

Effective January 5, 2020

AK CHOICE TV™	Monthly Price
Total TV (includes Basic, Plus, and Digital Variety)	\$114.99
Plus TV (includes Basic Service)	\$94.99
Smart TV (includes Basic Service)	\$64.99
Basic Service	\$44.99
<b>ADD ON*</b>	
Digital Variety (not available for Plus TV)	\$19.99
Lifestyle	\$9.99
Sports	\$5.99
HBO	\$19.95
Cinemax	\$15.95
Showtime	\$17.95
Starz	\$11.99
The Filipino Channel	\$14.99
Korean Channel	\$14.99
NFL RedZone (seasonal subscription)	\$49.99
Playboy	\$16.00
* Requires subscription to a package.	
<b>EQUIPMENT</b>	
TiVo DVR	\$10.00
TiVo Mini	\$8.00
TiVo Stream	\$8.00
TiVo ChoiceBox™	\$10.00
HD DVR	\$10.00
CableCARD	\$5.00
DCT 700	\$10.00
DVR Service Fee	\$5.00
Cost of first box (TiVo DVR, TiVo Choicebox, HD DVR, or DCT 700) included in cost of AK Choice TV plan as listed above.	
<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**

Effective January 5, 2020

	SMART PLUS TOTAL		SMART PLUS TOTAL
1 Channel 907	+++	127 JUCE	+++
2 NBC/KTUU	+++	129 INSP	+++
3 CW/KYUR2	+++	134 ESPNU	+++
4 FOX/KTBY	+++	136 CMT Music	+++
5 MNT/KYES	+++	137 BET Soul	+++
7 PBS/KTOO	+++	140 BET Jams	+++
10 Bulletin Board	+++	149 MLB Network	+++
11 CBS/KTVA	+++	150 SEC Network	+++
13 ABC/KYUR	+++	203 FYI	+++
15 360 North	+++	204 Viceland	+++
16 C-SPAN	+++	222 Escape	+++
17 C-SPAN2	+++	223 Court	+++
20 GVC	+++	224 Court TV	+++
22 ShopHQ	+++	304 Golf Channel	+++
23 Lifetime	+++	306 Sportsman Channel	+++
27 E!	+++	311 FX	+++
28 USA	+++	626 ESPN HD	+++
29 TruTV	+++	627 ESPN2 HD	+++
30 TBS	+++	630 NFL Network HD	+++
31 TNT	+++	631 Nat Geo HD	+++
32 FX	+++	633 A&E HD	+++
33 Jewelry Television	+++	634 History HD	+++
34 ESPN	+++	635 FYI HD	+++
35 ESPN2	+++	643 ESPN HD	+++
36 Root Sports	+++	651 TNT HD	+++
37 NFL Network	+++	671 AWE HD	+++
38 Paramount Network	+++	675 Lifetime HD	+++
39 NBCSN	+++	688 TLC HD	+++
40 Outdoor Channel	+++	689 Animal Planet HD	+++
41 Fox Sports 1	+++	692 Discovery Channel HD	+++
42 LMN	+++	693 USA HD	+++
44 Turner Classic Movies	+++	694 Syfy HD	+++
45 TV Land	+++	704 Newsmax HD	+++
46 Cartoon Network	+++	709 MLB Network HD	+++
47 Animal Planet	+++	718 Hallmark Channel HD	+++
48 Disney XD	+++	719 Hallmark Movies & M. HD	+++
49 Disney Channel	+++	801 MC Hit List	+++
50 Nickelodeon	+++	802 MC Max	+++
51 Freeform	+++	803 MC Dance/EDM	+++
52 Hallmark Channel	+++	804 MC MCU	+++
53 Hallmark Movies & Myst.	+++	805 MC Hip-Hop and R&B	+++
54 National Geographic	+++	806 MC Rap	+++
55 TLC	+++	807 MC Hip-Hop Classics	+++
56 Discovery Channel	+++	808 MC Throwback Jamz	+++
57 Travel Channel	+++	809 MC R&B Classics	+++
58 History Channel	+++	810 MC R&B Soul	+++
59 A&E	+++	811 MC Gospel	+++
60 HGTV	+++	812 MC Reggae	+++
61 Food Network	+++	813 MC Rock	+++
63 Newsmax	+++	814 MC Metal	+++
65 CNBC	+++	815 MC Alternative	+++
66 MSNBC	+++	816 MC Adult Alternative	+++
67 FOX News Channel	+++	817 MC Rock Hits	+++
68 CNN	+++	818 MC Classic Rock	+++
69 HLN	+++	819 MC Soft Rock	+++
70 Cheddar	+++	820 MC Love Songs	+++
71 Weather Channel	+++	821 MC Pop Hits	+++
74 Fuse	+++	822 MC Party Favorites	+++
75 CMT	+++	823 MC Teen Beats	+++
76 MTV	+++	824 MC Kidz Only	+++
77 VH1	+++	825 MC Toddler Tunes	+++
80 Oxygen	+++	826 MC Y2K	+++
81 Comedy Central	+++	827 MC 90's	+++
82 Syfy	+++	828 MC 80's	+++
83 Bravo	+++	829 MC 70's	+++
87 People TV	+++	830 MC Solid Gold Oldies	+++
96 Disney Jr.	+++	831 MC Pop & Country	+++
101 Discovery Family	+++	832 MC Today's Country	+++
102 OWN	+++	833 MC Country Hits	+++
103 Science Channel	+++	834 MC Classic Country	+++
104 AHC	+++	835 MC Contemporary Christian	+++
105 Destination America	+++	836 MC Pop Latino	+++
106 Investigation Discovery	+++	837 MC Musica Urbana	+++
107 Nick Jr.	+++	838 MC Mexicana	+++
108 TEENick	+++	839 MC Tropicales	+++
109 Nicktoons	+++	840 MC Romances	+++
110 AWE	+++	841 MC Sounds of The Seasons	+++
111 BBC America	+++	842 MC Stage & Screen	+++
112 ESPNNews	+++	843 MC Soundscapes	+++
113 Olympic Channel	+++	844 MC Smooth Jazz	+++
115 MTV2	+++	845 MC Jazz	+++
116 NickMusic	+++	846 MC Blues	+++
117 MTV Classic	+++	847 MC Singers & Swing	+++
118 3ABN	+++	848 MC Easy Listening	+++
121 The Hillsong Channel	+++	849 MC Classical Masterpieces	+++
122 EWITN	+++	850 MC Light Classical	+++
123 TBN	+++		
124 EYUtv	+++		
125 Smile	+++		
126 Daystar TV	+++		
127 JUCE	+++		
129 INSP	+++		
131 FX Movie	+++		
133 Universal Kids	+++		
134 ESPNU	+++		
135 Fox Business Network	+++		
136 CMT Music	+++		
402 HBO2	+++	403 HBO Signature	+++
404 HBO Family	+++	405 HBO Comedy	+++
406 HBO Zone	+++	407 HBO Latino	+++
603 HBO HD	+++		
<b>Cinemax - \$15.95</b>			
411 Cinemax	+++	412 MoreMAX	+++
413 ActionMAX	+++	414 ThrillerMAX	+++
415 MovieMAX	+++	416 Cinemax	+++
417 5 StarMAX	+++	418 OuterMAX	+++
604 Cinemax HD	+++		
<b>Showtime - \$17.95</b>			
421 Showtime	+++	422 SHO2	+++
423 Showtime Showcase	+++	424 The Movie Channel	+++
425 TMC Xtra	+++	427 SHO Extreme	+++
428 SHO Beyond	+++	429 FIX	+++
430 SHO Next	+++	431 SHO Women	+++
432 Showtime Family Zone	+++	601 Showtime HD	+++
605 The Movie Channel HD	+++		
<b>Starz - \$11.99</b>			
501 Starz	+++	502 Starz Edge	+++
503 Starz inBlack	+++	504 Starz Kids & Family	+++
505 Starz Cinema	+++	506 StarzEncore	+++
507 StarzEncore Classic	+++	508 StarzEncore Westerns	+++
509 StarzEncore Suspense	+++	510 StarzEncore Action	+++
511 StarzEncore Black	+++	512 StarzEncore Family	+++
513 Starz Comedy	+++	514 movieplex	+++
515 indieplex	+++	516 retroplex	+++
602 Starz HD	+++		
<b>Variety - \$19.99</b>			
101 Discovery Family	+++	103 Science Channel	+++
104 AHC	+++	105 Destination America	+++
107 Nick Jr.	+++	108 TEENick	+++
109 Nicktoons	+++	110 AWE	+++
111 BBC America	+++	112 ESPNNews	+++
113 Olympic Channel	+++	114 Nat Geo Wild	+++
115 MTV2	+++	116 NickMusic	+++
117 MTV Classic	+++	118 UP	+++
120 3ABN	+++	121 Hillsong Channel	+++
122 EWITN	+++	123 TBN	+++
124 EYUtv	+++	125 Smile	+++
126 Daystar TV	+++	127 JUCE	+++
129 INSP	+++	131 FX Movie	+++
133 Universal Kids	+++	134 ESPNU	+++
135 Fox Business Network	+++	136 CMT Music	+++
137 BET Soul	+++	139 Logo	+++
140 MTV Jams	+++	141 Fusion	+++
142 Z Living	+++	143 Cooking Channel	+++
144 Discovery Life	+++	149 MLB Network	+++
150 SEC Network	+++	203 FYI	+++
204 Viceland	+++	315 PAC12	+++
635 FYI HD	+++	643 ESPN HD	+++
671 AWE HD	+++	709 MLB Network HD	+++
<b>Lifestyle - \$9.99</b>			
70 Cheddar	+++	201 GSN	+++
205 Crime & Investigation	+++	206 DIY	+++
207 Great American Country	+++	208 CNNI	+++
209 Military History Channel	+++	210 Boomerang	+++
222 Escape	+++	223 Grit	+++
224 Court TV	+++	628 HDNet Movies	+++
629 AXS TV	+++	632 MotorTrend	+++
641 MGM HD	+++	642 Smithsonian	+++
<b>Sports - \$5.99</b>			
301 FCS Atlantic	+++	302 FCS Central	+++
303 FCS Pacific	+++	305 Outside Television	+++
306 Sportsman Channel	+++	307 FOX Sports 2	+++
308 Mav TV	+++	309 Havoc	+++
314 Big Ten Network	+++	315 PAC 12	+++
330 ESPN Goal Line	+++		
ESPN Bases Loaded	+++		
<b>Basic TV - \$44.99</b>			
1 Channel 907	+++		
101 Discovery Family	+++		
3 CW/KYUR2	+++		
4 FOX/KTBY	+++		
5 MNT/KYES	+++		
7 PBS/KTOO	+++		
10 Bulletin Board	+++		
11 CBS/KTVA	+++		
13 ABC/KYUR	+++		
15 360 North	+++		
16 C-SPAN	+++		
17 C-SPAN2	+++		
<b>Package Prices Basic</b>			
Basic	\$44.99		
Smart	\$64.99		
Plus	\$94.99		
Total	\$114.99		
<b>Services included in all packages:</b>			
<b>Music Channels</b>			
801-850 Music Choice	+++		
<b>Pay-Per-View</b>			
783 Adult	+++		
784	+++		
787	+++		

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. Lifestyle/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)

## 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 includes 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. (Aggregated, 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 to 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

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 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 a 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.

## 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.

### 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.

## 3. INSTALLATION POLICIES

a. When adding new cable service or additional cable television hooks-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



## GCI TV ANNUAL FCC NOTICE

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.

- 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 800-800-4800 (statewide).
- 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.
- 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.
- 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).
- We 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).
- 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.

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 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.

## 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.

must be home during the installation of your Service.

## 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.

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.

## 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