



# 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

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)

## CHANNEL LINEUP

Smart Plus Total	Smart Plus Total	Smart Plus Total	Smart Plus Total
1 Channel 907	113 Olympic Channel	703 One America News HD	593 Indieplex HD
2 CW/KJUD2	114 Nat Geo Wild	704 Newsmax HD	594 retrosplex HD
3 JON/NDMO	115 MTV	705 Turner Classic Movies HD	596 Starz Encore Action HD
4 FOX/KJUD3	116 Nickelodeon	707 Nickelodeon HD	597 Starz Encore Black HD
5 MNT/KVYES	117 MTV Classic	708 NatGeo Wild HD	598 Starz InBlack HD
6 Education/Public Access	118 UP	709 MLB Network HD	599 Starz Cinema HD
7 Local Government	120 3ABN	710 ESPNNews HD	602 Starz HD
8 ABC/KJUD	121 The Hillsong Channel	712 Golf Channel HD	606 Starz Kids & Family HD
10 PBS/KT00	122 EWTV	713 Root Sports HD	607 Starz Comedy HD
11 University of Alaska	123 TBN	715 HSN	608 Starz Edge HD
12 Community Channel	124 BYUtv	716 HSN 2	609 Starz Encore HD
13 TBN	125 Smile	717 Oxygen HD	<b>EPIX - \$6.99</b>
14 CBS/KOLJ	126 Daystar TV	718 Hallmark Channel HD	450 EPIX
15 NBC/KATH	127 JUICE	719 Hallmark Movies & M. HD	<b>CuriosityStream - \$2.99</b>
16 C-SPAN	129 INSP	735 Hallmark Drama HD	VOD CuriosityStream
17 C-SPAN2	131 FX Movie	736 OWN HD	<b>Variety - \$19.99</b>
18 360 North	133 Universal Kids	740 FXHD	101 Discovery Family
19 Channel Channel	134 ESPN	742 Viceland HD	102 Science Channel
20 QVC	135 Fox Business Network	743 Cooking Channel HD	104 AHC
21 HSN	136 CMT Music	745 Olympic Channel HD	105 Destination America
22 ShopHQ	137 BET Soul	746 Sportsman Channel HD	107 Nick Jr.
23 Lifetime	139 Logo	750 SEC Network HD	108 TEENick
24 Hallmark Drama	140 BET Jams	755 Discovery Family HD	109 Nicktoons
25 HSN2	141 Fusion	777 VOD	110 AWE
27 E!	142 Z Living	801- Music Choice	111 BBC America
28 USA	143 Cooking Channel	850 Music Channels	112 ESPNNews
29 TruTV	144 Discovery Life	905 Community Channel	113 Olympic Channel
30 TBS	149 MLB Network	907 Channel 907 HD	114 Nat Geo Wild
31 TNT	150 SEC Network	<b>HBO - \$19.95</b>	116 NickMusic
32 FX	203 FYI	401 HBO	117 MTV Classic
33 Jewelry Television	204 Viceland	402 HBO2	118 UP
34 ESPN	210 Boomerang	403 HBO Signature	120 3ABN
35 ESPN2	212 Escape	404 HBO Family	121 Hillsong Channel
36 Root Sports	213 Court TV	405 HBO Comedy	122 EWTV
37 NFL Network	214 Grit	406 HBO Zone	123 TBN
38 Paramount Network	304 Golf Channel	407 HBO Latino	124 BYUtv
39 NBCSN	306 Sportsman Channel	595 HBO Latino HD	125 Smile
40 Outdoor Channel	310 TVG2	603 HBO HD	126 Daystar TV
41 Fox Sports 1	311 FXHD	610 HBO2 HD	127 JUICE
42 LMN	312 Eleven Sports	611 HBO Family HD	129 INSP
44 Turner Classic Movies	626 ESPN HD	612 HBO Signature HD	131 FX Movie
45 TV Land	627 ESPN2 HD	619 HBO Comedy HD	133 Universal Kids
46 Cartoon Network	630 NFL Network HD	620 HBO Zone HD	134 ESPN
47 Animal Planet	631 Nat Geo HD	<b>Cinemax - \$15.95</b>	135 Fox Business Network
48 Disney XD	633 A&E HD	411 Cinemax	136 CMT Music
49 Disney Channel	634 History HD	412 MoreMAX	137 BET Soul
50 Nickelodeon	635 FX HD	413 ActionMAX	139 Logo
51 Freeform	645 ESPN HD	414 ThrillerMAX	140 BET Jams
52 Hallmark Channel	651 TNT HD	415 MovieMAX	141 Fusion
53 Hallmark Movies & Myst.	652 NBC/KATH HD	416 Cinemax	142 Z Living
54 National Geographic	654 FOX/KJUD3 HD	417 5 StarMAX	143 Cooking Channel
55 TLC	656 CBS/KOLJ HD	418 OuterMAX	144 Discovery Life
56 Discovery Channel	657 PBS/KT00 HD	604 Cinemax HD	149 MLB Network
57 Travel Channel	658 CW/KJUD2 HD	613 MoreMAX HD	150 SEC Network
58 History Channel	659 Outdoor Channel HD	614 ActionMAX HD	203 FYI
59 A&E	660 FX HD	615 5 StarMAX HD	204 Viceland
60 HGTV	661 Fox Sports 1 HD	621 ThrillerMAX HD	210 Boomerang
61 Food Network	663 TruTV HD	622 MovieMAX HD	304 Golf Channel
62 Newsmax	664 MTV HD	623 Cinemax HD	306 Sportsman Channel
64 One America News	665 VH1 HD	624 OuterMAX HD	635 FYI HD
65 CNBC	667 CMT HD	<b>Showtime - \$17.95</b>	643 ESPN HD
66 MSNBC	668 Paramount Network HD	421 Showtime	671 AWE HD
67 FOX News Channel	670 Comedy Central HD	422 SHO2	685 AHC HD
68 CNN	671 AWE HD	423 Showtime Showcase	687 BBC America HD
69 HLN	672 Travel Channel HD	424 The Movie Channel	690 Science Channel HD
70 Cheddar	673 Food Network HD	425 TMC Xtra	691 Destination America HD
71 Weather Channel	674 HGTV HD	427 SHO Extreme	708 Nat Geo Wild HD
74 Fuse	675 Lifetime HD	428 SHO Beyond	709 MLB Network HD
75 CMT	676 LMN HD	429 FIX	710 ESPNNews HD
76 MTV	678 Freeform HD	430 SHO Next	712 Golf Channel HD
77 VH1	679 Cartoon Network HD	431 SHO Women	737 Discovery Life HD
80 Oxygen	680 Disney Channel HD	432 Showtime Family Zone	742 Viceland HD
81 Comedy Central	681 Disney XD HD	600 TMC Xtra HD	743 Cooking Channel HD
82 Syfy	682 FOX News HD	601 Showtime HD	745 Olympic Channel HD
83 Bravo	683 Fuse HD	605 The Movie Channel HD	746 Sportsman Channel HD
84 BET	684 E! HD	616 SHO2 HD	750 SEC Network HD
85 People TV	685 AHC HD	617 SHO Showcase HD	755 Discovery Family HD
86 Telemundo Alaska	686 Investigation Discovery HD	618 SHO Extreme HD	<b>NFL RedZone</b>
90 C-SPAN3	687 BBC America HD	<b>Starz - \$11.99</b>	<b>Seasonal \$49.99</b>
94 KTOO Create	688 TLC HD	501 Starz	350 NFL RedZone
96 Disney Jr.	689 Animal Planet HD	502 Starz Edge	351 NFL RedZone HD
97 PBS Kids	690 Science Channel HD	503 Starz InBlack	<b>International - \$14.99</b>
101 Discovery Family	691 Destination America HD	504 Starz Kids & Family	520 Filipino Channel
102 OWN	692 Discovery Channel HD	505 Starz Cinema	<b>Playboy TV - \$16.00</b>
103 Science Channel	693 USA HD	506 StarzEncore	550 Playboy TV
104 AHC	694 Syfy HD	507 StarzEncore Classic	551 Playboy TV HD
105 Destination America	695 Bravo HD	508 StarzEncore Westerns	<b>Lifestyle - \$9.99</b>
106 Investigation Discovery	696 TBS HD	509 StarzEncore Suspense	70 Cheddar
107 Nick Jr.	697 NBCSN HD	510 StarzEncore Action	201 GSN
108 TEENick	699 CNN HD	511 StarzEncore Black	202 Ovation
109 Nicktoons	700 MSNBC HD	512 StarzEncore Family	205 Crime & Investigation
110 AWE	701 CNBC HD	513 Starz Comedy	206 DFW
111 BBC America	702 HLN HD	514 movieplex	207 Great American Country
112 ESPNNews		515 indieplex	208 CNNi
		516 retroplex	209 Military History Channel
			211 LRW
			212 Escape
			213 Court TV
			214 Grit
			628 HDNet Movies
			629 AXS TV
			632 MotorTrend
			641 MGM HD
			642 Smithsonian HD
			714 GSN HD
			744 DIY HD
			757 Crime & Investigation HD
			<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 Max Jr.
			309 Havoc
			310 TVG2
			312 Eleven Sports
			313 ESPN Classic
			314 Big Ten Network
			315 PAC 12
			316 PAC 12 Arizona
			317 PAC 12 Los Angeles
			318 PAC 12 Bay Area
			319 PAC 12 Oregon
			320 PAC 12 Washington
			321 PAC 12 Mountain
			322 PAC 12 HD
			323 ESPN Goal Line
			330 ESPN Base Loaded
			662 MaxTV HD
			711 Big Ten Network HD
			720 Fox Sports 2 HD
			722 PAC 12 HD
			747 Outside Television HD
			<b>Basic TV - \$44.99</b>
			1 Channel 907
			2 NBC/KATH
			3 CW/KJUD2
			4 FOX/KJUD3
			5 MNT/KVYES
			8 ABC/KJUD
			10 PBS/KT00
			11 CBS/KTNL
			12 Community Channel
			14 University of Alaska
			15 360 North
			16 C-SPAN
			17 C-SPAN2
			18 Angoon Eagle TV
			19 Channel Channel
			90 C-SPAN3
			86 Telemundo Alaska
			90 C-SPAN3
			<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>VOD</b>
			777 VOD
			<b>Music Channels</b>
			801- Music Choice
			650
			<b>Pay-Per-View</b>
			901 HD PPV Events
			783 Adult
			784
			787

## 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 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

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