



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 |
| ADD ON* | |
| 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. | |
| EQUIPMENT | |
| 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. | |
| 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. 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

CHANNEL LINEUP

| SMAR PLUS TOTAL | SMAR PLUS TOTAL | SMAR PLUS TOTAL | SMAR PLUS TOTAL |
|-----------------------------|------------------------------|-------------------------------|---|
| 1 Channel 907 | 116 NickMusic | 801 MC Hit List | 430 SHO Next |
| 2 NBC/KTUU | 117 MTV Classic | 802 MC Max | 431 SHO Women |
| 3 CW/KYUR2 | 118 UP | 803 MC Dance/EDM | 432 Showtime Family Zone |
| 4 FOX/KTBY | 120 3ABN | 804 MC MCU | 600 TMC Xtra HD |
| 5 MNT/KYES | 121 The Hillsong Channel | 805 MC Hip-Hop and R&B | 601 Showtime HD |
| 6 Sealife Center | 122 EWTN | 806 MC Rap | 605 The Movie Channel HD |
| 7 PBS/KAKM | 123 TBN | 807 MC Hip-Hop Classics | 616 SHO2 HD |
| 9 Community Channel | 124 BYUtv | 808 MC Throwback Jamz | 617 SHO Showcase HD |
| 11 CBS/KTVA | 125 Smile | 809 MC R&B Classics | 618 SHO Extreme HD |
| 12 Community Access | 126 Daystar TV | 810 MC R&B Soul | Starz - \$11.99 |
| 13 ABC/KYUR | 127 JUICE | 811 MC Gospel | 501 Starz |
| 15 360 North | 129 INSP | 812 MC Reggae | 502 Starz Edge |
| 16 C-SPAN | 134 ESPNU | 813 MC Rock | 503 Starz inBlack |
| 17 C-SPAN2 | 135 Fox Business Network | 814 MC Metal | 504 Starz Kids & Family |
| 19 IND/KCFE | 136 CMT Music | 815 MC Alternative | 505 Starz Cinema |
| 20 QVC | 137 BET Soul | 816 MC Adult Alternative | 506 Starz Encore |
| 21 HSN | 139 Logo | 817 MC Rock Hits | 507 Starz Encore Classic |
| 22 ShopHQ | 140 BET Jams | 818 MC Classic Rock | 508 Starz Encore Westerns |
| 23 Lifetime | 142 Z Living | 819 MC Soft Rock | 509 Starz Encore Suspense |
| 24 Hallmark Drama | 143 Cooking Channel | 820 MC Love Songs | 510 Starz Encore Action |
| 25 HSN2 | 144 Discovery Life | 821 MC Pop Hits | 511 Starz Encore Black |
| 27 E! | 149 MLB Network | 822 MC Party Favorites | 512 Starz Encore Family |
| 28 USA | 150 SEC Network | 823 MC Teen Beats | 513 Starz Comedy |
| 29 TruTV | 203 FYI | 824 MC Kids: Only | 514 movieplex |
| 30 TBS | 204 Viceland | 825 MC Toddler Tunes | 515 indieplex |
| 31 TNT | 212 Escape | 826 MC Y2K | 516 retroplex |
| 32 FX | 213 Court TV | 827 MC 90's | 519 indieplex HD |
| 33 Jewelry Television | 214 Grit | 828 MC 80's | 518 retroplex HD |
| 34 ESPN | 304 Golf Channel | 829 MC 70's | 596 Starz Encore Action HD |
| 35 ESPN2 | 306 Sportsman Channel | 830 MC Solid Gold Oldies | 597 Starz Encore Black HD |
| 36 Root Sports | 310 TVG2 | 831 MC Pop & Country | 598 Starz inBlack HD |
| 37 NFL Network | 311 FOX | 832 MC Today's Country | 599 Starz Cinema HD |
| 38 Paramount Network | 312 Eleven Sports | 833 MC Country Hits | 602 Starz HD |
| 39 NBCSN | 626 ESPN HD | 834 MC Classic Country | 606 Starz Kids & Family HD |
| 40 Outdoor Channel | 627 ESPN2 HD | 835 MC Contemporary Christian | 607 Starz Comedy HD |
| 41 Fox Sports 1 | 630 NFL Network HD | 836 MC Pop Latino | 608 Starz Edge HD |
| 42 LMN | 631 Nat Geo HD | 837 MC Musica Urbana | 609 Starz Encore HD |
| 44 Turner Classic Movies | 633 A&E HD | 838 MC Mexicana | EPiX - \$6.99 |
| 45 TV Land | 634 History HD | 839 MC Tropicales | 450 EPiX |
| 46 Cartoon Network | 635 FYI HD | 840 MC Romances | CuriouslyStream - \$2.99 |
| 47 Animal Planet | 643 ESPN HD | 841 MC Sounds of The Seasons | VOD CuriouslyStream |
| 48 Disney XD | 652 NBC/KTUU HD | 842 MC Stage & Screen | Variety - \$19.99 |
| 49 Disney Channel | 653 ABC/KYUR HD | 843 MC Soundscapes | 101 Discovery Family |
| 50 Nickelodeon | 654 FOX/KTBY HD | 844 MC Smooth Jazz | 103 Science Channel |
| 51 Freeform | 656 CBS/KTVA HD | 845 MC Jazz | 104 AHC |
| 52 Hallmark Channel | 657 PBS/KAKM HD | 846 MC Blues | 105 Destination America |
| 53 Hallmark Movies & Myst. | 659 Outdoor Channel HD | 847 MC Singers & Swing | 107 Nick Jr. |
| 54 National Geographic | 660 FX HD | 848 MC Easy Listening | 108 TEENick |
| 55 TLC | 665 TruTV HD | 849 MC Classical Masterpieces | 109 Nicktoons |
| 56 Discovery Channel | 664 MTV HD | 850 MC Light Classical | 110 AWE |
| 57 Travel Channel | 665 VH1 HD | 907 Channel 907 HD | 111 BBC America |
| 58 History Channel | 668 Paramount Network HD | HBO - \$19.95 | 112 ESPNews |
| 59 A&E | 670 Comedy Central HD | 401 HBO | 113 Olympic Channel |
| 60 HGTV | 671 AWE HD | 402 HBO2 | 115 MTV2 |
| 61 Food Network | 672 Travel Channel HD | 403 HBO Signature | 116 NickMusic |
| 63 Newsmax | 673 Food Network HD | 404 HBO Family | 117 MTV Classic |
| 64 One America News | 674 HGTV HD | 405 HBO Comedy | 118 UP |
| 65 CNBC | 675 Lifetime HD | 406 HBO Zone | 120 3ABN |
| 66 MSNBC | 676 LMN HD | 407 HBO Latino | 121 Hillsong Channel |
| 67 FOX News Channel | 678 Freeform HD | 595 HBO Latino HD | 122 EWTN |
| 68 CNN | 679 Cartoon Network HD | 603 HBO HD | 123 TBN |
| 69 HLN | 680 Disney Channel HD | 610 HBO2 HD | 124 BYUtv |
| 70 Cheddar | 681 Disney XD HD | 611 HBO Family HD | 125 Smile |
| 71 Weather Channel | 682 FOX News HD | 612 HBO Signature HD | 126 Daystar TV |
| 74 Fuse | 683 Fuse HD | 619 HBO Comedy HD | 127 JUICE |
| 75 CMT | 687 BBC America HD | 620 HBO Zone HD | 129 INSP |
| 76 MTV | 688 TLC HD | Cinemax - \$15.95 | 134 ESPNU |
| 77 VH1 | 689 Animal Planet HD | 411 Cinemax | 135 Fox Business Network |
| 80 Oxygen | 690 Science Channel HD | 412 MoreMAX | 136 CMT Music |
| 81 Comedy Central | 691 Destination America HD | 413 ActionMAX | 137 BET Soul |
| 82 Syfy | 692 Discovery Channel HD | 414 ThrillerMAX | 139 Logo |
| 83 Bravo | 693 USA HD | 415 MovieMAX | 140 BET Jams |
| 84 BET | 694 Syfy HD | 416 Cinemax | 141 Fusion |
| 85 People TV | 696 TBS HD | 417 5 StarMAX | 142 Z Living |
| 86 Telemundo Alaska | 697 NBCSN HD | 418 OuterMAX | 143 Cooking Channel |
| 90 C-SPAN3 | 702 HLN HD | 604 Cinemax HD | 149 MLB Network |
| 92 Heroes & Icons | 704 Newsmax HD | 613 MoreMAX HD | 150 SEC Network |
| 96 Disney Jr. | 705 Turner Classic Movies HD | 614 ActionMAX HD | 203 FYI |
| 97 PBS Kids | 707 Nickelodeon HD | 615 5 StarMAX HD | 204 Viceland |
| 101 Discovery Family | 709 MLB Network HD | 621 ThrillerMAX HD | 304 Golf Channel |
| 102 OWN | 712 Golf Channel HD | 622 MovieMAX HD | 306 Sportsman Channel |
| 103 Science Channel | 715 Root Sports HD | 623 Cinemax HD | 615 FYI HD |
| 104 AHC | 716 HSN | 624 OuterMAX HD | 643 ESPN HD |
| 105 Destination America | 717 Oxygen HD | Showtime - \$11.99 | 671 AWE HD |
| 106 Investigation Discovery | 718 Hallmark Channel HD | 421 Showtime | 687 BBC America HD |
| 107 Nick Jr. | 719 Hallmark Movies & M. HD | 422 SHO2 | 690 Science Channel HD |
| 108 TEENick | 735 Hallmark Drama HD | 423 Showtime Showcase | 691 Destination America HD |
| 109 Nicktoons | 736 OWN HD | 424 The Movie Channel | 709 MLB Network HD |
| 110 AWE | 740 FX HD | 425 TMC Xtra | 712 Golf Channel HD |
| 111 BBC America | 742 Viceland HD | 426 SHO Extreme | 714 Viceland HD |
| 112 ESPNews | 777 VOD | 427 SHO Extreme | 742 Z Living |
| 113 Olympic Channel | | 428 SHO Beyond | 742 Z Living |
| 114 Nat Geo Wild | | 429 FLIX | NFL RedZone |
| 115 MTV2 | | | Seasonal \$49.99 |
| | | | 350 NFL RedZone |
| | | | Lifestyle - \$9.99 |
| | | | 70 Cheddar |
| | | | 201 GSN |
| | | | 202 Ovation |
| | | | 205 Crime & Investigation |
| | | | 206 DIY |
| | | | 207 Great American Country |
| | | | 208 CNHI |
| | | | 209 Military History Channel |
| | | | 211 LRW |
| | | | 212 Escape |
| | | | 215 Court TV |
| | | | 214 Grit |
| | | | 628 HDNet Movies |
| | | | 629 AHS TV |
| | | | 632 MotorTrend |
| | | | 641 MGM HD |
| | | | 642 Smithsonian HD |
| | | | 706 Ovation HD |
| | | | 714 GSN HD |
| | | | 757 Crime & Investigation HD |
| | | | Sports - \$5.99 |
| | | | 301 FCS Atlantic |
| | | | 302 FCS Central |
| | | | 303 FCS Pacific |
| | | | 305 Outside Television |
| | | | 306 Sportsman Channel |
| | | | 307 FOX Sports 2 |
| | | | 308 Mav TV |
| | | | 309 Havoc |
| | | | 310 TVG2 |
| | | | 312 Eleven Sports |
| | | | 313 ESPN Classic |
| | | | 314 Big Ten Network |
| | | | 315 PAC12 |
| | | | 316 PAC12 Arizona |
| | | | 317 PAC12 Los Angeles |
| | | | 318 PAC12 Bay Area |
| | | | 319 PAC12 Oregon |
| | | | 320 PAC12 Washington |
| | | | 321 PAC12 Mountain |
| | | | 330 ESPN Goal Line |
| | | | ESPN Bases Loaded |
| | | | 720 Fox Sports 2 HD |
| | | | 747 Outside Television HD |
| | | | Basic TV - \$44.99 |
| | | | 1 Channel 907 |
| | | | 2 NBC/KTUU |
| | | | 3 CW/KYUR2 |
| | | | 4 FOX/KTBY |
| | | | 5 MNT/KYES |
| | | | 6 Sealife Center |
| | | | 7 PBS/KAKM |
| | | | 9 Community Channel |
| | | | 11 CBS/KTVA |
| | | | 12 Community Access |
| | | | 13 ABC/KYUR |
| | | | 15 360 North |
| | | | 16 C-SPAN |
| | | | 17 C-SPAN2 |
| | | | 19 IND/KCFE |
| | | | 86 Telemundo Alaska |
| | | | 90 C-SPAN3 |
| | | | 92 Heroes & Icons |
| | | | 97 PBS Kids |
| | | | 652 NBC/KTUU HD |
| | | | 653 ABC/KYUR HD |
| | | | 654 FOX/KTBY HD |
| | | | 656 CBS/KTVA HD |
| | | | 657 PBS/KAKM HD |
| | | | 907 Channel 907 HD |
| | | | Package Prices Basic |
| | | | Basic \$44.99 |
| | | | Smart \$64.99 |
| | | | Plus \$94.99 |
| | | | Total \$114.99 |
| | | | Services included in all packages: |
| | | | VOD |
| | | | 777 VOD |
| | | | Music Channels |
| | | | 801 Music Choice |
| | | | 850 |
| | | | Pay-Per-View |
| | | | 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. 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, 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 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



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. 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, via online chat at 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 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.

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 for more details. Additional information about any upcoming channel changes can be found at 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