



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 |
| <i>Cost of first box (TiVo DVR, TiVo Choicebox, HD DVR, or DCT 700) included in cost of AK Choice TV plan as listed above.</i> | |
| 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

Effective January 5, 2020

| Channel | SMART PLUS TOTAL | Channel | SMART PLUS TOTAL | Channel | SMART PLUS TOTAL |
|------------------------------|------------------|---|------------------|-------------------------------|------------------|
| 1 Channel 907 | +++ | 117 MTV Classic | + | 810 MC R&B Soul | +++ |
| 2 NBC/KTIUJ | +++ | 118 UP | + | 811 MC Gospel | +++ |
| 3 CW/KYUR2 | +++ | 120 3ABN | + | 812 MC Reggae | +++ |
| 4 FOX/KTYB | +++ | 121 Hillsong Channel | + | 813 MC Rock | +++ |
| 5 MNTN/KYES | +++ | 122 EWTV | + | 814 MC Metal | +++ |
| 7 PBS/KTOO | +++ | 123 TBN | + | 815 MC Alternative | +++ |
| 9 Distance Learning | +++ | 124 BYLtv | + | 816 MC Adult Alternative | +++ |
| 10 Community Channel | +++ | 125 Smile | + | 817 MC Rock Hits | +++ |
| 11 CBS/KTVIA | +++ | 126 Daystar TV | + | 818 MC Classic Rock | +++ |
| 13 ABC/KYUR | +++ | 127 JUICE | + | 819 MC Soft Rock | +++ |
| 15 360 North | +++ | 129 INSP | + | 820 MC Love Songs | +++ |
| 16 C-SPAN | +++ | 131 FX Movie | + | 821 MC Pop Hits | +++ |
| 17 C-SPAN2 | +++ | 133 Universal Kids | + | 822 MC Party Favorites | +++ |
| 19 IND/KCFT | +++ | 134 ESPN | + | 823 MC Teen Beats | +++ |
| 20 QVC | +++ | 135 Fox Business Network | + | 824 MC Kidz Only | +++ |
| 21 HSN | +++ | 136 CMT Music | + | 825 MC Toddler Tunes | +++ |
| 22 ShopHQ | +++ | 137 BET Soul | + | 826 MC Y2K | +++ |
| 23 Lifetime | +++ | 139 Logo | + | 827 MC 90's | +++ |
| 24 Hallmark Drama | +++ | 140 BET Jams | + | 828 MC 80's | +++ |
| 25 HSN2 | +++ | 141 Fusion | + | 829 MC 70's | +++ |
| 27 E! | +++ | 142 Z Living | + | 830 MC Solid Gold Oldies | +++ |
| 28 USA | +++ | 143 Cooking Channel | + | 831 MC Pop & Country | +++ |
| 29 TruTV | +++ | 149 MLB Network | + | 832 MC Today's Country | +++ |
| 30 TBS | +++ | 150 SEC Network | + | 833 MC Country Hits | +++ |
| 31 TNT | +++ | 203 FYI | + | 834 MC Classic Country | +++ |
| 32 FX | +++ | 204 Viceland | + | 835 MC Contemporary Christian | +++ |
| 33 Jewelry Television | +++ | 212 Escape | + | 836 MC Pop Latino | +++ |
| 34 ESPN | +++ | 213 Court TV | + | 837 MC Musica Urbana | +++ |
| 35 ESPN2 | +++ | 214 Grit | + | 838 MC Mexicana | +++ |
| 36 Root Sports | +++ | 304 Golf Channel | + | 839 MC Tropicales | +++ |
| 37 NFL Network | +++ | 306 Sportsman Channel | + | 840 MC Romances | +++ |
| 38 Paramount Network | +++ | 311 FOX | + | 841 MC Sounds of The Seasons | +++ |
| 39 NBCSN | +++ | 312 Eleven Sports | + | 842 MC Stage & Screen | +++ |
| 40 Outdoor Channel | +++ | 626 ESPN HD | +++ | 843 MC Soundscapes | +++ |
| 41 Fox Sports 1 | +++ | 627 ESPN2 HD | +++ | 844 MC Smooth Jazz | +++ |
| 42 LMN | +++ | 630 NFL Network HD | +++ | 845 MC Jazz | +++ |
| 44 Turner Classic Movies | +++ | 631 Nat Geo HD | +++ | 846 MC Blues | +++ |
| 45 TV Land | +++ | 633 A&E HD | +++ | 847 MC Singers & Swing | +++ |
| 46 Cartoon Network | +++ | 634 History HD | +++ | 848 MC Easy Listening | +++ |
| 47 Animal Planet | +++ | 635 FYI HD | +++ | 849 MC Classical Masterpieces | +++ |
| 48 Disney XD | +++ | 643 ESPN HD | +++ | 850 MC Light Classical | +++ |
| 49 Disney Channel | +++ | 651 TNT HD | +++ | 907 Channel 907 HD | +++ |
| 50 Nickelodeon | +++ | 659 Outdoor Channel HD | +++ | HBO - \$19.95 | |
| 51 Freeform | +++ | 660 FX HD | +++ | 401 HBO | +++ |
| 52 Hallmark Channel | +++ | 661 Fox Sports 1 HD | +++ | 402 HBO2 | +++ |
| 53 Hallmark Movies & Myst. | +++ | 663 TruTV HD | +++ | 403 HBO Signature | +++ |
| 54 National Geographic | +++ | 664 MTV HD | +++ | 404 HBO Family | +++ |
| 55 TLC | +++ | 665 VH1 HD | +++ | 405 HBO Comedy | +++ |
| 56 Discovery Channel | +++ | 670 Comedy Central HD | +++ | 406 HBO Zone | +++ |
| 57 Travel Channel | +++ | 671 AWE HD | +++ | 407 HBO Latino | +++ |
| 58 History Channel | +++ | 672 Travel Channel HD | +++ | 408 HBO Zone | +++ |
| 59 A&E | +++ | 673 Food Network HD | +++ | 409 HBO Latino HD | +++ |
| 60 HGTV | +++ | 674 HGTV HD | +++ | 410 HBO | +++ |
| 61 Food Network | +++ | 675 Lifetime HD | +++ | 411 HBO Signature | +++ |
| 63 Newsmax | +++ | 676 LMN HD | +++ | 412 HBO2 HD | +++ |
| 64 One America News | +++ | 678 Freeform HD | +++ | 413 HBO Family HD | +++ |
| 65 CNBC | +++ | 679 Cartoon Network HD | +++ | 414 HBO Signature HD | +++ |
| 66 MSNBC | +++ | 680 Disney Channel HD | +++ | 415 HBO Comedy HD | +++ |
| 67 FOX News Channel | +++ | 681 Disney XD HD | +++ | 416 HBO Zone HD | +++ |
| 68 CNN | +++ | 682 FOX News HD | +++ | Cinemax - \$15.95 | |
| 69 HLN | +++ | 683 Fuse HD | +++ | 411 Cinemax | +++ |
| 70 Cheddar | + | 687 BBC America HD | +++ | 412 MoreMAX | +++ |
| 71 Weather Channel | +++ | 688 TLC HD | +++ | 413 ActionMAX | +++ |
| 74 Fuse | +++ | 689 Animal Planet HD | +++ | 414 ThrillerMAX | +++ |
| 75 CMT | +++ | 690 Science Channel HD | +++ | 415 MovieMAX | +++ |
| 76 MTV | +++ | 691 Destination America HD | +++ | 416 Cinemax | +++ |
| 77 VH1 | +++ | 692 Discovery Channel HD | +++ | 417 5 StarMAX | +++ |
| 80 Oxygen | +++ | 693 USA HD | +++ | 418 OuterMAX | +++ |
| 81 Comedy Central | +++ | 694 Syfy HD | +++ | 604 Cinemax HD | +++ |
| 82 Syfy | +++ | 696 TBS HD | +++ | 613 MoreMAX HD | +++ |
| 83 Bravo | +++ | 697 NBCSN HD | +++ | 614 ActionMAX HD | +++ |
| 84 BET | +++ | 704 Newsmax HD | +++ | 615 5 StarMAX HD | +++ |
| 85 People TV | +++ | 709 MLB Network HD | +++ | 621 ThrillerMAX HD | +++ |
| 86 Telemundo Alaska | +++ | 712 Golf Channel HD | +++ | 622 MovieMAX HD | +++ |
| 90 C-SPAN5 | +++ | 713 Root Sports HD | +++ | 623 Cinemax HD | +++ |
| 96 Disney Jr. | +++ | 715 HSN | +++ | 624 OuterMAX HD | +++ |
| 101 Discovery Family | +++ | 716 HSN 2 | +++ | Showtime - \$17.95 | |
| 102 OWN | +++ | 717 Oxygen HD | +++ | 421 Showtime | +++ |
| 103 Science Channel | +++ | 718 Hallmark Channel HD | +++ | 422 SHO2 | +++ |
| 104 AHC | + | 719 Hallmark Movies & M. HD | +++ | 423 Showtime Showcase | +++ |
| 105 Destination America | + | 735 Hallmark Drama HD | +++ | 424 The Movie Channel | +++ |
| 106 Investigation Discovery | +++ | 742 Viceland HD | +++ | 425 TMC Xtra | +++ |
| 107 Nick Jr. | +++ | 777 VOD | +++ | 427 SHO Extreme | +++ |
| 108 TEENick | + | 801 MC Hit List | +++ | 428 SHO Beyond | +++ |
| 109 Nicktoons | + | 802 MC Max | +++ | 429 FX | +++ |
| 110 AWE | + | 803 MC Dance/EDM | +++ | 430 SHO Next | +++ |
| 111 BBC America | + | 804 MC MCU | +++ | 431 SHO Women | +++ |
| 112 ESPN | + | 805 MC Hip-Hop and R&B | +++ | 432 Showtime Family Zone | +++ |
| 113 Olympic Channel | + | 806 MC Rap | +++ | 600 TMC Xtra HD | +++ |
| 114 Nat Geo Wild | + | 807 MC Hip-Hop Classics | +++ | 601 Showtime HD | +++ |
| 115 MTV2 | + | 808 MC Throwback Jamz | +++ | 605 The Movie Channel HD | +++ |
| 116 NickMusic | + | 809 MC R&B Classics | +++ | 616 SHO2 HD | +++ |
| 617 SHO Showcase HD | +++ | 617 SHO Showcase HD | +++ | 617 SHO Showcase HD | +++ |
| 618 SHO Extreme HD | +++ | 618 SHO Extreme HD | +++ | 618 SHO Extreme HD | +++ |
| Starz - \$11.99 | | 619 Starz | +++ | 619 Starz | +++ |
| 205 Crime & Investigation | +++ | 620 Starz | +++ | 620 Starz | +++ |
| 206 DIY | +++ | 621 Starz | +++ | 621 Starz | +++ |
| 207 Great American Country | +++ | 622 Starz Edge | +++ | 622 Starz Edge | +++ |
| 208 CNN | +++ | 623 Starz inBlack | +++ | 623 Starz inBlack | +++ |
| 209 Military History Channel | +++ | 624 Starz Kids & Family | +++ | 624 Starz Kids & Family | +++ |
| 210 Boomerang | +++ | 625 Starz Cinema | +++ | 625 Starz Cinema | +++ |
| 211 LRW | +++ | 626 StarzEncore | +++ | 626 StarzEncore | +++ |
| 212 Escape | +++ | 627 StarzEncore Classic | +++ | 627 StarzEncore Classic | +++ |
| 213 Court TV | +++ | 628 StarzEncore Westems | +++ | 628 StarzEncore Westems | +++ |
| 214 Grit | +++ | 629 StarzEncore Suspense | +++ | 629 StarzEncore Suspense | +++ |
| 218 HDNet Movies | +++ | 630 StarzEncore Action | +++ | 630 StarzEncore Action | +++ |
| 629 AXS TV | +++ | 631 StarzEncore Black | +++ | 631 StarzEncore Black | +++ |
| 632 MotorTrend | +++ | 632 StarzEncore Family | +++ | 632 StarzEncore Family | +++ |
| 641 MGM HD | +++ | 633 Starz Comedy | +++ | 633 Starz Comedy | +++ |
| 642 Smithsonian HD | +++ | 634 movieplex | +++ | 634 movieplex | +++ |
| 714 GSN HD | +++ | 635 indieplex | +++ | 635 indieplex | +++ |
| 757 Crime & Investigation HD | +++ | 636 retroplex | +++ | 636 retroplex | +++ |
| Sports - \$5.99 | | 637 indielix HD | +++ | 637 indielix HD | +++ |
| 301 FCS Atlantic | +++ | 638 retroplex HD | +++ | 638 retroplex HD | +++ |
| 302 FCS Central | +++ | 639 StarzEncore Action HD | +++ | 639 StarzEncore Action HD | +++ |
| 303 FCS Pacific | +++ | 640 StarzEncore Black HD | +++ | 640 StarzEncore Black HD | +++ |
| 305 Outside Television | +++ | EPiX - \$6.99 | | 450 EPiX | +++ |
| 306 Sportsman Channel | +++ | 450 EPiX | +++ | 450 EPiX | +++ |
| 307 FOX Sports 2 | +++ | CuriosityStream - \$2.99 | | VOD CuriosityStream | +++ |
| 308 Mav TV | +++ | VOD CuriosityStream | +++ | VOD CuriosityStream | +++ |
| 309 Havoc | +++ | Variety - \$19.99 | | 101 Discovery Family | +++ |
| 312 Eleven Sports | +++ | 101 Discovery Family | +++ | 101 Discovery Family | +++ |
| 314 Big Ten Network | +++ | 103 Science Channel | +++ | 103 Science Channel | +++ |
| 315 PAC12 | +++ | 104 AHC | +++ | 104 AHC | +++ |
| 316 PAC 12 Arizona | +++ | 105 Destination America | +++ | 105 Destination America | +++ |
| 317 PAC 12 Los Angeles | +++ | 107 Nick Jr. | +++ | 107 Nick Jr. | +++ |
| 318 PAC 12 Bay Area | +++ | 108 TEENick | +++ | 108 TEENick | +++ |
| 319 PAC 12 Oregon | +++ | 109 Nicktoons | +++ | 109 Nicktoons | +++ |
| 320 PAC 12 Washington | +++ | 110 AWE | +++ | 110 AWE | +++ |
| 321 PAC 12 Mountain | +++ | 111 BBC America | +++ | 111 BBC America | +++ |
| 330 ESPN Goal Line | +++ | 112 ESPN | +++ | 112 ESPN | +++ |
| ESPNews Bases Loaded | +++ | 113 Olympic Channel | +++ | 113 Olympic Channel | +++ |
| 747 Outside Television HD | +++ | 114 Nat Geo Wild | +++ | 114 Nat Geo Wild | +++ |
| Basic TV - \$44.99 | | 115 MTV2 | +++ | 115 MTV2 | +++ |
| 1 Channel 907 | +++ | 116 NickMusic | +++ | 116 NickMusic | +++ |
| 2 NBC/KTIUJ | +++ | 117 MTV Classic | +++ | 117 MTV Classic | +++ |
| 3 CW/KYUR2 | +++ | 118 UP | +++ | 118 UP | +++ |
| 4 FOX/KTYB | +++ | 119 360 North | +++ | 119 360 North | +++ |
| 5 MNTN/KYES | +++ | 120 3ABN | +++ | 120 3ABN | +++ |
| 7 PBS/KTOO | +++ | 121 Hillsong Channel | +++ | 121 Hillsong Channel | +++ |
| 9 Distance Learning | +++ | 122 EWTV | +++ | 122 EWTV | +++ |
| 10 Community Channel | +++ | 123 TBN | +++ | 123 TBN | +++ |
| 11 CBS/KTVIA | +++ | 124 BYLtv | +++ | 124 BYLtv | +++ |
| 13 ABC/KYUR | +++ | 125 Smile | +++ | 125 Smile | +++ |
| 15 360 North | +++ | 126 Daystar TV | +++ | 126 Daystar TV | +++ |
| 16 C-SPAN | +++ | 127 JUICE | +++ | 127 JUICE | +++ |
| 17 C-SPAN2 | +++ | 129 INSP | +++ | 129 INSP | +++ |
| 19 IND/KCFT | +++ | 131 FX Movie | +++ | 131 FX Movie | +++ |
| 20 QVC | +++ | 133 Universal Kids | +++ | 133 Universal Kids | +++ |
| 21 HSN | +++ | 134 ESPN | +++ | 134 ESPN | +++ |
| 22 ShopHQ | +++ | 135 Fox Business Network | +++ | 135 Fox Business Network | +++ |
| 23 Lifetime | +++ | 136 CMT Music | +++ | 136 CMT Music | +++ |
| 24 Hallmark Drama | +++ | 137 BET Soul | +++ | 137 BET Soul | +++ |
| 25 HSN2 | +++ | 139 Logo | +++ | 139 Logo | +++ |
| 27 E! | +++ | 140 BET Jams | +++ | 140 BET Jams | +++ |
| 28 USA | +++ | 141 Fusion | +++ | 141 Fusion | +++ |
| 29 TruTV | +++ | 142 Z Living | +++ | 142 Z Living | +++ |
| 30 TBS | +++ | 143 Cooking Channel | +++ | 143 Cooking Channel | +++ |
| 31 TNT | +++ | 144 Discovery Life | +++ | 144 Discovery Life | +++ |
| 32 FX | +++ | 149 MLB Network | +++ | 149 MLB Network | +++ |
| 33 Jewelry Television | +++ | 150 SEC Network | +++ | 150 SEC Network | +++ |
| 34 ESPN | +++ | 203 FYI | +++ | 203 FYI | +++ |
| 35 ESPN2 | +++ | 204 Viceland | +++ | 204 Viceland | +++ |
| 36 Root Sports | +++ | 210 Boomerang | +++ | 210 Boomerang | +++ |
| 37 NFL Network | +++ | 211 LRW | +++ | 211 LRW | +++ |
| 38 Paramount Network | +++ | 212 Escape | +++ | 212 Escape | +++ |
| 39 NBCSN | +++ | 213 Court TV | +++ | 213 Court TV | +++ |
| 40 Outdoor Channel | +++ | 214 Grit | +++ | 214 Grit | +++ |
| 41 Fox Sports 1 | +++ | 218 HDNet Movies | +++ | 218 HDNet Movies | +++ |
| 42 LMN | +++ | 629 AXS TV | +++ | 629 AXS TV | +++ |
| 44 Turner Classic Movies | +++ | 632 MotorTrend | +++ | 632 MotorTrend | +++ |
| 45 TV Land | +++ | 641 MGM HD | +++ | 641 MGM HD | +++ |
| 46 Cartoon Network | +++ | 642 Smithsonian HD | +++ | 642 Smithsonian HD | +++ |
| 47 Animal Planet | +++ | 714 GSN HD | +++ | 714 GSN HD | +++ |
| 48 Disney XD | +++ | 757 Crime & Investigation HD | +++ | 757 Crime & Investigation HD | +++ |
| 49 Disney Channel | +++ | Package Prices Basic | | Basic \$44.99 | |
| 50 Nickelodeon | +++ | Smart \$64.99 | | Smart \$64.99 | |
| 51 Freeform | +++ | Plus \$94.99 | | Plus \$94.99 | |
| 52 Hallmark Channel | +++ | Total \$114.99 | | Total \$114.99 | |
| 53 Hallmark Movies & Myst. | +++ | Services included in all packages: | | | |
| 54 National Geographic | +++ | Music Channels | | | |
| 55 TLC | +++ | 801- Music Choice | | | |
| 56 Discovery Channel | +++ | 850 | | | |
| 57 Travel Channel | +++ | Services included in all packages: | | | |
| 58 History Channel | +++ | Video On Demand | | | |
| 59 A&E | +++ | 777 VOD | | | |
| 60 HGTV | +++ | Music Channels | | | |
| 61 Food Network | +++ | 801- Music Choice | | | |
| 63 Newsmax | +++ | 850 | | | |
| 64 One America News | +++ | Pay-Per-View | | | |
| 65 CNBC | +++ | 901 HD PPV Events | | | |
| 66 MSNBC | +++ | 783 Adult | | | |
| 67 FOX News Channel | +++ | 784 | | | |
| 68 CNN | +++ | 787 | | | |
| 69 HLN | +++ | Services included in all packages: | | | |
| 70 Cheddar | + | NFL RedZone | | | |
| 71 Weather Channel | +++ | Seasonal \$49.99 | | | |
| 74 Fuse | +++ | 350 NFL RedZone | | | |
| 75 CMT | +++ | 351 NFL RedZone HD | | | |
| 76 MTV | +++ | Lifestyle - \$9.99 | | | |
| 77 VH1 | +++ | 70 Cheddar | | | |
| 80 Oxygen | +++ | | | | |
| 81 Comedy Central | +++ | | | | |
| 82 Syfy | +++ | | | | |
| 83 Bravo | +++ | | | | |

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 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, 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.