


HOW TO READ YOUR NEW GCI CABLE TV INVOICE

When our customers talk, we listen. We understand the importance of an easy to read invoice with minimal environmental impact. Please note the changes and new format of the GCI Cable TV invoice below. You will continue to receive a separate invoice for your Phone & Internet services, if applicable.

You may also access and pay your account online with eBill. You can sign up at <https://myebill.gci.com>.



PO Box 196609
Anchorage, AK 99519-6609
Address Service Requested

Check here for change of address (see reverse for details)

BILL SAMPLE
123 MAIN STREET
ANYTOWN, USA 12345-6789

Remittance Section Cable TV

Account Number:	123-456789
Invoice Number:	1234567
Billing Number:	1234567
Billing Date:	06/09/2010
Past Due After:	07/03/2010
Total Due:	\$2.55
Amount Enclosed:	\$


Please put your account number on your check and make payable to: **GCI**

Remittance Slip

Include this tear off slip when you make your payment. Change your address on the back.

172 201936 1 000000255

Please detach and return above portion with your payment for GCI cable TV services. GCI Phone and Internet service invoiced separately. Do not send cash. Make checks payable to GCI.



PO Box 196609
Anchorage, AK 99519-6609

Important Messages

Get the best in ultimate entertainment with GCI! Pick the Ultimate Package that fits your needs. You'll get high speed Internet, cable TV, and Local and Long distance phone service. Get the Ultimate Today!

Check out GCI Video On Demand, channel 7-7-7. Easy ordering from your remote control, always in-stock and no late fees. More than 3,500 hours of programming available, movies, sports, your favorite series and much, much more!

Premium TV is better than ever, ask about our special promotional offers! Get more movies, original programming & specials while saving money. Plus, get more premium TV than ever when you have an HD/DVR. Pick one up today!

Thank you for using GCI!

Important Messages

Look here for important information, special offers, new services or other reminders from GCI.

Account Summary Cable TV

Account Number:	123-456789
Invoice Number:	1234567
Billing Date:	06/09/2010
Due Date:	07/03/2010

Previous Activity

Amount Due on Last Invoice	\$0.00
Payments Received	-\$81.96
Balance Forward	-\$81.96

Current Activity

GCI Cable Services	\$84.51
Total Current Activity	\$84.51

Total Due: **\$2.55**

Invoice Information

This section gives your account information and payment due date.

For GCI Residential Customer Service 265-5400/Anchorage or 1-800-800-4800/Nationwide, or email us at rcs@gci.com
For GCI Business Customer Service 265-5454/Anchorage or 1-800-800-7754/Nationwide, or email us at bcs@gci.com
Please include your account number in your message. To pay online go to www.gci.com

page 1

Summary of Charges

This section lists all Cable TV services you receive from GCI and their corresponding charges. It also breaks down all taxes applied. If more space is needed, the information will continue on page 2, beginning in the left-hand column.

If this is your first invoice, it may include charges for more than one full month and one-time charges for activation, making it higher than subsequent invoices.



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Have you moved or changed your phone number for your cable account?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: _____ Account Name: _____
 New Address: _____ City: _____ State: _____ Zip: _____
 Contact Name: _____ Signature: _____
 Contact Phone Number: _____

We accept the following credit cards for cable TV payment: DISCOVER VISA MasterCard AMERICAN EXPRESS JCB

Please choose one: Monthly Recurring One Time Only
 Card Number: _____ Expiration Date: _____ CVV#: _____
 Billing Address: _____ City: _____ State: _____ Zip: _____
 Amount Authorized: \$ _____ Signature: _____

Withdrawal from Checking (IMPORTANT: Please enclose a copy of a voided check)
 Please use automatic withdrawal from checking for all future charges Please use automatic withdrawal from checking this time only

Amount Authorized: \$ _____ Signature: _____
 By signing above I authorize GCI or its financial institution to automatically charge my account for the amount due for each box checked.
 * The CVV# is usually found on the back of the credit card.

How to Reach GCI Customer Service

Residential By Phone: 265-5400 (Anchorage), 1-800-800-4800 (Nationwide)
 Business By Phone: 265-5454 (Anchorage), 1-800-800-7754 (Nationwide)
 For inquiries by mail: GCI, PO Box 196609, Anchorage, AK 99519-6609
 For payments by check: GCI, PO Box 196609, Anchorage, AK 99519-6609
 For e-mail inquiries: for Residential: rcs@gci.com, for Business: bcs@gci.com
 In-store inquiries: Visit www.gci.com for store hours and locations.

Charge Detail

Payments Received

Description	Total Amount
CableData Payment	-\$122.12
Total Payments Received	-\$122.12

Credits Applied

Description	Total Amount
DCT Prorate Credit	-\$7.92
Residential Cinemax Prorate Credit	-\$12.47
Residential HBO Prorate Credit	-\$13.60
Total Credits Applied	-\$33.99

GCI Cable Services

Monthly Service			
Description	Period	Units	Total Amount
DVR Fee	10/30-11/29	1	\$14.99
DVR Fee	10/30-11/29	1	\$14.99
Pk A Cable with DVR Fee	10/30-11/29	1	\$52.99
Showtime Fee	10/30-11/29	1	\$10.00
Starz Fee	10/30-11/29	1	\$9.00
Total GCI Cable Services			\$101.97

Customer Care Information

FCC Community ID # is AK0000.

Payment Due Date
 Payment is due by the date shown on the front of this invoice.
 In addition, a \$4.00 Late Fee will be charged every time an account goes from current to delinquent.

Autopay Processing
 Your account will be charged one day before the payment due date for the balance due. Please contact GCI at least 7 days before the due date with any concerns to allow time for correction.

Credit Card Policy
 A credit card that has been declined, or has expired, is subject to the Payment Due Date policy outlined above.

Return Payment Charge
 A \$30.00 fee (subject to change) will be charged for payments returned from any bank account.

Questions about your invoice?
 Please direct inquiries to: GCI Residential Customer Service at 265-5400 (in Anchorage) or 1-800-800-4800 (Nationwide) or email to rcs@gci.com. GCI Business Customer Service at 265-5454 (in Anchorage) or 1-800-800-7754 (Nationwide) or email to bcs@gci.com. If any invoiced charges are incorrect, please notify GCI within 90 days of invoice date to ensure proper credit. For disputes that you are not able to resolve directly with GCI, the Regulatory Commission of Alaska can be reached at 1-800-390-2782 (Nationwide). At this time the RCA addresses complaints for Juneau basic cable services only.

GCI Privacy Statement
 GCI respects the privacy of all of our customers and we do not sell or provide any customer information to third parties. As your service provider, GCI has access to specific information about your account that we use for billing purposes, to provide and change service, and to contact our customers about account service issues. We also use the information to tell our customers about other GCI products that we think might be a better value or more suited to your service needs. GCI has a duty to protect the confidentiality of this information and the federal law provides you with the right to restrict the use of this information. If you would prefer not to be contacted about GCI products other than your current products, please let us know via email at gciprivacy@gci.com or call GCI Residential Customer Service at 265-5400 (in Anchorage) or 1-800-800-4800 (Nationwide). Your request will have no effect on the services you receive today and will remain in place until you tell us to change it.

Change of Address

Fill out this form and mail to GCI if you've had a change of address. Be sure to check the box on the front notifying us that this information has changed.

Credit Card Payment

Fill out this section to pay your invoice by major credit card. Be sure to include the three-digit security code on the back and check the box indicating the credit card type.

Detail

Immediately following the Summary of Charges, you will see detailed information about each of your GCI services. This information may continue on subsequent pages, depending on the number of services you receive.

Customer Care Information

If you have questions about your account, here is where our Customer Care number is located, along with the addresses where you can send inquiries and payment.

There is also additional information about GCI and your services.

