

## Products & Prices

### Digital Packages

Digital Basic Package - \$19.95/mo.  
81 Channels (80 Channels in Alleghany County)  
(Includes 46 Digital Music Channels) Basic Service is required to receive any other SkyBest TV service.

Digital Plus Package - \$58.95/mo.  
152 Channels (151 Channels in Alleghany County)  
Includes Basic Programming

Digital Premier Package - \$63.95/mo.  
178 Channels (177 Channels in Alleghany County)  
Includes Basic and Plus Programming

### Premium Movie Paks

HBO – (Includes 6 Channels) \$15.95/mo.  
Cinemax – (Includes 4 Channels) \$11.95/mo.  
Showtime/TMC/FLIX – (Includes 11 Channels) \$14.95/mo.  
Starz/Encore – (Includes 11 Channels) \$14.95/mo.

### HD Channels

HD Access - \$ 9.95/mo.  
(Includes HD Channels within your subscribed Standard-Definition Package)

### Set-Top Boxes

Standard Set-Top Box \$ 3.95/mo.  
Set-Top Box with DVR \$ 8.95/mo.

iN DEMAND Pay-Per-View \$ Varies  
ESPN Pay-Per-View (GamePlan & Full Court) \$ Varies  
NFL RedZone \$ Varies

### Cable TV Installation & Miscellaneous Charges

Installation fee \$150.00  
Returned check fee \$ 25.00  
Non-pay Reconnect fee \$ 20.00  
Reconnect fee \$ 39.95  
Move Service Fee \$ 39.95  
Seasonal Reactivation fee \$ 39.95  
Early termination fee \$ 95.00  
HDMI Cable \$ 19.95  
Optical Audio Link Cable \$ 4.95  
Tripp Lite Power Strip \$ 9.95  
Additional ADB Remote Control \$ 19.95  
Standard set-top box replacement fee \$200.00  
DVR set-top box replacement fee \$350.00  
Service visit to upgrade or exchange set-top box  
First set-top box \$30.00  
Each additional set-top box \$15.00

Rates are subject to change. Some restrictions may apply. Prices do not include applicable taxes and fees.

\*If a service visit is required to reconnect service, additional fees may apply.

## SkyBest TV Channel Line-up

### Digital Basic

2 TBN  
3 WBTV - CBS  
4 WUNL - PBS  
5 WCYB - NBC\*  
6 WCNC - NBC  
7 WXII - NBC  
8 WGHP - FOX  
9 WSOC - ABC  
10 WJZY - CW  
11 WCCB - FOX  
12 WMYT - MyTV  
13 WGN America  
15 WAXN – IND  
17 WETP - PBS  
18 WLNN - MTN  
21 Alleghany Community TV  
56 ShopNBC  
72 UNC EX  
74 UNC KD  
93 World PBS  
94 Create PBS  
122 HSN  
187 C-SPAN  
188 C-SPAN2  
224 WLFG – Living Faith TV  
226 Inspiration Network  
230 QVC  
233 Jewelry TV  
256 Live Well Network  
257 This Carolina  
259 Severe Weather Center 9 Now  
261 Me-TV  
262 Antenna TV  
264 Bounce TV  
680 WKSX

### Digital Plus

25 The Weather Channel  
26 SkyBest Local Weather  
30 FOX SportSouth  
31 ESPN  
32 ESPN 2  
33 ESPN Classic  
34 ESPNNews  
35 ESPN U  
36 FOX Sports Carolinas  
37 MASN  
38 MASN 2  
39 NFL Network  
40 Speed Channel  
50 Golf Channel  
53 Outdoor Channel  
55 RFD TV  
60 TV Land  
61 ABC Family  
64 Disney Channel  
65 Disney XD  
68 Nickelodeon  
69 Cartoon Network  
70 Boomerang  
76 Nick Jr.  
80 The Hub  
82 The Science Channel  
83 Planet Green  
84 Investigation Discovery  
85 OWN (Oprah Winfrey Network)  
90 Discovery Channel  
91 The Learning Channel  
92 National Geographic  
100 Animal Planet  
101 History  
106 GSN  
110 HGTV  
111 Travel Channel

### Digital Plus continued

112 Food Network  
115 Lifetime Movie Network  
116 Lifetime  
120 Lifetime Real Women  
123 E!  
126 Discovery Fit & Health  
129 Hallmark  
131 AMC  
150 The Military Channel  
153 TruTV  
154 Spike TV  
156 Syfy  
161 Bravo  
170 TBS  
171 USA Network  
172 TNT  
175 FX  
176 A&E  
180 CNN  
182 HLN  
183 FOX News Channel  
184 FOX Business Network  
185 CNBC  
186 MSNBC  
192 BBC America  
200 MTV  
201 VH1  
202 CMT  
205 MTV 2  
215 BET  
216 Comedy Central  
220 The Church Channel  
221 JCTV  
222 Smile of a Child

### Digital Premier

42 FOX Soccer Channel  
44 FOX Sports Atlantic  
45 FOX Sports Central  
46 FOX Sports Pacific  
48 Tennis Channel  
52 NBC Sports Network  
54 The Sportsman Channel  
75 Teen Nick  
77 Nicktoons  
78 Nick Too  
102 H2  
105 G-4 Video Game Television  
109 DIY (Do-It-Yourself)  
125 Style  
127 SOAPNet  
130 Hallmark Movie Channel  
140 Turner Classic Movies  
142 FOX Movie Channel  
151 BIO  
164 Cloo  
190 Bloomberg  
206 VH1 Classic  
207 CMT Pure Country  
209 Great American Country  
210 BlueHighways TV  
225 Daystar

### A la' carte

43 – NFL RedZone\*\*

Digital Music Channels can be found between 600 & 699.

\*Not Available in Alleghany County Channel line-ups subject to change.

\*\*Must subscribe to Digital Plus or Premier programming to order.

## High Definition

### Basic HD Channels\*\*\*

802 TBN HD  
803 WBTV-HD - CBS  
804 WUNL-HD – PBS  
805 WCYB-HD - NBC\*  
806 WCNC-HD - NBC  
807 WXII-HD - NBC  
808 WGHP-HD - FOX  
809 WSOC-HD - ABC  
810 WJZY-HD - CW  
811 WCCB-HD - FOX  
812 WMYT-HD - MyTV  
815 WAXN-HD – IND  
817 WETP – HD - PBS  
820 Velocity

### Plus HD Channels\*\*\*

821 HD Net  
822 HD Net Movies  
823 Universal HD  
830 FOX SportSouth HD  
831 ESPN HD  
832 ESPN2 HD  
834 ESPNNews HD  
835 ESPNU HD  
836 FOX Sports Carolinas HD  
837 MASN HD  
838 MASN 2 HD  
839 NFL Network HD  
840 Speed HD  
847 Outdoor HD  
849 Golf Channel HD  
850 Discovery Channel HD  
851 National Geographic HD  
852 The Learning Channel HD  
853 Science Channel HD  
854 Planet Green HD  
855 Animal Planet HD  
856 The Hub HD  
857 Investigation Discovery HD  
858 BBC America HD  
859 Cartoon Network HD  
860 ABC Family HD  
861 Disney HD  
862 Disney XD HD  
864 FX HD  
866 TBS HD  
868 TNT HD  
869 TruTV HD  
873 A&E HD  
874 History HD  
875 E! HD  
876 HGTV HD  
878 Food HD  
880 PALLADIA HD  
890 CNN HD  
894 FOX News Channel HD  
895 FOX Business Network HD  
896 Hallmark Channel HD  
898 Lifetime Movie Network HD  
899 Lifetime HD

### Premier HD Channels\*\*\*

842 FOX Soccer Channel HD  
846 NBC Sports Network HD  
865 Turner Classic Movies HD  
871 H2 HD  
872 BIO HD  
879 BlueHighways TV HD  
887 G4 HD  
897 Hallmark Movie Channel HD

## Premium Movie Paks

### HBO Movie Pak\*\*\*

300 HBO  
301 HBO Comedy  
302 HBO Family  
303 HBO 2  
304 HBO Signature  
305 HBO Zone

### Cinemax Movie Pak\*\*\*

310 Cinemax  
311 ActionMax  
312 MoreMax  
313 ThrillerMax

### Showtime/TMC/FLIX Movie Pak\*\*\*

320 Showtime  
321 Showtime Extreme  
322 Showtime Family Zone  
323 Showtime Next  
324 Showtime Showcase  
325 Showtime Too  
326 Showtime Women  
327 Showtime Beyond  
330 The Movie Channel  
331 The Movie Channel Xtra  
335 FLIX

### Starz/Encore Movie Pak\*\*\*

350 Starz  
351 Starz Cinema  
352 Starz Kids & Family  
353 Starz Edge  
360 Encore  
361 Encore Action  
362 Encore Drama  
363 Encore Love  
364 Encore Suspense  
365 Encore Westerns  
366 Encore Family

### Movie Pak HD Channels\*\*\*

700 HBO HD  
710 Cinemax HD  
720 Showtime HD  
730 The Movie Channel HD  
750 Starz HD

### A la' carte

843 – NFL RedZone HD\*\*/\*\*

### TO RECEIVE HD ACCESS, YOU WILL NEED:

- An HD Television
- An HDMI cable or component cables
- HD Access through SkyBest TV

\* Not Available in Alleghany County

\*\*Must subscribe to Digital Plus or Premier programming to order.

\*\*\*Must subscribe to related Standard-Def Package to receive HD Channel.

Channel line-ups subject to change.



## 2012 SkyBest TV Annual Notification Information North Carolina - Residential

PO Box 759  
West Jefferson, NC 28694

1-800-759-2226

[www.SkyBestTV.com](http://www.SkyBestTV.com)

The 1992 Cable Act Requires the following annual notification of customer service standards.

### Resolution of Complaints and Inquiries

If you have a complaint about your television service, you should first contact SkyBest TV customer service by visiting [www.skybesttv.com](http://www.skybesttv.com), emailing [inquiries@skybest.com](mailto:inquiries@skybest.com), or by calling 800-759-2226. You can also visit one of our customer service centers listed below. Our customer service centers are open Monday – Friday from 8 a.m. to 5 p.m. If your complaint is not resolved satisfactorily by SkyBest TV's customer service department, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at 877-566-7226 (toll-free inside NC) or 919-716-6000.

West Jefferson Customer Service Center  
1079 NC Hwy 194 N  
West Jefferson, NC 28694  
336-877-1350 (Ashe)

Sparta Customer Service Center  
199 Grayson Street  
Sparta, NC 28675  
336-372-1350 (Alleghany)

Seven Devils Customer Service Center  
157 Seven Devils Road  
Banner Elk, NC 28604  
828-898-1350 (Avery)  
828-963-1350 (Watauga)



## Your Bill

SkyBest, like most communications companies, bills one month in advance. Therefore, any change in services will be reflected on the next month's bill. The first bill you receive after initial installation or after you make service changes to your account will contain prorated charges in addition to your regular monthly charge. The prorated charges will appear on your bill under the Video Service – Non-recurring charges section. You will receive your bill on approximately the same date each month.

To avoid delinquency, full payment of the amount due must be received by the due date printed on the bill. If your service is disconnected for nonpayment there will be a \$20 reconnect fee added to your next bill. There is a \$25 fee for all returned checks.

Upon termination of service, if a refund is due, refund checks will be issued within the next bill cycle, or no later than 30 days after termination if all SkyBest TV equipment is returned. Otherwise, refund check will be issued within 60 days after the return of all equipment supplied by SkyBest. Equipment must be returned in good condition as stipulated in your SkyBest TV contract.

Your monthly bill not only details your charges, payments and credits, it may also contain special messages. Please read these messages to ensure that you are up-to-date on any changes, offers and news from SkyBest TV.

If you have any questions about your bill please contact our Customer Service Department at 1-800-759-2226 during normal business hours. We are open Monday through Friday from 8 a.m. to 5 p.m. If you see a charge on your bill that you did not authorize, please contact us immediately. All charges appearing on your bill are considered valid unless you file a dispute with us. You have 90 days from the date of the bill to dispute any charge(s). If you do not file a dispute, you agree to pay all charges on your bill, according to the terms of the contract you signed to obtain SkyBest TV. To preserve all your rights to dispute resolution, you must contact us via e-mail at [inquiries@skybest.com](mailto:inquiries@skybest.com), or write us at SkyLine TMC/SkyBest Communications, Inc., PO Box 759, West Jefferson, NC 28694. Our goal is to resolve the issue to your satisfaction. If we fail to do so, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at 1-877-566-7226 (toll-free inside NC) or 1-919-716-6000.

## Installation & Service Maintenance Policies

Standard installation of new service for those who live within our FTTP network is performed within (7) seven business days after an order has been placed or later per customer request. "Standard" installations are those that are located up to 125 feet from the existing distribution

system and do not require fiber construction to the premises.

Appointments for installations, service calls and other installation activities are scheduled in four-hour work windows during normal business hours. We cannot cancel a service call after the close of business on the day prior to the scheduled service appointment.

Excluding conditions beyond our control, such as natural disasters, power outages, civil disturbances, and severe or unusual weather conditions, technicians will begin working on service interruptions promptly or no later than 24 hours after the interruption becomes known. Service interruptions are defined as the loss of picture or sound on one or more channels. We begin work to correct most service problems the next business day after being notified of a problem. We do not promise uninterrupted service. Customer is entitled to partial credits when service is completely out for more than 48 hours. SkyBest TV is not responsible for the installation or maintenance of any customer-owned entertainment equipment.

## Disconnecting Service

If during your contract obligation you voluntarily disconnect service, move to an area where service is not available or your service is disconnected for non-payment, SkyBest will bill you a \$95.00 early termination fee. It is your responsibility to return all SkyBest TV equipment including set-top boxes, all associated cords and cables as well as all remote controls. You are liable for equipment that is lost, stolen, damaged or not returned for any reason. We will bill you for unreturned or damaged equipment. If there is a balance due, you will receive a final bill that will include a charge for set-top boxes and remotes that have not been returned as of the issue date of the bill. These charges will be based on the current replacement value of the unreturned equipment. To the extent permitted by law, customer will pay us any costs or fees we reasonably incur to collect amount owed to SkyBest TV, including a reasonable attorney fee.

## Equipment and Compatibility

A SkyBest TV set-top box is required for each television set to which you want programming service. Only set-top boxes provided by SkyBest are compatible with SkyBest TV.

Where service is received through a set-top box, you may not be able to use special features and functions of your TV, DVD player, VCR or other customer-owned home entertainment equipment. This could include, but is not limited to, features that allow you to view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and use advanced picture generation and display features such as "picture-in-picture"

and channel review. Remote control units that are compatible with set-top boxes or other terminal equipment may be obtained from SkyBest TV or from sources other than SkyBest TV such as retail outlets.

You are encouraged to contact SkyBest to inquire about whether a particular remote control unit would be compatible with your equipment. Please note that customer-owned remote control units might not be functional with SkyBest TV set-top boxes. We will help you determine, to the best of our knowledge, whether or not the remote you have will work with our equipment. We cannot guarantee we will have information regarding a particular remote you may have in your possession. We will, in good faith, keep a list of remotes that we know do work with our system.

## Television Picture Quality

Upon experiencing problems with the quality of television signals that you receive, you should contact SkyBest TV as soon as possible via e-mail to [inquiries@skybest.com](mailto:inquiries@skybest.com), or through our Web site, [www.skybesttv.com](http://www.skybesttv.com), or by calling 1-800-759-2226. A trained customer service representative will do all that is possible to resolve your problem over the phone. If this cannot be done, an appointment will be established to have a skilled technician come to your home in order to resolve your reception problem. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, you may contact the applicable franchise authority. For SkyBest TV this would be the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at 1-877-566-7226 (toll-free inside NC) or 1-919-716-6000.

## Home Wiring

The following Federal Communications Commission (FCC) required notice will serve to inform you of your options regarding the home wiring that is used to provide your SkyBest TV service. Home wiring is the wiring (i.e., cords, cables, etc.) that runs from your set-top box(es) to the Ethernet connection, then from the Ethernet connection to the ONT (Optical Network Terminal) which will be placed on the outside of your home. It includes extra outlets, splitters, connections and fittings or wall plates attached to the wire, but does not include terminal devices, such as converters, descramblers, AB switches, parental lockout devices, security devices, etc. You are allowed to remove, replace, rearrange, repair or maintain any wiring located within the interior space of your home so long as such actions do not interfere with any ability to meet FCC technical standards, or provide service to your neighbors.

We are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, home antennas, etc.

which may be connected to the inside wiring in your home. In addition, we are not responsible for problems caused by tampering, neglect or abuse.

You have the option of removing, repairing, rearranging or maintaining the inside wiring yourself or hiring a qualified outside contractor to do the work for you. It is extremely important that only high quality home wiring materials be used and that these materials are properly installed to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace or repair wiring or hire a third-party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connector that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere. Please note, however, that in the event of improper materials or improper installation causing signal degradation, we may be required under federal law to terminate your service until the problem can be remedied.

## Privacy Policy

In providing television service to you, we obtain certain personally identifiable information, that is, information that identifies you individually. Your information may include: name, service address, billing address, telephone number(s), social security number, driver's license number, premium service you have selected, demographic information, user ID(s), password(s), email addresses, correspondence and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided and other service-related functions. It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business relationship or as the law may require. We take reasonable steps to protect your information from unauthorized access.

For more information about our privacy practices please refer to our Privacy Policy brochure. You can request a copy at any customer service center location or view it on our website at [www.SkyBestTV.com](http://www.SkyBestTV.com). We will mail you a copy annually and anytime updates or changes are made.