

Products & Prices	
Digital Packages	
Digital Basic Package - 29 Channels	\$34/mo.
Basic Service is required to receive any other SkyBest TV service.	

Digital Plus Package - 91 Channels	\$110/mo.
Includes Basic Programming	
Digital Premier Package - 109 Channels	\$120/mo.
Includes Basic and Plus Programming	

HD Channels	
HD Access - (Includes HD Channels within your subscribed Standard-Definition Package)	\$50/mo.

Set-Top Boxes	
Standard Set-Top Box	\$ 3.95/mo.
DVR Set-Top Box (320 GB)	\$ 8.95/mo.
DVR Set-Top Box (1 Terabyte (TB))	\$13.95/mo.
iN DEMAND (Pay-Per-View)	\$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	\$ 10.00
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	
1 SkyZhone HD	Digital Plus continued
2 TBN	126 Discovery Life Channel
4 WUNL - PBS	129 Hallmark
5 WCYB - NBC	131 AMC
14 WEMT - FOX	150 American Heroes Channel
16 WJHL - CBS	153 TruTV
17 WETP - PBS	154 Cars.TV
18 WLNN - MTN	156 Syfy
19 WKPT - ABC	161 Bravo
21 Alleghany Community TV	169 WGN America
22 Northwestern NC TV	170 TBS
29 WCYB - CW	171 USA Network
57 WAPK - MyTV	172 TNT
72 UNC EX	175 FX
74 UNC KD	176 A&E
93 World PBS	180 CNN
94 Create PBS	182 HLN
187 C-SPAN	183 FOX News Channel
188 C-SPAN2	184 FOX Business Network
224 WLFG - Living Faith TV	185 CNBC
226 Inspiration Network	186 MSNBC
230 QVC	192 BBC America
257 MOVIES!	201 MyDestination.TV
258 Cozi TV	209 Great American Country
260 Heartland	216 Comedy.TV
261 Me-TV	220 The Church Channel
660 WCOK	221 JUCE TV
680 WSKS	222 Smile of a Child
690 WMCT	

Digital Plus	
25 The Weather Channel	Digital Premier
26 SkyBest Local Weather	47 SEC Network
31 ESPN	48 Tennis Channel
32 ESPN 2	54 The Sportsman Channel
33 ESPN Classic	63 Disney Jr.
34 ESPNews	78 Pets.TV
35 ESPN U	86 Outside TV
39 NFL Network	102 H2
50 Golf Channel	113 Recipe.TV
52 NBC Sports Network	114 FYI
53 Outdoor Channel	130 Hallmark Movies & Mysteries
55 RFD TV	140 Turner Classic Movies
61 ABC Family	142 FX Movie Channel
64 Disney Channel	152 Esquire
65 Disney XD	158 Fusion
69 Cartoon Network	164 Cloo
70 Boomerang	165 Chiller
80 Discovery Family Channel	206 ES.TV
82 The Science Channel	225 Daystar
83 Destination America	
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	
112 Food Network	
115 LMN	
116 Lifetime	
120 Lifetime Real Women	
123 E!	

High Definition	
Basic HD Channels*	
1001 SkyZhone HD	
1002 TBN HD	
1004 WUNL-HD - PBS	
1005 WCYB-HD - NBC	
1014 WEMT - HD - FOX	
1016 WJHL - HD - CBS	
1017 WETP - HD - PBS	
1019 WKPT - HD - ABC	
1155 Velocity	

Plus HD Channels*	
1031 ESPN HD	
1032 ESPN2 HD	
1034 ESPNews HD	
1035 ESPN HD	
1039 NFL Network HD	
1050 Golf Channel HD	
1052 NBC Sports Network HD	
1053 Outdoor Channel HD	
1061 ABC Family HD	
1064 Disney HD	
1065 Disney XD HD	
1069 Cartoon Network HD	
1080 Discovery Family Channel HD	
1082 Science Channel HD	
1083 Destination America HD	
1084 Investigation Discovery HD	
1090 Discovery Channel HD	
1091 The Learning Channel HD	
1092 National Geographic HD	
1100 Animal Planet HD	
1101 History HD	
1111 Travel HD	
1115 LMN HD	
1116 Lifetime HD	
1123 E! HD	
1129 Hallmark HD	
1148 HD Net Movies	
1149 AXS TV	
1153 TruTV HD	
1154 Cars.TV HD	
1156 Syfy HD	
1161 Bravo HD	
1162 Universal HD	
1169 WGN America HD	
1170 TBS HD	
1171 USA Network HD	
1172 TNT HD	
1175 FX HD	
1176 A&E HD	
1180 CNN HD	
1182 HLN HD	
1183 FOX News Channel HD	
1184 FOX Business Network HD	
1185 CNBC HD	
1186 MSNBC HD	
1192 BBC America HD	
1201 MyDestination.TV HD	
1209 Great American Country HD	
1216 Comedy.TV HD	

Premier HD Channels*	
1047 SEC Network HD	
1063 Disney Jr. HD	
1078 Pets.TV HD	
1086 Outside TV	
1102 H2 HD	

Premium HD Channels cont.	
1113 Recipe.TV HD	
1114 FYI HD	
1130 Hallmark Movies & Mysteries HD	
1140 Turner Classic Movies HD	
1158 Fusion HD	
1206 ES.TV HD	

A la carte	
1043 NFL RedZone HD**/*	

TO RECEIVE HD ACCESS, YOU WILL NEED:	
• An HD Television	
• An HDMI cable or component cables	
• HD Access through SkyBest TV	

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

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

Channel line-ups subject to change.



2015 SkyBest TV Annual Notification Information Tennessee - Hospitality Business

PO Box 759
West Jefferson, NC 28694
1-800-759-2226
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, emailing inquiries@skyline.org, or by calling 1-800-759-2226. You can also visit one of our customer centers listed below. Our customer 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 County Complaint Officer for Johnson County, TN by writing to 222 West Main Street, Mountain City, TN 37683 or by calling 1-423-727-9696.

West Jefferson Smart Home
1060 Mount Jefferson Road
West Jefferson, NC 28694
336-877-1350 (Ashe)

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

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

Banner Elk Customer Center
20 High Country Square, Hwy 184
Banner Elk, NC 28604
828-898-1350 (Avery)

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, a 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 email at inquiries@skyline.org, 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 County Complaint Officer for Johnson County, TN by writing to 222 West Main Street, Mountain City, TN 37683 or by calling 1-423-727-9696.

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 a continuous 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 email to inquiries@skybest.com, or through our website, 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 problem. If, in your opinion, the service technician fails to correct the 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 County Complaint Officer, County of Johnson, TN. Write to 222 West Main Street, Mountain City, TN 37683 or call 1-423-727-9696.

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 location. We will mail you a copy annually and any time updates or changes are made.

Instructions for Use

Complete instructions for how to use SkyBest TV are provided at installation and online at www.skybesttv.com.

For closed captioning issues, please write:
SkyBest TV - Closed Captioning Issues
Attn: Regulatory Manager
PO Box 759, West Jefferson, NC 28694
Or email closedcaptions@skyline.org
Or call 1-800-759-2226

*2015 SkyBest TV Annual Notification Brochure
Effective June 1, 2015.