

Products & Prices		
Digital Packages		
Digital Basic Package - 84 Channels	\$24/mo.	
Includes 50 Digital Music Channels		
Basic Service is required to receive any other SkyBest TV service.		
Digital Plus Package - 152 Channels	\$64/mo.	
Includes Basic Programming		
Digital Premier Package - 176 Channels	\$69/mo.	
Includes Basic and Plus Programming		
Premium Movie Paks		
HBO – (Includes 6 Channels)	\$18/mo.	
Cinemax – (Includes 4 Channels)	\$16/mo.	
Showtime/TMC/FLIX – (Includes 11 Channels)	\$18/mo.	
Starz/Encore – (Includes 11 Channels)	\$18/mo.	
HD Channels		
HD Access - (Includes HD Channels within your subscribed Standard-Definition Package)	\$10/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	
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	\$ 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	Digital Basic continued
	106 GSN
1 SkyZhone HD	110 HGTV
	111 Travel Channel
2 TBN	112 Food Network
	115 LMN
3 WBTv - CBS	116 Lifetime
	120 Lifetime Real Women
4 WUNL - PBS	123 E!
	126 Discovery Life Channel
7 WXII - NBC	129 Hallmark
	131 AMC
8 WGHP - FOX	150 American Heroes Channel
	153 TruTV
9 WSOC - ABC	154 Cars.TV
	156 Syfy
11 WCCB - CW	161 Bravo
	169 WGN America
15 WAXN - IND	170 TBS
	171 USA Network
17 WETP - PBS	172 TNT
	174 FXX
18 WLNN - MTN	175 FX
	176 A&E
21 Alleghany Community TV	180 CNN
	182 HLN
22 Northwestern NC TV	183 FOX News Channel
	184 FOX Business Network
56 EVINE Live	185 CNBC
	186 MSNBC
72 UNC EX	192 BBC America
	201 MyDestination.TV
74 UNC KD	209 Great American Country
	216 Comedy.TV
93 World PBS	220 The Church Channel
	221 JUCE TV
94 Create PBS	222 Smile of a Child
122 HSN	Digital Premier
	41 FOX Sports 2
187 C-SPAN	44 FOX Sports Atlantic
	45 FOX Sports Central
188 C-SPAN2	46 FOX Sports Pacific
	47 SEC Network
224 WLFG - Living Faith TV	48 Tennis Channel
	54 The Sportsman Channel
226 Inspiration Network	63 Disney Jr.
	78 Pets.TV
230 QVC	86 Outside TV
	102 H2
233 Jewelry TV	109 DIY (Do-It-Yourself)
	113 Recipe.TV
259 LAFF TV	114 FYI
	130 Hallmark Movies & Mysteries
261 Me-TV	140 Turner Classic Movies
	142 FX Movie Channel
262 Antenna TV	152 Esquire
	158 Fusion
263 ThisTV	164 Cloo
	165 Chiller
264 Bounce TV	206 ES.TV
	210 BlueHighways TV
265 GRIT TV	225 Daystar
660 WCOK	A la carte
	43 NFL RedZone*
680 WSKS	Digital Music Channels can
	be found between 601 & 650.
690 WMCT	
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 FOX Sports 1	
50 Golf Channel	
52 NBC Sports Network	
53 Outdoor Channel	
55 RFD TV	
61 ABC Family	
64 Disney Channel	
65 Disney XD	
69 Cartoon Network	
70 Boomerang	
80 Discovery Family Channel	
82 The Science Channel	
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	

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

High Definition	
Basic HD Channels*	
1001 SkyZhone HD	
1002 TBN HD	
1003 WBTv-HD - CBS	
1004 WUNL-HD – PBS	
1007 WXII-HD - NBC	
1008 WGHP-HD - FOX	
1009 WSOC-HD - ABC	
1011 WCCB-HD - CW	
1015 WAXN-HD - IND	
1017 WETP - HD - PBS	
1155 Velocity	
Plus HD Channels*	
1030 FOX SportSouth HD	
1031 ESPN HD	
1032 ESPN2 HD	
1034 ESPNews HD	
1035 ESPNu HD	
1036 FOX Sports Carolinas HD	
1037 MASN HD	
1038 MASN2 HD	
1039 NFL Network HD	
1040 Fox Sports 1 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	
1110 HGTv HD	
1111 Travel HD	
1112 Food Network 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	
1174 FXX 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*	
1041 FOX Sports 2 HD	
1047 SEC Network HD	

Premier HD Channels cont.	
1063 Disney Jr. HD	
1078 Pets.TV HD	
1086 Outside TV HD	
1102 H2 HD	
1109 DIY HD	
1113 Recipe.TV HD	
1114 FYI HD	
1130 Hallmark Movies & Mysteries HD	
1140 Turner Classic Movies HD	
1158 Fusion HD	
1206 ES.TV HD	
1210 BlueHighways TV 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 Black	
363 Encore Classic	
364 Encore Suspense	
365 Encore Westerns	
366 Encore Family	
Movie Pak HD Channels**	
1300 HBO HD	
1310 Cinemax HD	
1320 Showtime HD	
1330 The Movie Channel HD	
1350 Starz 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.	

SkyBestTV

2015 SkyBest TV Annual Notification Information

Alleghany County in

North Carolina - Residential

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 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 Smart Home

1060 Mount Jefferson Rd

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)

stc-125754

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 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 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@skyline.org, 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 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 center location or view it on our website at www.SkyBestTV.com. 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.