

Products & Prices	
<u>Digital Packages</u>	
Digital Basic Package - 94 Channels	\$24/mo.
Includes 50 Digital Music Channels	
Basic Service is required to receive any other SkyBest TV service.	

Digital Plus Package - 173 Channels	\$69/mo.
Includes Basic Programming	

Digital Premier Package - 197 Channels	\$74/mo.
Includes Basic and Plus Programming	

<u>Premium Movie Paks</u>	
HBO – (Includes 6 Channels)	\$19/mo.

Cinemax – (Includes 7 Channels)	\$17/mo.
---------------------------------	----------

Showtime/TMC/FLIX – (Includes 11 Channels)	\$19/mo.
--	----------

STARZ/ENCORE – (Incl. 12 Channels)	\$18/mo.
------------------------------------	----------

<u>HD Channels</u>	
HD Access - (Includes HD Channels within your subscribed Standard-Definition Package)	\$5/mo.

<u>Set-Top Boxes</u>	
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.

NFL RedZone	\$Varies
Broadcast TV fee	\$12/mo.

<u>Cable TV Installation & Miscellaneous Charges</u>	
Installation fee	\$150.00
Returned check fee	\$ 25.00
Non-pay reconnect fee	\$ 20.00
Reconnect fee	\$ 40.00
Move service fee	\$ 40.00
Seasonal reactivation fee	\$ 40.00
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	\$105.00
DVR set-top box replacement fee	\$220.00
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	
<u>Digital Basic</u>	
1 SkyZhone HD*	51 Olympic Channel*
2 TBN*	52 NBC Sports Network*
3 WBTB - CBS*	53 Outdoor Channel*
4 WUNL - PBS*	55 RFD TV*
7 WXII - NBC*	61 Freeform*
9 WSOC - ABC*	64 Disney Channel*
10 WJZY - FOX*	65 Disney XD*
11 WCCB - CW*	69 Cartoon Network*
12 WMYT - MyTV*	70 Boomerang
14 WHKY - IND*	80 Discovery Family Channel*
15 WAXN - IND*	82 The Science Channel*
17 WETP - PBS*	83 Destination America*
20 AppTV*	84 Investigation Discovery*
21 Alleghany Community TV	85 OWN (Oprah Winfrey Network)
22 Northwestern NC TV	90 Discovery Channel*
23 The Education Channel	91 The Learning Channel*
56 EVINE Live	92 National Geographic*
72 UNC EX	99 Nat Geo Wild*
73 North Carolina Channel	100 Animal Planet*
74 Rootle	101 History*
93 PBS Kids	106 GSN
94 Create PBS	110 HGTV*
122 HSN	111 Travel Channel*
187 C-SPAN	112 Food Network*
188 C-SPAN2	115 LMN*
224 WLFG (Living Faith)	116 Lifetime*
226 INSP	120 Lifetime Real Women
227 SBN	121 Oxygen*
230 QVC	123 EI*
233 Jewelry TV	126 Discovery Life Channel
240 Telemundo	128 WeTV
257 MOVIES!	129 Hallmark*
259 LAFF TV	130 Hallmark Movies & Mysteries*
261 Me-TV	131 AMC
262 Antenna TV	138 IFC
263 ThisTV	139 Sundance
264 Bounce TV	150 American Heroes Channel
265 GRIT TV	153 TruTV*
267 Comet	154 Cars.TV*
268 Charge!	156 Syfy*
660 WCOK	161 Bravo*
680 WSKS	169 WGN America*
690 WMCT	170 TBS*
1155 Velocity**	171 USA Network*
	172 TNT*
	174 FXX*
	175 FX*
	176 A&E*
	180 CNN*
	182 HLN*
	183 FOX News Channel*
	184 FOX Business Network*
	185 CNBC*
	186 MSNBC*
	192 BBC America*
	193 BBC World News
	201 MyDestination.TV*
	209 Great American Country*
	216 Comedy.TV*
	220 The Hillsong Channel
	221 JUCE TV
	222 Smile of a Child
	1148 HD Net Movies**
	1149 AXS TV**

<u>Digital Plus</u>	
25 The Weather Channel*	
26 SkyBest Local Weather	
30 FOX Sports Southeast*	
31 ESPN*	
32 ESPN 2*	
33 ESPN Classic	
34 ESPNews*	
35 ESPN U*	
36 FOX Sports Carolinas*	
37 MASN*	
38 MASN 2*	
39 NFL Network*	
40 FOX Sports 1*	
48 Tennis Channel*	
50 Golf Channel*	

<u>Digital Premier</u>	
41 FOX Sports 2*	
44 FOX Sports Atlantic	
45 FOX Sports Central	
46 FOX Sports Pacific	
47 SEC Network*	
54 The Sportsman Channel*	
57 The Cowboy Channel*	
59 Up	
62 Family Entertainment TV	
63 Disney Jr.*	
78 Pets.TV*	
86 Outside TV*	
109 DIY (Do-It-Yourself)*	
113 Recipe.TV*	
114 FYI*	
132 Hallmark Drama*	
140 Turner Classic Movies*	
142 FX Movie Channel	
158 Fusion*	
159 Viceland*	
206 ES.TV*	
225 Daystar	
228 EWTN	
229 UplifTV	

<u>STARZ/ENCORE</u>	
350 Starz*	
351 Starz Cinema*	
352 Starz Kids & Family*	
353 Starz Edge*	
354 Starz in Black*	
360 Starz Encore*	
361 Starz Encore Action*	
362 Starz Encore Black*	
363 Starz Encore Classic*	
364 Starz Encore Suspense*	
365 Starz Encore Westerns*	
366 Starz Encore Family*	

<u>A la carte</u>	
43 NFL RedZone*/***	

<u>Digital Music Channels</u>	
can be found between 601 & 650.	

<u>Premium Movie Paks</u>	
<u>HBO</u>	
300 HBO*	
301 HBO Comedy*	
302 HBO Family*	
303 HBO 2*	
304 HBO Signature*	
305 HBO Zone*	

<u>Cinemax</u>	
310 Cinemax*	
311 ActionMax*	
312 MoreMax*	
313 ThrillerMax*	
314 MovieMax*	
315 5StarMax*	
316 OuterMax*	

*Channels also offered with HD Access.
**HD Access channels only.
***Must subscribe to Digital Plus or Premier programming to order.

Channel line-ups subject to change.

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



2018 SkyBest TV Annual Notification Information

Caldwell County in
North Carolina - Residential
PO Box 759
West Jefferson, NC 28694
1-800-759-2226
www.SkyBest.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.skybest.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)

Boone Customer Center
217 Wilson Drive
Boone, NC 28607
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 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 (9) nine 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, through our website, www.skybest.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.skybest.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.skybest.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

*2018 SkyBest TV Annual Notification Brochure
Effective July 1, 2018.