

Products & Prices

Digital Packages

Digital Basic – with phone or Broadband - \$20.95/mo.
 Digital Basic – standalone service - \$30.95/mo.
 81 Channels (80 Channels in Allegheny County)
 (Includes 46 Digital Music Channels) Basic Service is required to receive any other SkyBest TV service.

Digital Plus - with phone or Broadband - \$62.95/mo.
 Digital Plus – standalone service - \$72.95/mo.
 150 Channels (149 Channels in Allegheny County)
 Includes Basic Programming

Digital Premier – with phone or Broadband - \$67.95/mo.
 Digital Premier – standalone service - \$77.95/mo.
 179 Channels (178 Channels in Allegheny County)
 Includes Basic and Plus Programming

Premium Movie Paks

HBO – (Includes 6 Channels) \$15.95/mo.
 Cinemax – (Includes 4 Channels) \$13.95/mo.
 Showtime/TMC/FLIX – (Includes 11 Channels) \$15.95/mo.
 Starz/Encore – (Includes 11 Channels) \$15.95/mo.

HD Channels

HD Access - \$ 9.95/mo.
 (Includes High-Definition 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 \$ 10.00
 Optical Audio Link Cable \$ 4.95
 Tripp Lite Power Strip \$ 9.95
 Additional 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 SkyZone HD
 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 - FOX
 11 WCCB - CW
 12 WMYT - MyTV
 13 WGN America
 15 WAXN – IND
 17 WETP - PBS
 18 WLNN - MTN
 21 Allegheny 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
 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 FOX Sports 1
 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
 80 The Hub
 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
 106 GSN
 110 HGTV
 111 Travel Channel
 112 Food Network

Digital Plus continued

115 LMN
 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
 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
 63 Disney Jr.
 75 Teen Nick
 76 Nick Jr.
 77 Nicktoons
 78 Nick Too
 102 H2
 105 G-4 Video Game Television
 109 DIY (Do-It-Yourself)
 125 Style
 130 Hallmark Movie Channel
 140 Turner Classic Movies
 142 FOX Movie Channel
 151 BIO
 164 Cloo
 190 Bloomberg
 205 MTV 2
 206 VH1 Classic
 207 CMT Pure Country
 208 MTV HITS
 209 Great American Country
 210 BlueHighways TV
 225 Daystar

A la carte

43 – NFL RedZone**

Digital Music Channels can be found between 601 & 646.

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

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

High Definition

Basic HD Channels***

801 SkyZone HD
 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 - FOX
 811 WCCB-HD - CW
 812 WMYT-HD - MyTV
 815 WAXN-HD – IND
 817 WETP – HD - PBS
 820 Velocity

Plus HD Channels***

821 AXS TV
 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 FOX Sports 1
 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 Destination America 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 LMN HD
 899 Lifetime HD

Premier HD Channels***

842 FOX Soccer Channel HD
 846 NBC Sports Network HD
 863 Disney Jr. 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 Drama
 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 Allegheny 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.



2013 SkyBest TV Annual Notification Information 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@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 (Allegheny)

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

Avery Retail Store
 16 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 e-mail at 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, 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 service 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.