



**2015 SkyBest TV Annual Notification Information  
Ashe, Avery & Watauga Counties 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](http://www.skybesttv.com), emailing [inquiries@skyline.org](mailto: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)

**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.

**High Definition**

**Basic HD Channels\***

1001 SkyZhone HD  
1002 TBN HD  
1003 WBTV-HD - CBS  
1004 WUNL-HD – PBS  
1005 WCYB-HD - NBC  
1007 WXII-HD - NBC  
1009 WSOC-HD - ABC  
1010 WJZY-HD - FOX  
1011 WCCB-HD - CW  
1012 WMYT-HD - MyTV  
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

**Digital Plus continued**

106 GSN  
110 HGTV  
111 Travel Channel  
112 Food Network  
115 LMN  
116 Lifetime  
120 Lifetime Real Women  
123 E!  
126 Discovery Life Channel  
129 Hallmark  
131 AMC  
150 American Heroes Channel  
153 TruTV  
154 Cars.TV  
156 Syfy  
161 Bravo  
169 WGN America  
170 TBS  
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  
201 MyDestination.TV  
209 Great American Country  
216 Comedy.TV  
220 The Church Channel  
221 JUCE TV  
222 Smile of a Child

**Digital Premier**

41 FOX Sports 2  
44 FOX Sports Atlantic  
45 FOX Sports Central  
46 FOX Sports Pacific  
47 SEC Network  
48 Tennis Channel  
54 The Sportsman Channel  
63 Disney Jr.  
78 Pets.TV  
86 Outside TV  
102 H2  
109 DIY (Do-It-Yourself)  
113 Recipe.TV  
114 FYI

130 Hallmark Movies & Mysteries  
140 Turner Classic Movies  
142 FX Movie Channel  
152 Esquire  
158 Fusion  
164 Cloo  
165 Chiller  
206 ES.TV  
210 BlueHighways TV  
225 Daystar

**A la carte**

43 NFL RedZone\*

Digital Music Channels can be found between 601 & 650.

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

**SkyBest TV Channel Line-up**

Digital Basic  
1 SkyZhone HD  
2 TBN  
3 WBTV - CBS  
4 WUNL - PBS  
5 WCYB - NBC  
7 WXII - NBC  
9 WSOC - ABC  
10 WJZY - FOX  
11 WCCB - CW  
12 WMYT - MyTV  
15 WAXN - IND  
17 WETP - PBS  
18 WLNN - MTN  
21 Alleghany Community TV  
22 Northwestern NC TV  
56 EVINE Live  
72 UNC EX  
74 UNC KD  
93 World PBS  
94 Create PBS  
122 HSN  
187 C-SPAN  
188 C-SPAN2  
224 WLFQ - Living Faith TV  
226 Inspiration Network  
227 SonLife Broadcasting Network (SBN)

230 QVC  
233 Jewelry TV  
257 MOVIES!  
259 LAFF TV  
261 Me-TV  
262 Antenna TV  
264 Bounce TV  
265 GRIT TV  
660 WCOK  
680 WKSK  
690 WMCT

**Digital Plus**

25 The Weather Channel  
26 SkyBest Local Weather  
30 FOX SportSouth  
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  
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

**Products & Prices**

**Digital Packages**  
Digital Basic Package - \$24/mo.  
87 Channels  
Includes 50 Digital Music Channels  
Basic Service is required to receive any other SkyBest TV service.

Digital Plus Package - \$64/mo.  
155 Channels  
Includes Basic Programming

Digital Premier Package - \$69/mo.  
179 Channels  
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 - \$10/mo.  
(Includes HD Channels within your subscribed Standard-Definition Package)

**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.

**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](mailto: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](mailto:inquiries@skyline.org), or through our website, [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 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](http://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](http://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](mailto:closedcaptions@skyline.org)  
Or call 1-800-759-2226

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