



2015 SkyBest TV Annual Notification Information Tennessee - 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 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)

High Definition Channels cont.
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

A la carte
1043 NFL RedZone 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

TO RECEIVE HD ACCESS, YOU WILL NEED:

- An HD Television
- An HDMI cable or component cables
- HD Access through SkyBest TV

**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.

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**

1030 FOX SportSouth HD
1031 ESPN HD
1032 ESPN2 HD
1034 ESPNews HD
1035 ESPNU HD
1036 FOX Sports Tennessee HD
1039 NFL Network HD
1040 FOX Sports1 HD
1050 Golf Channel HD
1052 NBC Sports Network HD
1053 Outdoor 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
1063 Disney Jr. HD
1078 Pets.TV HD
1086 Outside TV
1102 H2 HD

SkyBest TV Channel Line-up

Digital Basic continued
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.

Channel line-ups subject to change.

Digital Basic
1 SkyZhone HD
2 TBN
4 WUNL - PBS
5 WCYB - NBC
14 WEMT - FOX
16 WJHL - CBS
17 WETP - PBS
18 WLNN - MTN
19 WKPT - ABC
21 Alleghany Community TV
22 Northwestern NC TV
29 WCYB - CW
56 EVINE Live
57 WAPK - MyTV
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
257 MOVIES!
258 Cozi TV
260 Heartland
261 Me-TV
660 WCOK
680 WKSK
690 WMCT

Digital Plus

25 The Weather Channel
26 SkyBest Local Weather
30 FOX SportSouth TN
31 ESPN
32 ESPN 2
33 ESPN Classic
34 ESPNews
35 ESPN U
36 FOX Sports Tennessee
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
106 GSN
110 HGTV
111 Travel Channel
112 Food Network
115 LMN
116 Lifetime
120 Lifetime Real Women
123 E!

Products & Prices

Digital Packages

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

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

Digital Premier Package - \$69/mo.
172 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
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, 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 center 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.