

**STARVISION-LUMINOUS CHANNEL LINEUP**

| CHANNEL NAME            | SD | HD  | CHANNEL NAME           | SD  | HD  |
|-------------------------|----|-----|------------------------|-----|-----|
| TV HELP                 | 1  |     | History Channel        | 89  | 389 |
| WRAZ (Dabl)             | 2  |     | USA Network            | 90  | 390 |
| Inspiration             | 3  | 303 | A&E                    | 91  | 391 |
| WUNC (UNC)              | 4  | 304 | TLC                    | 92  | 392 |
| WRAL (NBC)              | 5  | 305 | Discovery Life         | 93  |     |
| WRAL (Start TV)         | 6  |     | fyi                    | 94  | 394 |
| WNCN (CBS)              | 7  | 307 | Viceland               | 95  | 395 |
| WRAZ (FOX)              | 8  | 308 | Paramount Network      | 96  | 396 |
| NewsNation              | 9  |     | Comedy Central         | 97  | 397 |
| WNCN (Court TV)         | 10 |     | FXX                    | 98  | 398 |
| WTVD (ABC)              | 11 | 311 | Great Amer. Country    | 107 | 407 |
| C-SPAN                  | 12 |     | MTV                    | 108 | 408 |
| Educational Access      | 14 |     | VH1                    | 109 | 409 |
| Government Access       | 15 |     | CMT                    | 110 | 410 |
| Local Access            | 16 | 316 | BET                    | 111 | 411 |
| WRAZ (MeTV)             | 17 |     | BET Soul               | 112 |     |
| WRAL (COZI)             | 18 |     | Syfy                   | 113 | 413 |
| QVC                     | 19 |     | Headline News          | 114 | 414 |
| HSN                     | 20 |     | Newsmax TV             | 115 | 415 |
| The Hillsong Ch.        | 21 | 321 | Fox News               | 116 | 416 |
| ION                     | 22 | 322 | CNN                    | 117 | 417 |
| UNC EX                  | 23 |     | Fox Business News      | 118 | 418 |
| UNC KD                  | 24 |     | CNBC                   | 121 | 421 |
| WNCN (GRIT)             | 25 |     | MSNBC                  | 123 | 423 |
| Telemundo               | 26 |     | Fusion                 | 124 |     |
| TNT                     | 27 | 327 | Lifetime Real Women    | 125 |     |
| ESPN U                  | 28 | 328 | Lifetime               | 126 | 426 |
| ESPN                    | 29 | 329 | WE                     | 127 |     |
| ESPN2                   | 30 | 330 | Oxygen                 | 128 | 428 |
| ESPN Classic            | 31 |     | Sony Movie Ch.         | 429 |     |
| ESPN News               | 32 |     | AMC                    | 130 |     |
| Golf Channel            | 33 | 333 | Trinity                | 131 |     |
| Fox Sports 1            | 35 | 335 | UP                     | 132 |     |
| NFL Network             | 36 | 336 | Daystar                | 133 | 433 |
| Fox Sports 2            | 37 | 337 | BET Gospel             | 134 |     |
| SEC                     | 38 | 338 | Hallmark M & M         | 135 | 435 |
| Motor Trend             | 39 | 339 | Hallmark Drama         | 136 | 436 |
| MLB                     | 40 | 340 | Cooking Ch.            | 139 | 439 |
| ACC                     | 42 | 342 | GSN                    | 140 |     |
| Disney                  | 53 | 353 | TV Land                | 141 | 441 |
| Disney XD               | 54 | 354 | Freeform               | 142 | 442 |
| Universal Kids          | 55 |     | Hallmark               | 143 | 443 |
| Boomerang               | 56 |     | HGTV                   | 144 | 444 |
| Cartoon Network         | 57 |     | DIY                    | 145 | 445 |
| Nickelodeon             | 58 | 358 | Turner Classic Movies  | 146 | 446 |
| Disney Jr.              | 59 | 359 | Bravo                  | 147 | 447 |
| TBS                     | 67 | 367 | FX Movie               | 148 | 448 |
| FX Network              | 68 | 368 | Lifetime Movie Network | 149 | 449 |
| Weather Channel         | 69 | 369 | E!                     | 150 | 450 |
| Discovery               | 70 | 370 | NBC Sports Network     | 151 | 451 |
| POP                     | 71 | 371 | MAV TV                 | 152 | 452 |
| Smithsonian             | 79 | 379 | Olympic Channel        | 153 | 453 |
| BBC America             | 80 |     | CBS Sports Network     | 154 | 454 |
| Discovery Family        | 81 |     | Outdoor Channel        | 155 | 455 |
| Investigation Discovery | 82 |     | Sportsman Channel      | 156 | 456 |
| Destination America     | 83 |     | RFD-TV                 | 157 | 457 |
| Discovery Science       | 84 |     | truTV                  | 158 | 458 |
| American Heroes Ch.     | 85 |     | Animal Planet          | 159 |     |
| OWN                     | 86 | 386 | National Geographic    | 160 | 460 |
| The Travel Channel      | 87 | 387 | Nat'l Geo Wild         | 161 | 461 |
| Food Network            | 88 | 388 | Pursuit                | 163 | 463 |
|                         |    |     | ESPN Deportes          | 170 |     |

| CHANNEL NAME                          | SD  | HD  |
|---------------------------------------|-----|-----|
| <b>Individual Channels</b>            |     |     |
| NFL Redzone                           |     | 462 |
| Playboy                               | 550 | 551 |
| <b>HBO</b>                            |     |     |
| HBO East                              | 200 | 208 |
| HBO West                              | 201 | 209 |
| HBO Family East                       | 202 | 214 |
| HBO Family West                       | 203 | 215 |
| HBO Plus East                         | 204 |     |
| HBO Plus West                         | 205 |     |
| HBO Comedy E                          | 206 |     |
| HBO Zone E                            | 207 |     |
| HBO 2 East HD                         | 210 |     |
| HBO 2 West HD                         | 211 |     |
| HBO Signature East HD                 |     | 212 |
| HBO Signature West HD                 |     | 213 |
| <b>CINEMAX</b>                        |     |     |
| Max East                              | 225 | 235 |
| Max West                              | 226 | 236 |
| More Max East                         | 227 | 237 |
| More Max West                         | 228 | 238 |
| Action Max E                          | 229 | 239 |
| Thriller Max E                        | 230 |     |
| <b>SHOWTIME</b>                       |     |     |
| SHO East                              | 241 | 251 |
| SHO 2 East                            | 242 | 252 |
| Showcase                              | 243 | 253 |
| SHO Extreme East                      | 244 | 254 |
| SHO Next E                            | 245 | 255 |
| SHO Family E                          | 246 |     |
| SHO Women E                           | 247 | 257 |
| Flix                                  | 248 | 261 |
| TMC East                              | 249 |     |
| TMC Extra                             | 250 |     |
| Showtime Beyond HD                    |     | 256 |
| The Movie Channel HD                  |     | 258 |
| The Movie Ch. Extra HD                |     | 259 |
| Showtime Family HD                    |     | 260 |
| <b>STARZ/STARZ ENCORE</b>             |     |     |
| STARZ ENCORE                          | 265 | 279 |
| STARZ ENCORE Action                   | 266 |     |
| STARZ ENCORE Classic                  | 267 |     |
| STARZ ENCORE Suspense                 | 268 |     |
| STARZ ENCORE Black                    | 269 |     |
| STARZ ENCORE Westerns                 | 270 |     |
| STARZ ENCORE Family                   | 271 |     |
| STARZ Kids & Family                   | 272 | 276 |
| STARZ Cinema                          | 273 |     |
| STARZ                                 | 274 | 275 |
| STARZ Edge HD                         |     | 277 |
| STARZ Comedy HD                       |     | 278 |
| <b>MUSIC CHOICE: CHANNELS 903-955</b> |     |     |

**STARVISION-LUMINOUS**

2021 REGULATORY AND IMPORTANT NOTIFICATIONS

**Closed Captioning**

Closed Captioning contact information for the receipt and handling of written complaints and immediate closed captioning concerns raised by consumers of Starvision as required by the FCC:

Company Name: Starvision, Inc. DBA Star Communications  
 Contact Person: Engineering Manager  
 Telephone: 910-564-4194 Fax: 910-564-7834  
 Email: cc@stmc.net  
 Mailing Address: P.O. Box 319, Clinton, NC 28329

**Disability Act:**

The Federal Communications Commission (FCC) requires telecommunications service providers like Star Communications to make its services and products accessible to people with disabilities, if such access is readily achievable. These rules implement Section 255 of the Federal Communications Act.

Section 255 requires telecommunications service providers to make their services and devices compatible with peripheral devices and specialized customer premises equipment that are commonly used by people with disabilities, if such compatibility is readily achievable. Please contact us at 611 from your Star Communications telephone, or 1-800-706-6538 if outside of our service area, for further information or to discuss your accessibility needs.

**Privacy Notice**

The Federal Cable Communications Policy Act of 1984 contains certain provisions regarding the collection and disbursement of personally identifiable information by cable television operators. In accordance with those provisions, this cable system collects and maintains personally identifiable information concerning customers. That information includes, among other things, your name, address, phone number, billing records; service maintenance and repair records; premium service subscriptions information; marketing information and customer complaints.

Personally identifiable information is generally used for the normal business purpose of offering and rendering cable television service and other service to you. Some persons have access to such information when necessary in connection with our business or when otherwise desirable. Access may be on a day-to-day basis. Those people who have access include cable system employees; cable system sales agents; businesses which provide service to the cable system, such as our accountants, billing and collection services, program and program guide providers where applicable; program services which will periodically audit subscriptions information and other business that seeks to use your name, address, etc. The cable system will not maintain such information after it is no longer necessary for carrying on our business. As a customer, you may review any personal information held by us which pertains to you if you give us a reasonable period of time to locate and, if necessary, prepare the information for review. Preparation is sometimes necessary to avoid disclosure of information relating to other customers. If you wish to review your personal information, please contact us by letter or telephone to arrange for a review. The review will be at our local system business office. You may request correction of any errors in personal information which we collect and maintain pertaining to you. Federal law prohibits collection of any personally identifiable information other than information necessary to carry on our business or to detect theft of service, unless you consent.

To the extent that we are permitted to collect personally identifiable information, we are permitted to disclose such information only to the extent necessary to conduct our business. In addition, the law allows us to disclose your name and address for non-cable service related mailing lists or other purposes unless you tell us you do not

wish us to disclose it. However, such disclosures of names and addresses may not be in a form that discloses the extent or type of any use you make of service we provide, nor may it disclose the nature of any transaction you make over the cable system. If you do not wish to have your name and address disclosed even in limited situation described above, or if you wish to limit the circumstances in which we will disclose it, please obtain, fill out and return an address form from our local business office.

Except as indicated in the preceding paragraph, we may not disclose personally identifiable information without your consent, unless we are required to do so by court order. If we are served with a court order requiring disclosure of personally identifiable information concerning a customer, we will inform the customer before any information is released. Under some circumstances, a governmental entity may seek a court order to obtain personally identifiable information from the cable system concerning a cable customer. The customer must be given an opportunity to consent to issuance of such an order.

Any person aggrieved by an act of a cable operator in violation of these federal limitations on the collection and disclosure of personally identifiable information may bring a civil action in a United States District Court to enforce the limitations.

#### **StarVision Complaint Resolution:**

In compliance with the requirements of Section 76.607 of the FCC Rules, we are required to inform you that StarVision, of Clinton, NC has in effect the following procedures to insure any complaints that may arise concerning the technical quality of the StarVision television signals that we deliver to you are promptly and efficiently resolve:

1. All complaints concerning the technical quality of the television signals we provide to you should be put in writing and sent to our Engineering Manager, at the following address: P.O. Box 319 Clinton, NC 28329 or call (910) 564-4194 or 1-800-706-6538.

2. All complaints received concerning the technical quality of the television signals will be logged in, on the same day of receipt, and the date, time and nature of the complaint will be noted, as well as the name, address, and telephone number of the complaining subscriber.

3. A system engineer will initially analyze the complaint and make an initial assessment of its probable cause. A service technician will investigate complaints concerning the technical quality of television signals within 24 hours of receipt, consistent with our ability to access your premises if such access is deemed necessary to resolve the complaint. If the problem can be resolved without a service call to your premises, you will be advised of this immediately and the resolution of the complaint will be noted in the log book which is maintained by the Engineering Department.

4. All efforts will be made by our service technicians and other employees to resolve any complaints concerning the technical quality of service promptly and efficiently. If our service technician fails to correct the problem, you may contact the system and we will review the complaint and the corrective action taken. If we are not able to take any further action to correct the problem, we will promptly inform you of our determination and the reasons we cannot correct the problem. If you believe our investigation and handling of a complaint is deficient in some manner, you may contact the following:

Consumer Protection Division  
Attorney General's Office  
Mail Service Center 9001, Raleigh, NC 27699-9001  
(919) 716-6000

Federal Communications Commission  
445 12th ST WE, Washington, DC 20554  
1-888-225-5322

#### **Do Not Call:**

The National Do Not Call Registry was created to prevent unwelcome calls from Telemarketers. It prohibits all telemarketers, except companies with which you have an existing relationship and certain non-profits, from calling you. Inclusion of your name on the list will go into effect three months following your registration. Your number will remain on the registry permanently unless you request it be removed. To register your home or cell phone call: (888)382-1222. For TTY calls: (866) 290-4236. For more information or to register online visit: [www.donotcall.gov](http://www.donotcall.gov)

#### **Backup Power Consumer Disclosure:**

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services -- we at Star Communications (STAR) offer you the option of purchasing backup power for your home phones.

What Your Battery Can – and Can't – Do for You: STAR's backup batteries for telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls, including emergency calls to 911. The only way to maintain the ability to use your phone is by using some form of backup power. Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

Purchase and Replacement Options: If you are concerned with interrupted service and availability to contact 911 emergency services during a power outage, a backup battery is an option available to you. The battery offered by STAR is approximately 5 lb. and is roughly the size of a traditional landline telephone. If you have any questions or simply want to replace a backup battery through us, please call 1-800-706-6538 or go to your local STAR retail office. Our 8 hour backup batteries cost approximately \$90 and our 24 hour backup batteries cost approximately \$329. Both options include the battery, cable, and installation.

Expected Backup Power Duration: The 8 hour backup batteries are expected to last at least 8 hours on standby power; the backup battery should give you 4 hours of talk time. The 24 hour backup batteries are expected to last at least 24 hours on standby power; the backup battery should give you 8 hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a third-party backup solution or generator.

Instructions for Proper Care and Use of Your Battery: Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. These batteries will not last forever and should be replaced every 3 years, or when your device starts to make a loud beeping sound or the battery indicator light turns red. That sound/light means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition.

#### **Illegal/Fraudulent Activity Disclaimer**

Use of Star Communications service(s) for illegal and/or fraudulent activity is prohibited and will be subject to immediate termination of service. Illegal and fraudulent activity includes but is not limited to the utilization of the telecommunications line for the purpose of originating spam and/or illegal robo-dialing and Caller ID spoofing.

#### **Residential Installation Charges**

|  |          |
|--|----------|
| Residential Fiber Install.....                                 | \$180.00 |
| Installation - Addt'l Outlet (Time of Visit).....              | \$35.00  |
| Installation - Addt'l Outlet (Service Call Required) .....     | \$54.75  |
| Transfer/Reinstall (\$5 add'l per service) .....               | \$27.75  |
| Transfer/Unwired (One Outlet) (\$5 add'l per service) .....    | \$36.50  |
| Other Installation (Hourly Rate) .....                         | \$80.00  |
| Service Call/Truck Roll .....                                  | \$40.00  |
| After Hours Service Call.....                                  | \$80.00  |
| Non-Pay/Reconnect Fee starting at (\$5 add'l per service)..... | \$25.00  |
| Late Fee .....   | \$5.00   |
| Returned Check Fee.....  | \$25.00  |
| Digital Universal Remote.....                                  | \$12.71  |
| Fiber Universal Remote.....                                    | \$28.90  |
| Bulk Service Fee (6 or more outlets) .....                     | \$4.75   |
| Install/Replace Outside Drop .....                             | \$80.00  |
| <i>*\$3 per month up to 100 feet, .50 per add'l 100 feet.</i>  |          |

#### **Business Installation Charges**

|  |          |
|--|----------|
| Business Fiber Install .....                                   | \$250.00 |
| Installation - Addt'l Outlet (Time of Visit) .....             | \$35.00  |
| Installation - Addt'l Outlet (Service Call Required).....      | \$54.75  |
| Service Call/Truck Roll .....                                  | \$40.00  |
| Non-Pay/Reconnect Fee starting at (\$5 add'l per service)..... | \$25.00  |
| Late Fee .....   | \$5.00   |
| Returned Check Fee.....  | \$25.00  |
| Drop Replacement .....   | \$80.00  |
| <i>*\$3 per month up to 100 feet, .50 per add'l 100 feet.</i>  |          |

#### **Luminous TV Pricing**

|  |         |
|--|---------|
| Basic with 26 channels .....                       | \$33.00 |
| Expanded with over 160 channels (incl. Basic)..... | \$88.15 |
| HBO .....  | \$16.75 |
| Cinemax.....                                       | \$17.30 |
| Showtime .....                                     | \$17.30 |
| Starz/Encore.....                                  | \$17.30 |
| Adult Channel .....                                | \$12.50 |
| NFL Redzone (seasonal) starting at.....            | \$48.00 |

*Taxes and franchise fees not included. Prices subject to change.*

*Channel lineup subject to change.*