

**STARVISION-LUMINOUS & STAR TV+ CHANNEL LINEUP**

CHANNEL NAME	SD	HD	+
LUMINOUS / TV+ HELP	1		1
WRAZ (Dabl)	2		2
Inspiration	3	303	3
WUNC (UNC)	4	304	4
WRAL (NBC)	5	305	5
WRAL (Start TV)	6		6
WNCN (CBS)	7	307	7
WRAZ (FOX)	8	308	8
NewsNation	9	309	9
WNCN (Rewind)	10		10
WTVJ (ABC)	11	311	11
C-SPAN	12	312	12
Educational Access	14	314	14
Government Access	15	315	15
Local Access (STAR)	16	316	16
WRAZ (MeTV)	17		17
WRAZ (COZI)	18		18
QVC	19		19
HSN	20	320	20
TBN Inspire	21	321	21
ION	22	322	22
UNC EX	23		23
UNC KD	24		24
WNCN (GRIT)	25		25
Telemundo	26		26
TNT	27	327	27
ESPN U	28	328	28
ESPN	29	329	29
ESPN2	30	330	30
ESPN News	32	332	32
Golf Channel	33	333	33
Fox Sports 1	35	335	35
NFL Network	36	336	36
Fox Sports 2	37	337	37
SEC	38	338	38
Motor Trend	39	339	39
MLB	40	340	40
ACC	42	342	42
Disney	53	353	53
Disney XD	54	354	54
Universal Kids	55	355	55
Boomerang	56		56
Cartoon Network	57		57
Nickelodeon	58	358	58
Disney Jr.	59	359	59
TBS	67	367	67
FX Network	68	368	68
Weather Channel	69	369	69
Discovery	70	370	70
POP	71	371	71
Smithsonian	79	379	79
BBC America	80		80
Discovery Family	81	381	81
Investigation Discovery	82	382	82
Destination America	83	383	83
Discovery Science	84	384	84
American Heroes Ch.	85	385	85
OWN	86	386	86
The Travel Channel	87	387	87
Food Network	88	388	88
History Channel	89	389	89

CHANNEL NAME	SD	HD	+
USA Network	90	390	90
A&E	91	391	91
TLC	92	392	92
Discovery Life	93	393	93
fyi	94	394	94
Viceland	95	395	95
Paramount Network	96	396	96
Comedy Central	97	397	97
FXX	98	398	98
Great American Family	107	407	107
MTV	108	408	108
VH1	109	409	109
CMT	110	410	110
BET	111	411	111
BET Soul	112		112
Syfy	113	413	113
Headline News	114	414	114
Newsmax TV	115	415	115
Fox News	116	416	116
CNN	117	417	117
Fox Business News	118	418	118
CNBC	121	421	121
MSNBC	123	423	123
Lifetime Real Women	125		125
Lifetime	126	426	126
WE	127		127
Oxygen	128	428	128
Sony Movie Ch.	129	429	129
AMC	130	430	130
Trinity	131	431	131
UP	132	432	132
Daystar	133	433	133
BET Gospel	134		134
Hallmark M & M	135	435	135
Hallmark Drama	136	436	136
Cooking Ch.	139	439	139
GSN	140		140
TV Land	141	441	141
Freeform	142	442	142
Hallmark	143	443	143
HGTV	144	444	144
Magnolia Network	145	445	145
Turner Classic Movies	146	446	146
Bravo	147	447	147
FX Movie	148	448	148
Lifetime Movie Network	149	449	149
E!	150	450	150
MAV TV	152	452	152
CBS Sports Network	154	454	154
Outdoor Channel	155	455	155
Sportsman Channel	156	456	156
RFD-TV	157	457	157
truTV	158	458	158
Animal Planet	159	459	159
National Geographic	160	460	160
Nat'l Geo Wild	161	461	161
Pursuit	163	463	163
ESPN Deportes	170	470	170

CHANNEL NAME	SD	HD	+
<b>Individual Channels</b>			
NFL Redzone		462	462
Playboy	550	551	551
<b>HBO</b>			
HBO East	200	208	200
HBO West	201	209	201
HBO Family East	202	214	202
HBO Family West	203	215	203
HBO 2 East	204	210	204
HBO 2 West	205	211	205
HBO Comedy E	206	223	206
HBO Zone E	207	222	207
HBO Signature East HD	220	212	212
HBO Signature West HD	221	213	213
HBO Latino East	216	218	218
HBO Latino West	217	219	219
<b>CINEMAX</b>			
Max East	225	235	225
Max West	226	236	226
More Max East	227	237	227
More Max West	228	238	228
Action Max E	229	239	229
Thriller Max E	230	231	230
<b>SHOWTIME</b>			
SHO East	241	251	241
SHO 2 East	242	252	242
Showcase	243	253	243
SHO Extreme East	244	254	244
SHO Next E	245	255	245
SHO Family E	246	260	246
SHO Women E	247	257	247
Flix	248	261	248
TMC East	249	285	249
TMC Extra	250	259	250
Showtime Beyond HD		256	256
<b>STARZ/STARZ ENCORE</b>			
STARZ ENCORE	265	279	265
STARZ ENCORE Action	266	280	266
STARZ ENCORE Classic	267	281	267
STARZ ENCORE Suspense	268	282	268
STARZ ENCORE Black	269	283	269
STARZ ENCORE Westerns	270	284	270
STARZ ENCORE Family	271	285	271
STARZ Kids & Family	272	276	272
STARZ Cinema	273	286	273
STARZ	274	275	274
STARZ Edge HD	287	277	277
STARZ Comedy HD	288	278	278

**MUSIC CHOICE: CHANNELS 903-955**

**STARVISION-LUMINOUS RALEIGH**

**2023 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: Vice President of Engineering

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.

**Affordable Connectivity Program:**

The Affordable Connectivity Program is an FCC benefit program that reduces your monthly internet bill. The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. You may be eligible if you meet at least one of these criteria: have an income that is at or below 200% of the federal poverty guidelines; participate in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, Veterans Pension or Survivor Benefits, or Lifeline; participate in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations; are approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision for qualifying school years; received a Federal Pell Grant during the current award year; or meet the eligibility criteria for a participating provider's existing low-income program. For further information, contact us at 800-706-6538 or visit www.usac.org.

**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.

**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 Vice President of Engineering, 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 tempera-

ture 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) .....	\$60.00
Transfer/Reinstall (\$5 add'l per service) .....	\$27.75
Other Installation (Hourly Rate) .....	\$65.00
Service Call/Truck Roll.....	\$60.00
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
Settop Box Remote .....	\$18.70
Bulk Service Fee (6 or more outlets).....	\$4.75
Install/Replace Outside Drop.....	\$80.00
Install Fiber Drop.....	\$1.50/ft. in excess of 600 ft.
	<i>*\$3 per month up to 100 feet, .50 per addt'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).....	\$60.00
Service Call/Truck Roll.....	\$60.00
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 addt'l 100 feet.</i>

**Luminous TV Pricing**

Basic with 23 channels .....	\$34.00
Expanded with over 160 channels (incl. Basic).....	\$94.95
HBO .....	\$16.75
Cinemax.....	\$17.30
Showtime .....	\$17.30
Starz/Encore.....	\$17.30
Adult Channel.....	\$13.00
NFL Redzone (seasonal) starting at.....	\$49.00

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