

**STAR TV CHANNEL LINEUP (RALEIGH)**

CHANNEL NAME	SD	HD
STAR TV HELP	1	
WRAZ (Dabl)	2	
Inspiration	3	303
WUNC (UNC)	4	304
WRAL (NBC)	5	305
WRAL (Start TV)	6	
WNCN (CBS)	7	307
WRAZ (FOX)	8	308
NewsNation	9	
WNCN (Court TV)	10	
WTVD (ABC)	11	311
C-SPAN	12	
Educational Access	14	
Government Access	15	
Local Access	16	316
WRAZ (MeTV)	17	
WRAL (COZI)	18	
QVC	19	
HSN	20	
The Hillsong Ch.	21	321
ION	22	322
UNC EX	23	
UNC KD	24	
WNCN (GRIT)	25	
Telemundo	26	
TNT	27	327
ESPN U	28	328
ESPN	29	329
ESPN2	30	330
ESPN Classic	31	
ESPN News	32	
Golf Channel	33	333
Fox Sports 1	35	335
NFL Network	36	336
Fox Sports 2	37	337
SEC	38	338
Motor Trend	39	339
MLB	40	340
ACC	42	342
Disney	53	353
Disney XD	54	354
Universal Kids	55	
Boomerang	56	
Cartoon Network	57	
Nickelodeon	58	358
Disney Jr.	59	359
TBS	67	367
FX Network	68	368
Weather Channel	69	369
Discovery	70	370
POP	71	371
Smithsonian	79	379
BBC America	80	
Discovery Family	81	
Investigation Discovery	82	
Destination America	83	
Discovery Science	84	
American Heroes Ch.	85	
OWN	86	386
The Travel Channel	87	387
Food Network	88	388
History Channel	89	389

CHANNEL NAME	SD	HD
USA Network	90	390
A&E	91	391
TLC	92	392
Discovery Life	93	
fyi	94	394
Viceland	95	395
Paramount Network	96	396
Comedy Central	97	397
FX	98	398
Great Amer. Country	107	407
MTV	108	408
VH1	109	409
CMT	110	410
BET	111	411
BET Soul	112	
Syfy	113	413
Headline News	114	414
Newsmax TV	115	415
Fox News	116	416
CNN	117	417
Fox Business News	118	418
CNBC	121	421
MSNBC	123	423
Fusion	124	
Lifetime Real Women	125	
Lifetime	126	426
WE	127	
Oxygen	128	428
Sony Movie Ch.		429
AMC	130	
Trinity	131	
UP	132	
Daystar	133	433
BET Gospel	134	
Hallmark M & M	135	435
Hallmark Drama	136	436
Cooking Ch.	139	439
GSN	140	
TV Land	141	441
Freeform	142	442
Hallmark	143	443
HGTV	144	444
DIY	145	445
Turner Classic Movies	146	446
Bravo	147	447
FX Movie	148	448
Lifetime Movie Network	149	449
E!	150	450
NBC Sports Network	151	451
MAV TV	152	452
Olympic Channel	153	453
CBS Sports Network	154	454
Outdoor Channel	155	455
Sportsman Channel	156	456
RFD-TV	157	457
truTV	158	458
Animal Planet	159	
National Geographic	160	460
Nat'l Geo Wild	161	461
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

**MUSIC CHOICE: CHANNELS 903-955**

**STAR TELEPHONE MEMBERSHIP CORP.**

**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 StarTV as required by the FCC:

Company Name: Star Communications  
 Contact Person: Engineering Manager  
 Telephone: 910-564-4194 Fax: 910-564-7834  
 Email: cc@stmc.net  
 Mailing Address: P.O. Box 348, 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.

**Complaint Resolution:**

In compliance with the requirements of Section 76.607 of the FCC Rules, we are required to inform you that Star Telephone Membership Corp. of Clinton, NC has in effect the following procedures to insure any complaints that may arise concerning the technical quality of the Star Telephone Membership Corp. 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 348 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

**Customer Privacy Information:**

The Federal Communications Commission has passed a ruling to protect you, the customer, and Star Telephone, the service provider. This ruling provides our customers with a sense of security that your personal information shared with Star Telephone will not be disclosed to any outside party other than you.

When visiting or calling our business offices you will be asked to provide a password (any word that will be easy for you to remember) and the answer to two predetermined security questions; for example, the name of the school you graduated from, the year you were born, the town you reside in, etc. Once we have your password and security questions documented in our computer system, we are required by the FCC ruling to verify your identity before we can discuss your account with you or make any changes to your account. If you forget your password, you will be asked to provide the answers to your two security questions. This ruling is to protect you. It would be advisable to not share your password and the answers to the security questions except with those you allow to make changes to your account. Each time a change is made to your account, a courtesy letter will be generated and mailed to your billing address to advise you of recent activity on your account.

For more information on Customer Proprietary Network Information (CPNI) or your privacy rights visit the websites of the Federal Trade Commission, ([www.ftc.gov](http://www.ftc.gov)) and the Federal Communications Commission ([www.fcc.gov](http://www.fcc.gov)). You may also contact our business office at 1-800-706-6538 or visit [www.starcom.net/notices.html](http://www.starcom.net/notices.html)

**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 may be a good option for you. The batteries offered by STAR are approximately 5 to 10 lbs. and are roughly the size of a telephone. You can purchase a backup battery directly from STAR. If you have any questions or simply want to purchase a backup battery, 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.

**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)

**Lifeline Program:**

The Lifeline program reduces your monthly bill for telephone or broadband internet service for qualifying customers. Under FCC guidelines, if you participate in the Federal Housing Assistance/Section 8, Medicaid; Supplemental Security Income (SSI); Supplemental Nutrition Assistance program (SNAP); Survivor Benefit or Federal Veterans Pension programs you may qualify for the Lifeline program. Additional eligibility requirements may apply to residents of federally recognized tribal lands. To learn more about these programs, contact your local telephone company or visit: [www.usac.org](http://www.usac.org)

**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**

New Installation - Unwired (\$5 add'l per service).....	\$36.50
Installation - Prewired (\$5 add'l per service) .....	\$27.75
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 (\$5 add'l per service) .....	\$36.50
Service Call/Truck Roll.....	\$40.00
After Hours Service Call.....	\$80.00
Late Fee .....	\$5.00
Reconnect Fee starting at (\$5 add'l per service).....	\$25.00
Returned Check Fee.....	\$25.00
Universal Remote .....	\$28.90
Install/Replace Outside Drop.....	\$80.00
<i>*\$3 per month up to 100 feet, .50 per addt'l 100 feet.</i>	

**Business Installation Charges**

New Installation - Unwired) (\$5 add'l per service).....	\$36.50
Installation - Prewired (\$5 add'l per service) .....	\$27.75
Installation - Addt'l Outlet (Time of Visit).....	\$35.00
Installation - Addt'l Outlet (Service Call Required) .....	\$54.75
Service Call/Truck Roll.....	\$40.00
Reconnect Fee starting at (\$5 add'l per service).....	\$25.00
Late Fee .....	\$5.00
Returned Check Fee.....	\$25.00
Install/Replace Outside Drop.....	\$80.00
<i>*\$3 per month up to 100 feet, .50 per addt'l 100 feet.</i>	

**Star 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.*