

## STARVISION CHANNEL LINEUP

### BASIC VISION

2	WLFL (CW)
3	Inspiration
4	WUNC (UNC)
5	WRAL (NBC)
6	WRDC (COMET)
7	WNCN (CBS)
8	WRZA (FOX)
9	WGNA
10	WRDC
11	WTVD (ABC)
12	WRAL (COZI)
14	Educational Access
15	Government Access
16	Public Access
17	WRZA (MeTV)
18	C-Span
19	QVC
20	HSN
21	WLFL (Stadium)
22	ION

### STANDARD VISION

(includes Basic Vision)

23	TBS
24	Weather Channel
25	CNN
26	FX Network
27	TNT
28	ESPN
29	ESPN 2
30	ESPN U
31	ESPN Classic
32	AMC
33	Disney
34	USA Network
35	Lifetime
36	Freeform
37	CNBC
38	Discovery
39	Cartoon Network
40	Nickelodeon
41	MTV
42	A&E
43	VH1
44	BET
45	History
46	Fox News
47	Fox Sports SE
48	CMT
49	Daystar
50	Paramount Network
51	OWN
52	Travel Channel
53	HGTV
54	MSNBC
55	Food Net
56	Comedy
57	Disney Jr.
58	Animal Planet
59	Hallmark
60	SyFy
61	TV Land
62	The Learning Channel
63	National Geographic

64 Fusion

65	Trinity
66	Bravo
67	DIY
68	RFD TV
69	E!
70	Headline News
71	POP
73	ACC Network

### ULTRA VISION

(includes Basic & Standard)	
200	Discovery Family
201	Nick Jr
202	Nicktoons
204	Disney XD
205	Teen Nick
206	Hallmark Movies & Mys.
208	Game Show Network
209	Lifetime Movie Network
210	Lifetime Real Women
212	WE (Women's Entertain.)
213	Oxygen
214	truTV
215	FX
216	Destination America
217	Outdoor Channel
218	Sportsman
219	NFL Network
220	NBC Sports Network
221	Fox Sports 1
222	CBS Sports Network
223	MLB Network
224	Golf
225	ESPN News
226	ESPN Deportes
227	SEC
228	Discovery Life
229	Nick Music
230	MTV 2
232	MTV Classic
233	BET Soul
234	CMT Music
236	Great American Country
237	UP
238	Viceland
240	I.D.
241	FX Movie
242	Turner Classic Movies
244	FYI
245	BBC America
248	Science
249	American Heroes Ch.
250	MAVTV

### HDTV

605	WRAL (NBC) HD
607	WNCN (CBS) HD
608	WRZA (FOX) HD
611	WTVD (ABC) HD
623	TBS HD
626	FX HD
627	TNT HD
628	ESPN HD
629	ESPN 2 HD

638	Discovery HD
646	Fox News HD
647	Fox Sports SE HD
663	National Geographic HD
670	Motor Trend HD
671	POP HD
672	Sony Movie Channel HD
673	ACC Network HD
674	Fox Sports 1 HD

### HBO

300	HBO E
301	HBO W
302	HBO 2 E
303	HBO 2 W
304	HBO Signature E
305	HBO Signature W
306	HBO Family E
307	HBO Family W
308	HBO Comedy E
309	HBO Zone E

### CINEMAX

320	Max E
321	Max W
322	MoreMax E
323	MoreMax W
324	ActionMax E
325	ThrillerMax E

### SHOWTIME

330	SHO E
332	SHO 2 E
334	SHO Extreme E
336	TMC E
337	TMC Extreme E
340	SHO Next
341	SHO Family
342	SHO Women
343	Flix
344	CASE

### STARZ/STARZ ENCORE

360	STARZ ENCORE
362	STARZ
364	STARZ Edge
366	STARZ Cinema
367	STARZ in Black
368	STARZ Kids & Family
369	STARZ ENCORE Suspense E
371	STARZ ENCORE Classic E
373	STARZ ENCORE Westerns E
375	STARZ ENCORE Family
376	STARZ ENCORE Action E
378	STARZ ENCORE Black E

### INDIVIDUAL CHANNELS

510	Playboy
675	NFL REDZONE

### MUSIC CHOICE CHANNELS

CHANNELS 903 to 955

### ANALOG BASIC

2	WLFL (CW)
3	Inspiration
4	WUNC (UNC)
5	WRAL (NBC)
6	WRDC (COMET)
7	WNCN (CBS)
8	WRZA (FOX)
9	WGNA
10	WRDC
11	WTVD (ABC)
12	WRAL (This TV)
14	Educational Access
15	Government Access
16	Public Access
17	WRZA (MeTV)
18	C-Span
19	QVC
20	HSN
21	TV Guide
22	ION

### ANALOG EXPANDED PLUS

(includes Analog Basic Package)

23	Nickelodeon
24	Weather Channel
25	CNN
26	A&E
27	TBS
28	TNT
29	ESPN
30	ESPN 2
31	ACC
32	AMC
33	Disney
34	USA Network
35	Lifetime
36	Freeform
38	Headline News
39	Cartoon
44	BET
45	History
46	Fox News
47	Fox Sports South
48	CMT
49	POP
50	Paramount Network
51	Stadium
53	HGTV
54	MSNBC
55	Food Net
56	MTV
57	FX Network
58	Animal Planet
59	Hallmark
60	Discovery
61	TV Land
62	The Learning Channel
63	National Geographic

## STARVISION, INC.

### 2020 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: Steve Harrison Title: Engineering Manager  
 Telephone: 910-564-4194 Fax: 910-564-7834  
 Email: sharrison@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 General 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

**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 which includes the battery, cable, and installation.

Expected Backup Power Duration: Backup batteries are expected to last at least 8 hours on standby power. The backup battery should give you 4 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.

**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
Non-Pay/Hard Reconnect Fee starting at (incl. \$25 fee) .....	\$65.00
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

**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
Non-Pay/Hard Reconnect Fee starting at (incl. \$25 fee) .....	\$65.00
Late Fee .....	\$5.00
Returned Check Fee .....	\$25.00
Drop Replacement .....	\$80.00

**Starvision TV Pricing**

Basic Vision .....	\$31.45
Standard Vision (incl. Basic Vision) .....	\$83.95
Ultra Vision (incl. Basic & Standard) .....	\$104.95
Analog Basic .....	\$31.45
Analog Expanded Plus (incl. Analog Basic) .....	\$83.95
HBO .....	\$17.75
Cinemax .....	\$17.30
Showtime .....	\$18.50
Starz/Encore .....	\$17.30
Adult Channel .....	\$12.50
NFL Redzone (seasonal) starting at .....	\$48.00