

STARVISION CHANNEL LINEUP

BASIC VISION

- 2 WRAZ (Dabl)
- 3 Inspiration
- 4 WUNC (UNC)
- 5 WRAL (NBC)
- 6 WRAL (Start TV)
- 7 WNCN (CBS)
- 8 WRAZ (FOX)
- 9 NewsNation
- 10 WNCN (Court TV)
- 11 WTVD (ABC)
- 12 WRAL (COZI)
- 14 Educational Access
- 15 Government Access
- 16 Public Access
- 17 WRAZ (MeTV)
- 18 C-Span
- 19 QVC
- 20 HSN
- 21 The Hillsong Ch.
- 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
- 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 TLC
- 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 FXX
- 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 WRAZ (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
- 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 WRAZ (Dabl)
- 3 Inspiration
- 4 WUNC (UNC)
- 5 WRAL (NBC)
- 6 WRAL (Start TV)
- 7 WNCN (CBS)
- 8 WRAZ (FOX)
- 9 NewsNation
- 10 WNCN (Court TV)
- 11 WTVD (ABC)
- 12 WRAL (This TV)
- 14 Educational Access
- 15 Government Access
- 16 Public Access
- 17 WRAZ (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
- 48 CMT
- 49 POP
- 50 Paramount Network
- 53 HGTV
- 54 MSNBC
- 55 Food Net
- 56 MTV
- 57 FX Network
- 58 Animal Planet
- 59 Hallmark
- 60 Discovery
- 61 TV Land
- 62 TLC
- 63 National Geographic

STARVISION, INC.

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

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.

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
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	\$33.00
Standard Vision (incl. Basic Vision)	\$88.15
Ultra Vision (incl. Basic & Standard)	\$109.15
Analog Basic.....	\$33.00
Analog Expanded Plus (incl. Analog 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.