

**STAR TV & STAR TV+ CHANNEL LINEUP (WILM)**

CHANNEL NAME	SD	HD	+	CHANNEL NAME	SD	HD	+
STAR TV / TV+ HELP	1		1	USA Network	90	390	90
WWAY (CW)	2	302	2	A&E	91	391	91
WWAY (ABC)	3	303	3	TLC	92	392	92
WUNJ (UNC)	4	304	4	Discovery Life	93	393	93
WWAY (CBS)	5	305	5	fyi	94	394	94
WECT (NBC)	6	306	6	Viceland	95	395	95
Inspiration	7	307	7	Paramount Network	96	396	96
WSFX (FOX)	8	308	8	Comedy Central	97	397	97
NewsNation	9	309	9	FXX	98	398	98
WILM (MeTV)	10	310	10	Great American Family	107	407	107
WECT (Bounce TV)	11		11	MTV	108	408	108
C-SPAN	12	312	12	VH1	109	409	109
WECT (The 365)	13		13	CMT	110	410	110
Educational Access	14	314	14	BET	111	411	111
Government Access	15	315	15	BET Soul	112		112
Local Access	16	316	16	Syfy	113	413	113
WSFX (GRIT)	17		17	Headline News	114	414	114
Heroes & Icons	18		18	Newsmax TV	115	415	115
QVC	19		19	Fox News	116	416	116
HSN	20	320	20	CNN	117	417	117
WSFX (Court TV)	21		21	Fox Business News	118	418	118
ION	22	322	22	CNBC	121	421	121
UNC EX	23		23	MSNBC	123	423	123
UNC KD	24		24	Lifetime Real Women	125		125
WILM	25	325	25	Lifetime	126	426	126
Telemundo	26		26	WE	127		127
TNT	27	327	27	Oxygen	128	428	128
ESPN U	28	328	28	Sony Movie Ch.	129	429	129
ESPN	29	329	29	AMC	130	430	130
ESPN2	30	330	30	Trinity	131	431	131
ESPN News	32	332	32	UP	132	432	132
Golf Channel	33	333	33	Daystar	133	433	133
CBS Sports Network	34	334	34	BET Gospel	134		134
Fox Sports 1	35	335	35	Hallmark Mystery	135	435	135
NFL Network	36	336	36	Hallmark Family	136	436	136
Fox Sports 2	37	337	37	Cooking Ch.	139	439	139
SEC	38	338	38	GSN	140		140
Motor Trend	39	339	39	TV Land	141	441	141
MLB	40	340	40	Freeform	142	442	142
ACC	42	342	42	Hallmark	143	443	143
Disney	53	353	53	HGTV	144	444	144
Disney XD	54	354	54	Magnolia Network	145	445	145
Universal Kids	55	355	55	Turner Classic Movies	146	446	146
Boomerang	56		56	Bravo	147	447	147
Cartoon Network	57		57	FX Movie	148	448	148
Nickelodeon	58	358	58	Lifetime Movie Network	149	449	149
Disney Jr.	59	359	59	E!	150	450	150
TBS	67	367	67	MAV TV	152	452	152
FX Network	68	368	68	Outdoor Channel	155	455	155
Weather Channel	69	369	69	Sportsman Channel	156	456	156
Discovery	70	370	70	RFD-TV	157	457	157
POP	71	371	71	truTV	158	458	158
Smithsonian	79	379	79	Animal Planet	159	459	159
BBC America	80		80	National Geographic	160	460	160
Discovery Family	81	381	81	Nat'l Geo Wild	161	461	161
Investigation Discovery	82	382	82	Pursuit	163	463	163
Destination America	83	383	83	ESPN Deportes	170	470	170
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	+
<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	220	212	212
HBO Signature West	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>Paramount+ with SHOWTIME</b>			
Prmnt+ w/ 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	258	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	287	277	277
STARZ Comedy	288	278	278
<b>MUSIC CHOICE: CHANNELS 903-955</b>			

**STAR TELEPHONE MEMBERSHIP CORP.**

**2024 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: Vice President of Engineering  
 Telephone: 910-564-4194 Fax: 910-564-7834  
 Email: cc@stmcc.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 Vice President of Engineering, 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) .....	\$60.00
Transfer/Reinstall (\$5 add'l per service).....	\$27.75
Service Call/Truck Roll.....	\$60.00
After Hours Service Call.....	\$80.00
Late Fee.....	\$5.00
Reconnect Fee starting at (\$5 add'l per service).....	\$25.00
Reconnect NP Over 30 Days.....	\$38.50
Returned Check Fee.....	\$25.00
Settop Box Remote .....	\$34.45
Install/Replace Outside Drop .....	\$80.00
<i>*\$3 per month up to 100 feet, .50 per addt'l 100 feet.</i>	
Install/Replace Fiber Outside Drop.....	\$250.00
<i>*\$3 per month up to 300 feet, .50 per addt'l 100 feet, not to exceed 600 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) .....	\$60.00
Service Call/Truck Roll.....	\$60.00
Reconnect Fee starting at (\$5 add'l per service).....	\$25.00
Reconnect NP Over 30 Days.....	\$38.50
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>	
Install/Replace Fiber Outside Drop.....	\$250.00
<i>*\$3 per month up to 300 feet, .50 per addt'l 100 feet, not to exceed 600 feet.</i>	

**Star TV Pricing**

Installation .....	\$180.00
Basic with 23 channels .....	\$37.95
Expanded with over 160 channels (incl. Basic).....	\$105.95
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.*

This annual notice along with other general notices can be found online at <https://starcom.net/notices.html>