

343 Cloo TV
372 Lifetime Movie Network
408 Nick Toons
409 Teen Nick
410 Nick Jr.
416 Disney Jr.
441 ESPNNews
447 SEC
466 MTV 2
471 VH1 Classic Rock
474 Fuse
476 CMT Pure Country
480 TBN
484 Pivot
490 fXM: Fox Movie Channel
600 Cinemax
602 More Max
604 Action Max
605 Thriller Max
610 Encore
612 Encore Action
614 Encore Love
616 Encore Suspense
618 Encore Drama
620 Encore Westerns
622 Encore Family
630 HBO
632 HBO Family
634 HBO 2
636 HBO Signature
638 HBO Comedy
639 HBO Zone
650 Showtime
652 Showtime Too
654 Showtime Showcase
656 Showtime Extreme
658 Showtime Next
659 Showtime Family
660 Showtime Women
661 Flix
670 Starz
672 Starz Edge
675 Starz Cinema
676 Starz Kids & Family
680 The Movie Channel
682 The Movie Channel Xtra
900 Beautiful Instrumentals
901 Jazz Vocal Blends
902 Hottest Hits
903 Modern Country
904 Alternative

905 Adult Contemporary
906 Lite Classical
907 60's Rev
908 Classic Rock
909 Today's Hits
910 Silky Soul
911 Rap
912 Jazz
913 Blues
914 Gospel Glory
915 Subterranean
916 Symphonic
917 Coffeehouse Rock
918 Dance
919 Retro Disco
920 8-Tracks
921 80's Hits
922 70's Hits
923 Classic R & B
924 Y2K Hits
925 Soft Hits
926 Malt Shop Oldies
927 Traditional Country
928 Groove Lounge
929 Smooth Jazz
930 Big Band/Swing
931 New Age
932 Holidays & Happenings
933 Great Standards
934 The Spirit
935 Classic Hits Blend
936 The Playground
937 Hot Jamz
938 90's Hits
939 Salsa
940 Latin Hits

* Digital channel numbers may vary by TV.

* Channels 107-941 are listed as they appear on leased Set Top boxes, DVR's and Cable Cards.

Equipment compatibility

Set-top boxes. Some models of TV receivers and other devices (VCRs, DVD Players, TiVo...etc.) may not be able to receive all of the channels offered on our system. Channel compatibility problems may occur if TVs and certain other equipment are connected directly to the cable system. Use of a set-top box typically resolves these problems. Channel compatibility problems associated with the reception of programming that is not scrambled or encrypted programming can be resolved by using a simple converter device without descrambling or decryption capabilities. Converters are available from Giles-Craig Communications and may be available from retail outlets in some areas.

If your service is received through a set-top box, you may not be able to use special features and functions on certain TVs and other devices. For example, some set-top boxes may not be compatible with features that allow you to view a program on one channel while recording a program on another channel; record two or more consecutive programs that appear on different channels; or use advanced picture generation, and display features such as "Picture-in-Picture."

Special equipment. Scrambling or encryption technologies may affect your reception of signals. We offer special equipment to customers encountering these problems.

Cable Cards. We offer cable cards to allow access to the digital cable services we offer without a set-top box. Pricing and installation information can be found at www.pemtel.net.

Remote control devices. Set-Top Boxes and DVR's offered by Giles-Craig Communications, Inc. can be operated by hand-held remote control devices which are provided with the unit. It is possible that the remote control that came with your TV or video equipment may also be capable of controlling the unit. Many universal remote control devices available in retail outlets are also compatible. (Compatible remotes available at retail in our area include: RCA Model # RCRPS02GR and Vizio Model # XRU300) If you have questions regarding remote control compatibility, please contact our Customer Service Department at (540) 544-2288.

Customer privacy

To provide cable and other services, we collect and maintain personally identifiable information concerning customers. That information may include name, address, phone number, social security number, driver's license number, billing records, service maintenance and repair records, premium service subscription information, marketing information, and customer complaints. Except as indicated below under Disclosure prohibited; exceptions, all personally identifiable

information is used for the normal business purpose of offering and providing cable television service and other services to you.

Restrictions on access: Only persons authorized by us may access this information. Persons authorized to access customer information include our employees and sales agents, billing and collections services, accountants, and other businesses that provide products and services to us. These persons may access customer information on a regular basis. We maintain certain customer information for as long as we provide service to a customer and for a commercially reasonable time thereafter. Other customer information is periodically destroyed.

Disclosure prohibited; exceptions. Federal law prohibits the disclosure of your personally identifiable subscriber information without your consent, except under the following circumstances:

Business activities. We may disclose customer information in order to conduct business activities related to providing cable service or other services.

Unauthorized reception of cable service. We may disclose customer information in order to detect unauthorized reception of our cable service.

Names and addresses to third parties. We may disclose names and addresses to third parties for the purposes of mailing lists, charities, and direct mail marketing, unless you notify us in writing that you do not wish us to disclose it. You may write to us at any time with this request.

Court order. We must disclose personally identifiable information without your consent if we are required to do so by a court order. If we are served with a court order requiring disclosure, we will promptly inform you before releasing any information. You will then have an opportunity to contest the order.

Law enforcement request. We may also disclose personally identifiable information without your consent when requested by law enforcement under certain circumstances.

Customer rights. As a customer, you may review the personal information we maintain about you by contacting us and making an appointment to meet at our office during normal business hours. We will need a reasonable amount of time to collect your information and remove any references to other customers. You may request correction of any errors in the personal information we collect or maintain pertaining to you. You have the right under federal law to enforce your cable privacy rights through a civil action in federal district court.

For questions regarding these policies, call (540) 544-2288.

Customer Proprietary Network Information Special Notice Regarding Your Account Information

Pembroke Telephone Cooperative knows the importance of personal privacy to our members. Pembroke Telephone Cooperative keeps all account information strictly confidential to the fullest extent possible and uses industry-accepted technology to safeguard customer data.

Recent changes in federal law concerning telecommunications companies regulate the use of account information to selectively market specific products and services to specific customers.

This applies to information about telecommunications services you receive, how much you use them, how we provide them to you, and calling/billing records. Pembroke Telephone Cooperative will use this information to offer you valuable new and additional services, including packages or bundles containing both Pembroke Telephone and Giles-Craig Communications, Inc. subsidiary products and services.

This information will be used by only those companies now or in the future that design, market or sell, or assist in the design, marketing or sale of (1) Pembroke Telephone Cooperative communications-related services and/or (2) Giles-Craig Communications, Inc. subsidiaries communications-related services sold as part of a package or bundle with Pembroke Telephone Cooperative communications-related services, including our agents, authorized sales representatives, joint venture partners/participants and independent contractors. Those companies include Giles-Craig Communications, Inc. and any other current or future direct or indirect subsidiaries of Pembroke Telephone Cooperative that provide, design, market or sell or assist in the design, marketing or sale of any of the services described at the beginning of this paragraph.

Pembroke Telephone Cooperative and Giles-Craig Communications, Inc. will protect the confidentiality of this information regardless of whether you approve or disapprove the uses described in this Notice. Under Federal law, you have the right to have your account treated confidentially and to restrict our use of this information, and Pembroke Telephone Cooperative and Giles-Craig Communications, Inc. has a duty to protect the confidentiality of that information.

If you wish to prohibit our use of this information, as described in this notice, call us at 540-626-7111 or email us at pembroke@pemtel.net with your request within thirty (30) days of your receipt of this notice. Your denial of approval of Pembroke Telephone Cooperative and Giles-Craig Communications, Inc. to use this information will not affect the provision of any services to which you subscribe. Your approval or denial of approval for use of CPNI outside of the service to which you already subscribe will remain valid until you revoke or limit the approval or denial.

Restricting CPNI may make you ineligible to receive information from Pembroke Telephone Cooperative about new products and services, promotions and packaged offerings.

We look forward to being able to serve your telecommunications needs more effectively with new and existing products and services based on the information that we know about your account.

Pembroke Telephone Cooperative
P.O. Box 549
504 Snidow Street
Pembroke, VA 24136
(540) 626-7111
pembroke@pemtel.net

Annual Customer Notification

2015

Giles-Craig Communications, Inc.

504 Snidow Street
P.O. Box 549
Pembroke, VA 24136

Phone: 540-544-2288
Fax: 540-626-3290
E-mail: pembroke@pemtel.net

Services & Prices

Giles-Craig Basic

\$13.47 per month
Channels 2-13

Giles-Craig Super Basic

\$52.35 per month
Channels 2-76

Giles-Craig Digital *

\$65.35 per month
Super Basic & Digital Basic
One Standard Set Top Box

Giles-Craig Complete *

\$115.35 per month
Super Basic, Digital Basic, HBO, Cinemax, Showtime,
The Movie Channel, Starz! & Encore
One Standard Set Top Box

Add-Ons *

HBO - \$15.95 (6) Channels *
Starz! / Encore - \$12.95 (11) Channels *
Cinemax - \$10.95 (4) Channels *
Showtime / TMC - \$12.95 (10) Channels *
Digital Basic - \$15.95 (53) Channels *

Other Services & Fees

Inside Wire Maintenance \$1.25 per month
Late Payment Charge \$5.00

Equipment *

Digital Receivers (Set Top Boxes) \$5.00 per month
Digital Video Recorders (DVRs) \$10.95 per month
Additional DVR's \$8.00 per month
Cable Card \$2.00 per month

* Channels not included in Basic or Super Basic packages require Cable Card, Digital Receiver (Set Top Box) or Digital Video Recorder (DVR) Equipment. Giles-Craig Digital and Giles-Craig Complete packages include one standard set top box as part of the monthly rate. Prices do not reflect applicable taxes and fees.

Giles-Craig Communications, Inc. is required by Federal law to provide you with this annual notice of our products, services and associated conditions for service.

"Mandatory Accessibility Notice"

To comply with FCC rules, Giles-Craig Communications must pass through audible emergency information on the secondary audio stream when it is provided for customers who are blind or visually impaired. Customers who are blind or visually impaired and receive cable service on an analog television set should contact Giles-Craig Communications at (540) 544-2288 or by email to pembroke@pemtel.net for more information or to obtain the necessary accessibility equipment at no charge.

Customer Service

At Giles-Craig Communications, providing high-quality customer care and technical service is our top priority.

Business Office hours are Monday through Friday from 9:00 am until 5:00 pm. During these hours, you may visit our business office or call to speak with a Customer Service Representative.

If you do not call during our normal business hours, please leave a complete message with the answering service, including your name, address, work and home telephone numbers, and a brief description of the problem. When possible, a Service Technician will be dispatched by the next business day to fix the problem. In other cases, we will contact you during normal business hours.

Billing

All charges for services are billed for the current month as well as any applicable pro-rations and/or fees. Bills are payable upon receipt and are considered late if not paid in full by the 20th of the billing month and will be subject to a late payment charge.

Accounts that include a past due balance will be sent a disconnect notice that will list the amount and date required to avoid disconnection of services. In the event that you are unable to pay the past due amount by the specified date, please call our office to make arrangements. If your service is disconnected for non-payment, you will be required to pay the full account balance as well as a reconnect fee before services will be restored.

Subscriber requested disconnects may be arranged by contacting our Business Office to make the necessary arrangements. Billing for services will be stopped as of the date of service termination.

Giles-Craig Communications, Inc. will not be responsible for any failure of programming or interruption of service resulting from circumstances which are beyond our control.

Credit will not be issued for interruption of service or other problems which are not promptly reported.

For additional questions regarding bills or billing procedures, contact our Customer Service Department at (540) 544-2288.

Complaint Procedures

We endeavor to resolve any complaints concerning cable television or other services as soon as possible. For complaints relating to Customer Service, Billing and/or Signal Quality, please use the following procedures:

Contact our Business Office at (540) 544-2288 weekdays between 9:00 am and 5:00 pm. Our Customer Service Representatives will attempt to determine the nature of the problem. If the problem cannot be resolved over the phone, a Service Technician will be dispatched to your home, usually by the next business day.

If you do not call during our normal business hours, please leave a complete message with the answering service, including your name, address, work and home telephone numbers, and a brief description of the problem. When possible, a Service Technician will be dispatched by the next business day to fix the problem. In other cases, we will contact you during normal business hours.

Emergencies such as fallen trees or utility poles, violent storms, or very cold weather may interfere with cable or other services. We promptly dispatch our crews to correct any emergency. Please keep in mind that some emergency situations may affect a large service area, and it may take several days to resume full service to the entire area. In situations where there is an electrical outage, we may be unable to restore service until all electrical outages have been resolved.

If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. Customers who find it necessary to file such complaints may do so by contacting (in order) the following individuals until their complaints are resolved.

Jill S. Williams Office Manager (540) 626-7111
Lisa W. Epperley General Manager (540) 626-7111

You may also contact your local franchise authority.

County of Giles (540) 921-2525
315 North Main St. Pearisburg, VA 24134

County of Craig
P.O. Box 308 New Castle, VA 24127

Town of Pembroke (540) 626-7191
P.O. Box 5 Pembroke, VA 24136

Closed captioning complaints may be addressed by postal mail, telephone, fax or email to:

Giles-Craig Communications, Inc. Attn: Lisa W. Epperley
P.O. Box 190 Pembroke, VA 24136
Phone: (540) 544-2288 FAX: (540) 626-3290
Email: pembroke@pemtel.net

Complaints must be filed with Giles-Craig Communications, Inc. or the FCC within 60 days of the captioning problem.

We maintain complaint records for at least one year. Those records are available for inspection by the applicable local franchise authority and the FCC.

Policies & Conditions of Subscription

Giles-Craig Communications, Inc. reserves the right to change our services and equipment, prices and fees at any time. We reserve the right to re-arrange, delete, add to or change the services provided on our Cable service. In accordance with Federal and local regulations, you will generally receive notice in advance of the change and the effective date. This notice may be provided on your monthly bill, as a bill insert, information channel notice or separate mailing.

You may cancel your service at any time by calling or writing to us. Verification of identity in accordance with Federal CPNI regulations will be required.

We reserve the right to terminate your service if you fail to pay your bill when it is due.

We reserve the right to charge subscriber accounts for any rental equipment not returned at the time of termination for any reason. Equipment must be returned in good, working condition and with all accessories as provided at time of rental including remote control devices, electrical cords, user guides, etc.

You may not assign or transfer your service to another party.

Unauthorized Reception

Federal and state laws make it a crime to receive, or assist another in receiving, any cable service without our express authorization. Violators face substantial criminal penalties including fines and imprisonment. In addition, we are entitled under the law to sue cable thieves in federal or state court and obtain injunctions and substantial damages. Reception of any cable service without our express authorization is prohibited.

Installation & Service Maintenance Policies

Installation of new service may be requested at our office during regular business hours. Fees for service installation are based on the specific requests and requirements of the subscriber and are explained at the time of application for service. Appointments are set on a first come-first serve basis.

Repair & Service Maintenance may be requested by visiting or calling the Business Office during regular business office hours. If you do not call during our normal business hours, leave a complete message with the answering service, including your name, address, work and home telephone numbers, and a brief description of the problem. When possible, a Service Technician will be dispatched by the next business day to fix the problem. In other cases, we will contact you during normal business hours. Repairs that are required due to an outside plant problem not caused by the customer is performed at no charge. Charges will be incurred for inside repairs & maintenance performed without subscription to Inside Wire Maintenance.

2 Local Access	57 Food Network
3 WTBS Atlanta	58 Discovery Channel
4 RFD TV	59 FOX News
5 WLFB TV 40	60 Nickelodeon
6 WVVA Bluefield NBC	61 VH1
7 WDBJ Roanoke CBS	62 Comedy Central
8 WFXR Roanoke FOX	63 BYU
9 WBRA Roanoke PBS	64 CMT
10 WSLS Roanoke NBC	65 DIY
11 CNN Headline News	66 Tru TV
12 WGN Chicago	67 TLC
13 WSET Lynchburg ABC	70 CSPAN 2
14 CW5	71 National Geographic
15 TCM	72 USA
17 BET	76 CSN
18 GAC	95 INSP
19 7 TOO	107 WDBJ7 HD Roanoke CBS
20 Lifetime	108 WFXR HD Roanoke FOX
21 Hallmark Channel	109 WBRA HD
22 Arts & Entertainment	110 WSLS HD Roanoke NBC
23 Weather Channel	113 WSET HD Lynchburg ABC
24 WFFP	114 CW5
25 CNN	119 7 TOO
26 ESPN Classic	127 ESPN HD
27 ESPN	128 ESPN2 HD
28 ESPN 2	129 ESPNU HD
29 ESPN U	173 RTV
30 MTV	176 CSN HD
31 Spike	180 WSLS 10.2 GO
32 SyFy	183 Weather Nation
33 TNT	189 Blue Ridge World
35 HGTV	190 Me TV
37 TV Land	191 Decades
38 ION	308 GSN
39 E!	320 National Geographic
40 Outdoor Channel	326 OWN
43 Disney Channel	328 Destination America
44 History Channel	329 Discovery Family Channel
45 Cartoon Network	330 American Heroes Channel
46 Animal Planet	331 Investigation Discovery
47 AMC	332 Science Channel
48 QVC	340 fyi
49 C-Span	341 H2
50 TBN	(continued on back)
51 CNBC	
52 FX	
53 Travel Channel	
54 ABC Family	
55 Golf Channel	
56 Fox Sports 1	