

2	LOCAL ACCESS	52	FX
3	WTBS ATLANTA	53	TRAVEL CHANNEL
4	RFD TV	53.1	TRAVEL CHANNEL HD
5	WLFB TV 40	54	FREEFORM
6	WVVA BLUEFIELD NBC	55	GOLF CHANNEL
7	WDBJ ROANOKE CBS	55.1	GOLF CHANNEL HD
7.1	WDBJ 7 HD	56	FOX SPORTS 1
7.2	H & I	57	FOOD NETWORK
8	WFXR ROANOKE FOX	57.1	FOOD NETWORK HD
9	WBRA ROANOKE PBS	58	DISCOVERY CHANNEL
10	WSLS ROANOKE NBC	59	FOX NEWS
10.1	WSLS HD	60	NICKELODEON
10.2	GET TV	61	VH1
10.3	ME TV	62	COMEDY CENTRAL
11	CNN HEADLINE NEWS	63	BYU
12	WCWS	64	CMT
13	WSET LYNCHBURG ABC	65	DIY
13.1	WSET HD	66	TRU TV
13.2	STADIUM	67	THE LEARNING CHANNEL
13.3	COMET	68	FOX BUSINESS
13.4	TBD TV	70	CSPAN 2
14	INSP	71	NATIONAL GEOGRAPHIC
15	TCM	72	USA
15.11	WBRA HD	73	HALLMARK DRAMA
15.12	SWVPTV	76	NBCSWA
15.13	BLUE RIDGE KIDS	77	WGN
16	NBC SPORTS.NET	78	HALLMARK MOVIES & MYSTERIES
17	BET	79	THE COWBOY CHANNEL
18	GAC	107	WDBJ7 HD ROANOKE CBS
19	WZBJ	108	WFXR HD ROANOKE FOX
20	LIFETIME	109	WBRA HD
21	HALLMARK CHANNEL	110	WSLS HD ROANOKE NBC
21.11	WWCW HD	113	WSET HD LYNCHBURG ABC
21.12	WFXR HD	114	WWCW HD
21.13	LAFF	119	WZBJ
21.14	GRIT	124	COZI
22	A & E	127	ESPN HD
23	WEATHER CHANNEL	128	ESPN2 HD
24	COZI	129	ESPNU HD
24.1	WZBJ	138	ION HD
24.2	COZI	153	TRAVEL HD
24.3	DECADES	155	GOLF HD
25	CNN	157	FOOD HD
26	ESPN CLASSIC	172	STADIUM
27	ESPN	173	TBD TV
27.1	WFXR HD	176	NBCSWA HD
27.2	WWCW HD	180	GET TV
27.3	BOUNCE	183	COMET
27.4	ESCAPE	184	DECADES
28	ESPN 2	185	WZBJ
29	ESPN U	187	BOUNCE HD
30	MTV	189	WBRA
31	PARAMOUNT	190	ME TV
32	SYFY	191	H & I
33	TNT	192	QUBO
34	MSNBC	193	ION
35	HGTV	194	HSN
36	RIDE TV	195	SHOP
37	TV LAND	196	SWVA PTV
38	ION	197	LAFF
38.1	ION HD	198	GRIT
38.2	QUBO	308	GSN
38.3	ION LIFE	311	OLYMPIC
38.4	SHOP	326	OWN
38.5	QVC	328	DESTINATION AMERICA
38.6	HSN	329	DISCOVERY FAMILY CHANNEL
39	E!	330	AMERICAN HEROES CHANNEL
40	OUTDOOR CHANNEL	331	INVESTIGATION DISCOVERY CHANNEL
41	PURSUIT	332	SCIENCE CHANNEL
42	UNIVERSAL KIDS	340	FYI
43	DISNEY CHANNEL	341	VICELAND
44	HISTORY CHANNEL	342	BBC
45	CARTOON NETWORK	347	LIFETIME MOVIE NETWORK
46	ANIMAL PLANET	408	NICK TOONS
47	AMC	409	TEEN NICK
47.2	ESPN2 HD	410	NICK JR.
47.5	NBCSWA HD	416	DISNEY JR.
48	QVC	441	ESPNEWS
49	C-SPAN	447	SEC
49.2	ESPNU HD		
49.12	ESPN HD		
50	TBN		
51	CNBC		

466	MTV 2
471	MTV CLASSIC
474	FUSE
476	CMT MUSIC
490	FXM: FOX MOVIE CHANNEL
600	CINEMAX
602	MORE MAX
604	ACTION MAX
605	THRILLER MAX
610	STARZ ENCORE HD
612	STARZ ENCORE Action
614	STARZ ENCORE Classic
616	STARZ ENCORE Suspense
618	STARZ ENCORE Black
620	STARZ ENCORE Westerns
622	STARZ 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 HD
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

RED Basic
BLUE Super Basic
GREEN Digital Basic
ORANGE Premiums*
PURPLE Digital w/Super Basic
BLACK Digital w/ Super Basic*

SERVICES & PRICES

GILES-CRAIG BASIC

\$18.42 PER MONTH

GILES-CRAIG SUPER BASIC

\$57.30

GILES-CRAIG DIGITAL *

SUPER BASIC & DIGITAL BASIC & ONE DIGITAL RECEIVER

\$70.30

GILES-CRAIG COMPLETE *

SUPER BASIC, DIGITAL BASIC, HBO, CINEMAX, SHOWTIME, THE MOVIE CHANNEL, STARZ! & ONE DIGITAL RECEIVER

\$120.30

ADD-ONS *

HBO \$17.95 *
 CINEMAX \$12.95 *
 STARZ \$13.95 *
 SHOWTIME / TMC \$13.95 *
 DIGITAL BASIC \$15.95 *

OTHER SERVICES & FEES

INSIDE WIRE MAINT. \$1.25
 LATE PAYMENT CHARGE \$5.00

EQUIPMENT *

DIGITAL RECEIVERS \$5.00
 DVR'S \$10.95
 ADDITIONAL DVR'S \$8.00
 CABLE CARD \$2.00
 DTV BOX \$4.00

DIGITAL CHANNELS (SHOWN IN BOLD PRINT) MAY APPEAR DIFFERENTLY DEPENDING ON THE BRAND AND/OR MODEL OF THE TV BEING VIEWED. TO RECEIVE THE LATEST ADDITIONS, PLEASE RE-SCAN YOUR TV ACCORDING TO THE DIRECTIONS IN YOUR TV MANUAL.

CHANNELS NOT INCLUDED IN BASIC OR SUPER BASIC PACKAGES REQUIRE CABLE CARD, DIGITAL RECEIVER (SET TOP BOX) OR DIGITAL VIDEO RECORDER (DVR).

GILES-CRAIG DIGITAL AND GILES-CRAIG COMPLETE PACKAGES INCLUDE ONE STANDARD DIGITAL RECEIVER AS PART OF THE MONTHLY RATE.

ALL GILES-CRAIG COMMUNICATIONS, INC. CATV PACKAGES ARE CHARGED A MONTHLY BROADCAST STATION SURCHARGE (CURRENTLY \$16.85) AND FCC REGULATORY FEE (CURRENTLY \$.08) IN ADDITION TO THE SELECTED PACKAGE PRICE. ALL GILES-CRAIG COMMUNICATIONS, INC.'S SERVICES ARE ALSO SUBJECT TO VIRGINIA COMMUNICATIONS TAX (CURRENTLY 5%).

DIGITAL BOXES MAY BE AVAILABLE FOR SUBSCRIBERS WHO ARE UNABLE TO RECEIVE DIGITAL CHANNELS ON THEIR TV SETS. NOTE THAT THESE BOXES ARE FOR THE PURPOSE OF RECEIVING DIGITAL CHANNELS. THEY DO NOT RECEIVE HIGH DEFINITION PROGRAMMING. CALL OUR OFFICE AT 626-7111 OR 544-2288 FOR DETAILS.

TO SUBSCRIBE TO PEMTEL CABLE TV SERVICES OR FOR MORE INFORMATION CALL OUR OFFICE AT (540) 626-7111. SOME RESTRICTIONS APPLY. SERVICE NOT AVAILABLE IN ALL AREAS. PEMTEL IS NOT RESPONSIBLE FOR AND HAS NO CONTROL OVER NETWORK PROGRAMMING.

Annual Customer Notification 2018

Giles-Craig Communications, Inc.

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

Phone: (540)544-2288

FAX: (540)626-3290

E-Mail: pembroke@pemtel.net

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 call outside of our regular Business Office hours, please leave a complete message including your name, address, home and work telephone numbers and the reason for your call. Messages for Customer Service will be addressed on the next business day. When possible, a Service Technician will be dispatched by the next business day to fix reported problems. In other cases, we will contact you during normal business hours.

Giles-Craig Communications, Inc.
P. O. Box 190, 504 Snidow St. Pembroke, VA 24136
(540) 544-2288 or (540) 626-7111

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.

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. 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 call outside of regular business hours, please refer to this document's section on Customer Service.

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
Lisa W. Epperley, General Manager

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 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 hours. To report a problem outside of regular business hours, please refer to this document's section on Customer Service.

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, drivers 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 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.

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 or 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