

2023 Cable TV Annual Notification

For FOCUS Broadband Cable TV customers residing in Brunswick County, NC, Columbus County, NC & Pender County, NC. The 1992 Cable Act requires the following annual notification of customer care standards.

RESOLUTION OF COMPLAINTS AND INQUIRIES

Customers should direct consumer or service complaints to FOCUS Broadband by calling 888-367-2862 or by visiting www.focusbroadband.com. Customers can also visit our office at 640 Whiteville Rd. NW, Shallotte, NC. In the event the customer wishes to register a consumer or service complaint you may do so in writing to:

NC Attorney General's Office
Attn: Consumer Protection Division
9001 Mail Service Center, Raleigh, NC 27699-9001

YOUR BILL

FOCUS Broadband, like most cable companies, will bill you for your services every month in advance, and your bill will be sent to you on approximately the same date each month. If you add or remove services between monthly billings, the pro-rated charges or credits will display in the "Other Charges and Credits" section of your bill.

Payment in full for all billed charges, including taxes and fees, must be received by the date indicated on your bill to avoid late fees and other charges. If you see a charge on your bill that you did not authorize, please contact us immediately. All charges appearing on your bill are considered valid unless you file a dispute with us. You have 90 days from the date of the bill to dispute any charge(s). If you do not file a dispute, you agree to pay all charges on your bill, according to the rates, terms, and conditions contained in FOCUS Broadband's Subscriber Agreement for Video Services. You may initially contact us via phone to discuss your dispute, but to preserve all your rights to dispute resolution, you must file your dispute via email to contact@focusbroadband.com or by mail to FOCUS Broadband Customer Care, P.O. Box 3198, Shallotte, NC 28459. Our goal is to resolve any dispute to your satisfaction, but if we fail to do so, you may contact the franchise authority listed above.

If a refund is due to you as a result of a dispute you filed, a refund will be issued no later than your next bill following resolution of the dispute. Any refund due will first be applied to any outstanding new charges. If there is an amount remaining after applying the refund to new charges, you may request a refund. Otherwise, FOCUS Broadband will apply the refund to any future charges billed to your account.

If your service(s) are disconnected for non-payment of charges, there will be a \$30 fee for reconnection of service. A \$25 fee applies for each item that is returned due to nonsufficient funds.

Notices about changes in cable service rates, terms, or conditions will be posted on the company website in advance of such changes, as required by law or regulation.

CONTACTING CUSTOMER CARE

To contact Customer Care, please call 888-367-2862 or you can stop by one of our customer care centers:

- 640 Whiteville Road, Shallotte (Mon-Fri, 8am-6pm)
- 1780-9 Chandler's Lane, Sunset Beach (Mon-Fri, 8am-5pm)
- 1201 Dickinson Drive, Leland (Mon-Fri, 8am-5pm)
- 2230 New Britton Hwy, Whiteville (Mon-Fri, 8am-5pm)

Saturday hours may vary at each location.

CONTACTING REPAIR SERVICE

To contact our Repair Department, please call us at 833-663-1241, 24 hours a day. After normal business hours, a trained representative will assist you. Service issues requiring on-site technicians may be addressed the next business day.

VIDEO CLOSED CAPTIONING

Closed captioning allows persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the television screen. For assistance with general closed captioning concerns, please contact the FOCUS Broadband Repair Center at 833-663-1241, via email at operationservices@focusbroadband.com, or via fax at 910-754-6207. For more information about video closed captioning, including how to file a complaint, please visit www.focusbroadband.com.

PRODUCTS AND SERVICES

FOCUS Broadband offers a wide variety of cable services and programming packages. All customers must subscribe to Broadcast Basic Service to access other programming choices, including pay-per-view channels and on demand programming. You can find out about our programming packages by visiting our website or contacting one of our customer care centers.

MERGE TV – FOCUS BROADBAND STREAMED TV SERVICE

MergeTV is a streaming service which allows FOCUS Broadband customers to use their FOCUS Broadband internet service to stream a lineup of channels on a variety of devices. Most major streaming devices are supported. For a complete list of compatible devices, visit www.focusbroadband.com/mergetv. FOCUS Broadband Internet service required for MergeTV subscription. Internet speed of 300 Mbps or higher recommended for streaming MergeTV. Each MergeTV package includes a designated number of concurrent streams which allows users to stream content on different devices simultaneously. Additional concurrent streams are available for a monthly fee. Quality of stream may vary depending upon a variety of factors, many of which are related to the environment at the customer premise and the customer owned devices connecting to the Internet. Start Over, Look Back and Cloud DVR features are included, at no extra charge, with most packages. Start Over feature will allow users to start a program over from the beginning. Look Back feature allows users to skip back up to 75 hours to view previously aired programming. Start Over and Look Back features are enabled/disabled on an individual show and/or network basis. The amount of time certain shows are available varies and not all shows or networks allow these features as part of FOCUS Broadband's content agreements. Cloud DVR functionality works much like traditional DVR service with the amount of storage varying by MergeTV package. Additional Cloud DVR storage may be added for a monthly fee. Parental controls are available with MergeTV and may be set up in MergeTV User Profiles. MergeTV Terms of use may be viewed at www.focusbroadband.com/mergetv or MergeTV product details, channel lineups, pricing and availability are subject to change. Other conditions and restrictions may apply. Call FOCUS Broadband Customer Care at 888-367-2862 or visit www.focusbroadband.com/mergetv for more details.

INSTALLATION & SERVICE MAINTENANCE POLICIES

Standard installation of new cable service - for those located within 125 feet of a distribution system or in homes that previously had cable service - are performed within seven business days after an order has been placed. Appointments for installations, service calls, and other installation activities are scheduled in four-hour windows during normal business hours. We cannot cancel a service call after the close of business on the day prior to the scheduled service appointment.

Excluding conditions beyond our control, such as natural disasters, power outages, civil disturbances, and severe or unusual weather conditions, technicians begin working on service interruptions promptly or no later than 24 hours after the interruption becomes known. Service interruptions are defined as the loss of picture or sound on one or more cable channels. We begin work to correct other service problems the next business day after being notified of a problem.

DISCONNECTING SERVICE

Please give us one week's notice if you are disconnecting service. It is your responsibility to return cable boxes and remote controls to us. You are liable for equipment that is lost, stolen, damaged, or not returned for any reason and we will bill you for these charges. If there is a balance due, you will receive a final bill which will include a charge for cable boxes and remotes that have not been returned as of the issue date of the bill. These charges will be based on the current replacement value of the unreturned equipment. Please refer to the Cable TV Products and Prices section for more information on equipment replacement cost.

TELEVISION PICTURE QUALITY

Upon experiencing problems with the quality of television signals that you receive, you should call FOCUS Broadband at the telephone number listed on the front cover of this notice. A Service Representative will do all that is possible to resolve your problem over the phone. If this cannot be done, an appointment will be established to have a service technician come to your home in order to resolve your reception problem. If, in your opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will inform you of our determination, and the reasons we cannot solve the problem. If you believe FOCUS Broadband has not properly resolved your issue, please contact the franchise authority at the address listed in this publication.

CABLE EQUIPMENT AND COMPATIBILITY

FOCUS Broadband offers digital cable boxes to its customers at a nominal charge. If you wish to view programming with an analog TV, you will need a digital cable box to view any channel on our system. FOCUS Broadband also has digital cable cards available for TVs that utilize digital cable card technology. Digital cable cards are not available in areas served by IPTV. Digital cable boxes and other similar devices that are purchased through other retail outlets will not work with the FOCUS Broadband Cable TV system. Where service is received through a digital cable box, you may not be able to use special features and functions of your TV or other equipment, including, but not limited to, features that allow you to: view a program on one channel while simultaneously recording a program on another channel; record two or more consecutive programs that appear on different channels; and use advanced picture generation and display features such as "Picture-in-Picture" and channel

review. Remote control units that are compatible with digital cable boxes may be obtained from FOCUS Broadband. Please note that remote control units purchased through other retail outlets may not be functional with FOCUS Broadband digital cable boxes.

Each cable TV account and/or single location is entitled to up to seven digital cable TV devices. If you request to have more than seven digital cable TV devices working at a location, FOCUS Broadband will conduct an on-site evaluation to ensure that you are receiving an adequate cable TV signal and all digital cable TV devices on the account are present and connected to the cable TV system. If everything is found to be in order, permission for additional digital cable TV devices will be granted. If signal strength is found to be inadequate, technicians may need to take steps to increase the signal which may result in a cost to you. The on-site evaluation will be conducted at no cost. In instances where the on-site evaluation reveals that some digital cable TV devices on the account are not at your premises, FOCUS Broadband will immediately discontinue service to those digital cable TV devices, and you will be responsible for their return. Unreturned cable TV devices will continue to be billed at regular rates until they have been returned or you have paid the applicable replacement cost for the missing device. FOCUS Broadband reserves the right to prosecute for cable TV theft. Any customer found to be using a digital cable TV device to provide cable TV service to an address not associated with the account registered is subject to prosecution.

PARENTAL CONTROLS

FOCUS Broadband understands that some customers may find certain programs available for viewing on the FOCUS Broadband cable TV system to be unsuitable for members of their household. If you are concerned about the possible viewing of objectionable programming, restricting access to these programs or channels is possible by enabling the parental control options available in the menu of your on-screen guide. By exercising these parental control options, you have the ability to block the viewing and purchase of offensive content by movie rating or channel number. In addition, program titles that are adult in nature may be hidden using the "Hide Adult Titles" option available under the parental control settings. Parental control settings must be set and enabled on each digital cable box in your home in order to block the viewing and purchase of offensive content on each TV. The parental control option is not available on digital cable adapters. For more information or for assistance with parental control options, please contact FOCUS Broadband Customer Care at 888-367-2862, or visit the Cable Support section at www.focusbroadband.com.

SIGNAL BLOCKING DEVICES

Customers should receive only those channels that they have ordered. If you see images or hear sound from scrambled channels that you do not subscribe to, you may have these channels blocked at no charge by calling 888-367-2862.

HOME WIRING

The following Federal Communications Commission (FCC) required notice will serve to inform you of your options regarding the home wiring that is used to provide cable TV service. Home wiring is the cable which runs from your TV set to a point approximately 12 inches outside of your home. It includes extra outlets, splitters, connections, and fittings or wall plates attached to the wire, but does not include terminal devices such as converters, descramblers, AB switches, parental lockout devices, security devices, etc. You are allowed to remove, replace, rearrange, repair, or maintain any cable wiring located within the interior space of your home as long as such actions do not interfere with an ability to meet FCC technical standards or provide service to your neighbors. We are not responsible for problems relating to the operation of customer-owned consumer electronic equipment such as televisions, VCRs, DVD players, home antennas, etc. which may be connected to the inside wiring in your home. Also, we are not responsible for problems caused by tampering, neglect, or abuse.

You have the option of removing, repairing, rearranging, or maintaining the inside wiring yourself or hiring a qualified outside contractor to do the work for you. It is extremely important that only high quality home wiring materials be used and that these materials be properly installed in order to avoid signal leakage and to maintain signal quality in compliance with FCC technical regulations. If you choose to install, replace, or repair wiring or hire a third-party contractor to do it for you, we will be happy to furnish at cost the necessary wiring and connectors that will meet required technical standards, or provide you with a list of technical specifications for the equipment should you choose to purchase it elsewhere. Please note, however, that in the event of improper materials or improper installation causing signal degradation and/or leakage, we may be required under federal law to terminate your cable TV service until the problem can be remedied.

COMMERCIAL SUBSCRIBER NOTIFICATION

Our agreements with certain video content providers require us to charge business (commercial) and residential cable customers differently. These content providers require business customers to pay more if they fall into a particular type of cable use. Please review the commercial subscriber description below to determine if this accurately describes how you use FOCUS Broadband's Cable TV service. *Commercial Subscriber* - each service subscriber that receives video services for exhibition in any commercial establishment (including any arena, bar, club, tavern, restaurant, transportation terminal, store, or office.) If the above description describes how you use FOCUS Broadband's Cable TV service, you should be classified as a business cable TV account and must utilize one of the business cable TV packages. If you are using one of FOCUS Broadband's residential cable TV packages you are certifying that you use your cable TV service for residential/noncommercial purposes only.

BROADCAST BASIC ¹	STANDARD CONTINUED ¹
2 Channel Guide	44 CMT
3 FOCUS Broadband TV	45 Great American Family
4 CW	46 BET
5 ABC (WWAY)	47 E! Entertainment
6 NBC (WECT)	48 A&E
7 TBS	49 Bravo
8 PBS	50 Turner Classic Movies
9 FOX (WSFX)	51 AMC
10 WILM	52 TV Land
12 QVC	53 SyFy
13 CBS (DWAY)	54 truTV
14 HSN	55 FOX News
69 Heroes & Icons	56 CNN
70 CourtTV	57 Headline News
71 MeTV	58 MSNBC
72 Bounce TV	59 CNBC
74 GRIT Network	60 Weather Channel
75 UNC-EX	61 Fox Business Channel
76 UNC-Kids	62 National Geographic
77 SC-ETV (SC PBS)	63 Investigation Discovery
78 SC Channel	64 We
79 NC Channel	65 Lifetime Movie Network
80 ION Mystery	66 Oxygen
82 Laff TV	67 OWN
91 Circle	68 Hallmark Movies & Mysteries
92 CSPAN	73 Independent Film Channel
93 CSPAN2	81 QVC2
94 Jewelry TV	83 The Cowboy Channel
95 Defy TV	84 UP
97 Leased Access	85 Inspirational Network
105 True Crime Network	86 Daystar
106 Dabl	87 Trinity
	88 EWTVN
STANDARD¹	89 The Word
15 Freeform	90 BYU TV
16 Cartoon Network	96 Motor Trend ²
17 Nickelodeon	
18 Disney	ADVANCED²
19 FX	200 Nat Geo Wild
20 FXX	201 Science Channel
21 MLB Network	202 American Heroes Channel
23 Fox Sports 1	204 Discovery Family
24 ACC Network	205 Destination America
25 ESPN	207 BBC America
26 ESPN2	208 Discovery Life
27 ESPNNews	209 RFD TV
28 Golf Channel	211 FYI
29 Lifetime	212 Military History
30 Hallmark Channel	214 Magnolia Network
31 TNT	215 Cooking Channel
32 USA Network	216 Crime & Investigation
33 Animal Planet	217 Smithsonian
34 Food Network	219 Universal Kids
35 HGTV	220 Nicktoons
36 TLC	221 Nick Jr.
37 History	222 TeenNick
38 Discovery Channel	223 Disney XD
39 Travel Channel	224 Boomerang
40 Comedy Central	225 Disney Junior
41 Paramount Network	229 Gameshow Network
42 MTV	230 MTV2
43 VH1	231 Nick Music

ADVANCED CONTINUED ²	934 Food Network HD
232 MTV Classic	935 HGTV HD
233 Viceland	936 Travel HD
242 Lifetime Real Women	939 BET HD
243 FX Movie Channel	940 Great American Family HD
244 Hallmark Drama	941 CMT HD
246 Sundance	942 MTV HD
249 Fox Sports 2	943 VH1 HD
251 ESPN	944 Turner Classic Movies HD
253 Outdoor Channel	945 AMC HD
259 Big Ten Network	947 SyFy HD
260 SEC Network	948 Comedy Central HD
265 NFL Network	949 E! Entertainment HD
271 SEC Network Alternative	950 Disney HD
	955 Cartoon Network HD
MUSIC CHOICE¹	956 Nickelodeon HD
701-750 Variety Music Channels	958 Investigation Discovery HD
	960 MotorTrend HD
	965 National Geographic HD
	966 A&E HD
	967 History HD
	971 TNT HD
	972 OWN HD
	973 Oxygen HD
	974 We HD
	976 Fox Sports 1 HD
	980 ESPN HD
	981 ESPN2 HD
BROADCAST BASIC HD^{1*}	985 MLB Network HD
899 SC ETV HD (SC PBS)	986 Golf Channel HD
907 TBS HD	994 ACC Network HD
908 PBS HD	
909 ABC HD (WWAY)	SPORTS PACKAGE^{1*}
910 FOCUS Broadband TV HD	979 NFL Redzone HD
911 CW HD	989 World Fishing Network HD
912 NBC HD (WECT)	991 Sportsman Channel HD
913 CBS HD (DWAY)	993 YES Network HD
914 WILM HD	999 MAV TV HD
915 FOX HD (WSFX)	
918 QVC HD	ADVANCED HD^{1*}
	890 Viceland HD
STANDARD HD^{1*}	896 RFD TV HD
898 QVC2 HD	917 Gameshow Network HD
900 Weather Channel HD	920 Hallmark Drama HD
901 CNBC HD	937 Cooking Channel HD
902 MSNBC HD	938 Magnolia Network HD
903 Headline News HD	946 FX Movie Channel HD
904 Fox Business Channel HD	951 Disney Junior HD
905 Fox News Channel HD	952 Disney XD HD
906 CNN HD	953 Nick Jr. HD
916 Freeform HD	954 Discovery Family HD
919 TV Land HD	957 Nicktoons HD
921 Paramount Network HD	959 Crime & Investigation HD
922 FX HD	961 Smithsonian HD
923 FXX HD	962 Destination America HD
924 USA HD	963 BBC America HD
925 Bravo HD	964 Science Channel HD
926 Hallmark Channel HD	968 FYI HD
928 Lifetime Movie Net HD	970 Nat Geo Wild HD
929 Lifetime HD	977 Fox Sports 2 HD
930 Discovery HD	982 ESPNews HD
931 TLC HD	983 ESPN HD
932 Animal Planet HD	984 NFL Network HD
933 truTV HD	

988 Outdoor Channel HD	STARZ^{**}
992 Big Ten Network HD	565 Starz Cinema West ²
995 SEC Network HD	566 Starz Comedy West ²
998 Sundance HD	567 Starz Edge West ²
	568 Starz In Black West ²
HBO PACKAGE^{**}	569 Starz Kids West ²
500 HBO - HD on 600	570 Starz - HD on 680
501 HBO Family - HD on 601	571 Starz Edge - HD on 681
502 HBO2 - HD on 602	572 Starz Kids & Family - HD on 682
503 HBO Comedy-HD on 603	573 Starz Cinema - HD on 683
504 HBO West	574 Starz Comedy - HD on 684
505 HBO Signature-HD on 604	575 Starz In Black - HD on 685
506 HBO Zone - HD on 605	583 Starz ²
507 HBO Family West ²	686 Starz West HD ^{1*}
508 HBO 2 West ²	
509 HBO Comedy West ²	ENCORE^{**}
510 HBO Signature West ²	576 Encore - HD on 687
511 HBO Zone West ²	577 Encore Action
	578 Encore Classic
CINEMAX PACKAGE^{**}	579 Encore Suspense
520 Cinemax - HD on 620	580 Encore Westerns
521 5 StarMax - HD on 621	581 Encore Black
522 ActionMax - HD on 622	582 Encore Family
523 OuterMax - HD on 623	584 Encore West ²
524 MoreMax - HD on 624	585 Encore Action West ²
525 ThrillerMax - HD on 625	586 Encore Classic West ²
526 Cinemax West ²	587 Encore Suspense West ²
527 ActionMax West ²	588 Encore Westerns West ²
528 MoreMax West ²	589 Encore Black West ²
529 MovieMax West ²	590 Encore Family West ²
530 ThrillerMax West ²	

**Advanced package required.*

***Digital box required. Not available with adapter.*

¹Available with digital box or adapter.

²Only on MergeTV

^{1} HD box & corresponding package required.*

Some channels &/or services may not be available with MergeTV or in all areas. Contact FOCUS Broadband for availability. HDTV and HD capable box required to receive high definition programming. Compatible streaming device required for MergeTV. Business customers require Business Cable Packages where select channels may not be available.

Cable TV Products & Prices	
Rates, channel lineup and packages are subject to change.	
Broadcast Basic	\$ 39.25
Broadcast Basic channels, Music Choice channels.	
<i>Broadcast Basic Service is required for any other Cable TV Services.</i>	
Standard Cable	\$ 100.00
Standard Cable including Broadcast Basic channels, Music Choice channels.	
Advanced Cable	\$ 116.00
Standard and Advanced channels including Broadcast Basic, Music Choice channels.	
Standard MergeTV	\$ 93.90
Standard MergeTV channels including Broadcast Basic, Music Choice channels.	
Advanced MergeTV	\$ 109.50
Standard and Advanced MergeTV channels including Broadcast Basic, Music Choice channels.	
Premium Channels	
HBO Package	\$ 15.99
Cinemax Package	\$ 15.00
Showtime Package	\$ 10.99
Starz Package	\$ 9.00
Encore Package	\$ 5.00
Sports Package	\$ 4.95
<i>Advanced Package & HD Box required.</i>	
Whole-Home DVR Service	\$ 4.00
<i>Equipment is additional.</i>	
MergeTV – Internet Streamed TV Services	
Additional Concurrent Streams (2)	\$ 5.00
Additional Concurrent Streams (4)	\$ 9.00
Additional Concurrent Streams (7)	\$ 14.00
Cloud DVR (300 hours)	\$ 10.00
MergeTV Standard Box	\$ 4.95

Affordable Connectivity Program	
BROADBAND DISCOUNTS	
The Affordable Connectivity Program (ACP) is a Federal Government benefit program operated by the Federal Communications Commission. The Affordable Connectivity Program offers up to a \$30 monthly bill credit towards internet service.	
FOCUS Broadband offers discounts for internet service through the ACP. ACP is a federal benefit that provides discounts for internet service to residential customers. Only one monthly ACP internet discount and a one-time connected device discount is available per household. A household is defined, for purposes of the ACP program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive ACP benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Federal Communications Commission's (or "FCC") rules and will result in the subscriber's de-enrollment from the program. ACP is a non-transferable benefit, and the subscriber may not transfer his or her benefit to any other person. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. If ACP ends, or when a household is no longer eligible, subscribers will be subject to the provider's regular rates, terms, and conditions.	
If you or your dependent qualify for any of the following programs, you may be eligible for ACP:	
• Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline	
• Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision	
• Received a Federal Pell Grant during the current award year	
• Has an income that is at or below 200% of the federal poverty guidelines	
• Meets the eligibility criteria for a participating provider's existing low-income program	
HOW TO GET ENROLLED IN ACP	
1. Go to www.affordableconnectivity.gov to apply online or you may choose to print a paper application form from the website.	
2. Complete the FOCUS Broadband ACP enrollment form. You must indicate your service address as well as your billing address (if not the same as your service address), as well as the last four digits of your SSN, and your date of birth.	
3. You may be required to provide photocopies of qualifying program documents or income documents.	
4. You must initial and sign the paper form indicating that you are complying with the ACP benefit rules.	
<i>For more information about the Affordable Connectivity Program, visit https://www.affordableconnectivity.gov/help/ on the Internet or contact ACP Support at (877) 384-2575 or email ACPSupport@usac.org. You may also contact FOCUS Broadband.</i>	
Cable TV Devices	
Digital Cable Adapter	\$ 3.50
<i>Program guide not available with digital cable adapter.</i>	
Standard/HD/IPTV Box	\$ 6.50
<i>Required for Advanced packages and higher.</i>	
Digital Video Recorder	\$15.00
<i>Some devices not applicable in certain areas.</i>	
Equipment Replacement Costs:	
Standard Digital Box	\$ 65.00
Digital DVR	\$ 65.00
Digital HD Box	\$ 65.00
IPTV DVR	\$ 65.00
IPTV Standard Digital Box	\$ 65.00
MergeTV Standard Box	\$ 65.00
MergeTV Remote Control	\$ 9.00
Power Cord	\$ 10.00
<i>*IPTV Digital Boxes and IPTV DVRs are not available in all areas.</i>	
<i>FOCUS Broadband is not responsible for support, repair or replacement of customer owned streaming devices.</i>	
Cable TV Installation & Miscellaneous Charges	
Premise visit charge	\$55.00
Single Service Connection	\$25.00
Outlet Connection	\$35.00
Box Connection - (over 3 Boxes)	\$ 6.00
Connection Material - (faceplate, etc.)	\$ 3.00
Cable Reconnection - (with prior service)	\$20.00
Returned check fee	\$25.00
Reconnect after disconnect for non-payment	\$30.00
<i>Some restrictions may apply. Prices do not include applicable taxes & fees. All rates listed are per month rates with the exception of On Demand, Equipment Replacement Costs, and Cable TV Installation & Miscellaneous Charges which are billed per occurrence. Channel lineup subject to change. Television services in portions of Brunswick County, Columbus County and Pender County provided by FOCUS Broadband, LLC.</i>	