



2025 Disclosure Statements

Customer Care:
888-367-2862

Repair Line:
833-663-1241

focusbroadband.com

2025 Annual Disclosure Statements

FOCUS Broadband – Privacy Information

As a customer of FOCUS Broadband, you are entitled to know what we do with personal information that we receive about you. We consider our treatment of such information to be a part of the trust you place in us by using our Voice, Video, and Internet Services. We provide this notice to better answer questions you may have, but our basic privacy policy remains the same. We keep only the personal information of our customers that is needed to provide our services, treat it as private, use it only for what we offer you, do not sell it to others, work to keep it secure, and destroy it when no longer needed. While we cannot cover here every situation where your personal information may be affected, we have included those we believe are of most interest. By law, we tell you annually about our privacy policy, and you can find additional and updated information at any time by visiting our website at www.focusbroadband.com. You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission (www.ftc.gov), and the Federal Communications Commission (www.fcc.gov). If you receive your bills electronically, FOCUS Broadband reserves the right to provide this notice to you similarly. If you receive this notice electronically and have difficulty opening or printing the notice, you may contact FOCUS Broadband to obtain a copy of the notice or you may visit our website at www.focusbroadband.com to obtain a copy.

INFORMATION WE COLLECT

Personally Identifiable Information – In providing services to you, we obtain certain “personally identifiable information,” that is, information that identifies you individually (“your information”). Your information may include name, service address, billing address, telephone number(s), social security number, driver’s license number, premium services you have selected, demographic information, user ID(s), password(s), email address(es), correspondence, and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided, and other service-related functions. In providing our services, we may also collect information about your video equipment, phone system(s), computer hardware and software, modem(s), router(s), settings, and other preferences to aid in customer support. It is our policy to collect only the personal information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business relationship or as the law may require. We take reasonable precautions to identify you or your authorized representative when we receive an inquiry about your account. We also take reasonable steps to protect your information from unauthorized access. We sometimes collect personal information for special reasons, such as in surveys or registering at our websites. In these instances, you will be notified before it is collected, told how it will be used and may elect not to participate. **Video Services** – We collect certain information in providing you with our cable television and other services. The law prohibits us from using the cable system to collect personal information for unrelated purposes without your consent. Unless you are notified and agree, we will not collect user information concerning most video program viewing, except as needed to bill you. In providing some specific cable television services, such as entertainment on demand and interactive cable services, we do maintain limited usage information for billing, programming, and related purposes. Aggregate information that does not identify you may be collected and used for programming, advertising, and similar purposes. When we provide digital video recorder services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below in “Use and Sharing.” **Internet Services** – Like most Internet service providers, we automatically collect certain general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. We do not store online messages sent and received unless left in your FOCUS Broadband Internet account file. Since we cannot control websites or Internet services provided by third parties, we recommend that you review the terms of service and privacy policies of those websites and services. You can find more detailed information concerning our Online Privacy Policy on our website at www.focusbroadband.com. **Voice Services** – We provide telephone services by Internet Protocol (IP) technology. We do not listen to or record your calls. We do, however, monitor certain calls to our staff for quality purposes. If you object to this, you may come to either of our five offices and speak with a customer care representative. In providing telephone services, we do receive usage information, including numbers called and received and duration of calls. We retain this information if required by some authorities or for billing purposes and treat all such information as private.

USE AND SHARING

Use Policy – We consider your information confidential, and use it only in providing our voice, video, and Internet services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with you, billing, and collection, and for accounting and tax purposes. We may also use such information in dealing with fraud and unauthorized use of our services or when required under the law. We use aggregate information about our customers and their usage for a variety of purposes. Such aggregated information does not identify individual customers. We may share such aggregate information with third parties to better offer product and services preferences to you but, we will not share your own information with aggregate information or with information from others. **Sharing Policy** – It is our policy not to disclose any personal identification information about you to others outside of FOCUS Broadband and our affiliates, vendors, and business partners without your prior consent, except as permitted by law. We do not sell or provide your personal information to parties unrelated to the services we provide without your permission. As a further measure, you can affirmatively opt out of such sharing by writing to the return address on your billing statement, or you may contact us online at www.focusbroadband.com. You can also notify us in either way if you prefer not to receive certain types of marketing contacts from us. **Special Exceptions** – We reserve the right to disclose your information if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our Website Terms of Use, our Acceptable Use Policy or related standards; (5) act in an emergency to protect your safety or that of another.

PRIVACY INFORMATION

We may also share or transfer your information along with your account as a part of any sale or transfer of all or a portion of our business operations, merger, or combination with another organization. In such a case, you will be notified of any changes in policy. **Outside Parties** – FOCUS Broadband sometimes uses affiliates, vendors, or partners to provide our services and may provide your information for such purposes. We require that outside parties maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share your information with other third parties without your consent. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours. **Retention Policy** – FOCUS Broadband may retain personal customer information in its regular business records as long as you are a customer or until no longer needed for

business, tax or legal purposes. Our security measures for this information are discussed below. *Voice Services* – Federal and some state regulations limit our use and sharing of certain information concerning a customer’s telephone services. This information is known as “Customer Proprietary Network Information” or “CPNI,” and includes information on how you use our telephone services, such as your call patterns, service features, price plans, spending profiles, call destinations and related information. In offering our spectrum of local and long-distance telephone, we do use your telephone service information to offer new services and pricing plans. If you do not want us to use your CPNI for this purpose, you may contact us at 888-367-2862 or www.focusbroadband.com. On the other hand, if you would like us to offer you information on video and data services, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us offer you the best and most up-to-date services. Your consent will remain in effect until you notify us you want to revoke or change your permission, or as limited by law. Your choice will not affect the services you now receive. We do not disclose this information to unrelated parties, except as required by law. *Directory Listing* – We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time to time. These and certain other telephone services offered are subject to tariff or contractual terms that limit our liability in the event of such errors. *Video Services* – We provide aggregate information concerning entertainment-on-demand and interactive services to programmers, advertisers and certain other third parties. Digital video recorder (“DVR”) service information is not shared with programmers or third parties, except on an aggregate basis. When we offer new services to you, we will also inform you about information we may need and how it may be used. *Internet Services* – We do not read your email messages, instant messages, online chats, “voice-over-Internet” calls or the content of other online communications that reside on or pass through our service. We may, however, retain and provide such communications if we are legally required to do so. Incoming and outgoing email messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network, or other users.

INTERNET SECURITY

Taking Proper Precautions – Maintaining the security of your personal computer is an important part of protecting your own privacy and of helping us protect our network and customers’ service. You should follow our Authorized Use Policy and use and regularly update your antivirus software, firewall and your operating system to prevent unauthorized access by others and harm from viruses. You should regularly back up your computer to preserve your files, including email or other messages you want to keep. Individuals with questionable intent may use the Internet or email to pose as someone you trust or do business with. You should always be sure who you are dealing with before clicking on an Internet link or giving personal information. To avoid all these and other forms of attack, we encourage you to visit our website at www.focusbroadband.com or the Federal Trade Commission (“FTC”) at www.ftc.gov for regular updates and tips on protecting yourself. The management of FOCUS Broadband may take protective action related to your service or contact you directly with information from time to time to help with this effort. While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. Once communications enter the Internet, it is possible for them to be accessed by third parties over whom we have no control. Moreover, since we cannot control the websites or services operated by third parties, you should review their terms of service and privacy policy. *Spam* – FOCUS Broadband tries to prevent and block spam, and we encourage your help by preventing unauthorized access to your computer. We suggest that you remain up to date on ways to avoid and combat spam by watching for advice and tips on our website. We may use email to send transactional or relationship messages related to your service. If you prefer, you may opt out of other marketing messages we may send by notifying us in response to any you may receive. *Cookies* – A third-party ad server that places ads on our websites may use “cookies” to collect anonymous information concerning your preferences. A “cookie” is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system, and Internet Protocol (“IP”) address. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows us to tailor our site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit any personalization available to you. *Third-Party Cookies and Web Beacons* – These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the ad’s provider. They may use a form of code called a “web beacon” or “clear GIF.” These are usually contained in a transparent image on a page or in an image on an email message and serve as a way to gather information about your visit, such as your IP Address and information or statistics about your visit. As with cookies, you can use your browser settings to control web beacons with vendors, advertisers, and others.

LAW ENFORCEMENT & LEGAL REQUESTS

Information Disclosure – We regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, we operate by providing such information as the law requires. The laws concerning your privacy and government access change from time to time and may affect how we are required to respond. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we do not assume any duty to notify you of receipt of any legal requests. *Internet Information* – Your account records and information concerning your Internet access may be subpoenaed by a governmental agency or by others through the courts. Internet messages and files shared over “peer-to-peer” services often include your IP address, and you can be identified in this way if we receive a lawful subpoena. As with telephone interception, details concerning your Internet access and the content of communications can be obtained by law enforcement through a court order or similar authority. In addition, the law permits us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay. *Telephone Information* – Current law requires law enforcement to obtain a court order or other similar authority for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information. Voice-over-Internet services are subject to similar interception standards. Law enforcement can also subpoena account and call record information. *Cable Television Programming* - Records concerning video programming selections may generally be obtained only under court order, after notice is given to you and you have the opportunity to object in court.

SECURITY OF INFORMATION

We are aware of the many recently publicized instances of customer information security breaches and continue to work on new ways to protect your information. For our most sensitive databases, we use encrypted formats within controlled and secure environments that have restricted access. Nevertheless, although we endeavor to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

CHILDREN’S PRIVACY

The websites provided by FOCUS Broadband are not directed at, or intended for use by, children under the age of 13. We do not knowingly allow anyone under 18 to provide any personal information on our websites. Children should always get permission from a parent or guardian before sending personal information over the

Internet. If you believe your child may have provided us with personal information, you can contact us at the address found on your monthly bill and we will delete this information. You can find more information about protecting children's privacy by contacting the FTC or visiting its website at www.ftc.gov.

CHILD PORNOGRAPHY

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography.

CUSTOMER ACCESS TO INFORMATION

You may check the accuracy of personal information in your account by contacting a customer care representative. We also make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct, upon prior request and at your own cost, during business hours at the FOCUS Broadband office listed on the return address of this notice or noted on your billing statement.

YOUR ENFORCEMENT RIGHTS

You can enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information.

OTHER TERMS AND CHANGES IN POLICY

Other terms and conditions affect our service offerings, including certain Cable Television service contracts, our Authorized Use Policy for High-Speed Internet service, Tariffs, and the Terms of Use for our websites. Changes in our service offerings, the law and policy may cause us to make changes to this and other policies from time to time. Any changes will be posted on our website at www.focusbroadband.com.

Annual Do-Not-Call Registry Notice

In an effort to reduce the number of unwanted telemarketing calls, the FCC has provided telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, for inclusion in the national Do Not Call (DNC) registry administered by the FTC. You may register or revoke registration of your number without charge by calling the FTC's toll-free number, 888-382-1222 from the telephone number you are registering or revoking, or via online by visiting the FTC's website located at www.donotcall.gov. The FCC/FTC rules contain an "established business relationship" exception that permits a company that has such a relationship with you, like FOCUS Broadband IP Voice, to call you even if your number is on this national DNC list. For more information, see www.fcc.gov/cgb/donotcall and www.ftc.gov.

911 Service and Electrical Power

FOCUS BROADBAND'S TELEPHONE SERVICE REQUIRES ELECTRICAL POWER TO WORK. YOUR TELEPHONE SERVICES WILL NOT WORK, INCLUDING 911 AND ANY HOME, SECURITY OR MEDICAL MONITORING THAT RELIES ON OUR TELEPHONE SERVICE, IF ELECTRICAL POWER IS LOST.

Additionally, other circumstances may limit the availability of 911 services. These circumstances include disconnections, suspensions, or interruptions in your broadband internet connection, modifications to your equipment, the relocation of your equipment, adding new phone numbers or changing your existing phone number(s), disruptions in the network services of FOCUS Broadband's underlying E911 provider, network congestion, disruptions, or other problems associated with FOCUS Broadband's network, and the suspension or termination of your account with FOCUS Broadband for non-payment of charges.

2025 Cable TV Annual Notification

For FOCUS Broadband Cable TV customers residing in Brunswick 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 at www.ncdoj.gov or 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 because 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 \$5 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, Sat, 9am-5pm)

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)

1855 NC Hwy 53 West, Burgaw (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, twenty-four (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. Service issues may also be reported by visiting www.focusbroadband.com/repair.

VIDEO CLOSED CAPTIONING

Closed captioning allows individuals 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. 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 is required for MergeTV subscription. Internet speed of 500 Mbps or higher is recommended for streaming MergeTV. Each MergeTV package includes a designated number of concurrent streams which allow 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. The 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/terms. 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.

SERVICE MAINTENANCE POLICIES

Appointments for service calls 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 twenty-four (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 from our 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 costs.

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 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.

PARENTAL CONTROLS

FOCUS Broadband understands that some customers may find certain programs available for viewing on the FOCUS Broadband streamed TV service 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 on MergeTV. The option to enable or disable parental controls can be found in the MergeTV settings. By enabling parental control options, you have the ability to block the viewing of content with TV-MA, R, or NC-17 ratings. Parental control settings must be set and enabled utilizing a customer-created PIN. By restricting mature content, all profiles will be required to enter the PIN to view content with TV-MA, R, or NC-17 ratings. 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.

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 MergeTV 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 MergeTV service, you should be classified as a business MergeTV account and must utilize one of the business MergeTV packages. If you are using one of FOCUS Broadband's residential MergeTV packages you are certifying that you use your TV service for residential/noncommercial purposes only.

BROADCAST BASIC		STANDARD CONTINUED		CINEMAX	
3 FOCUS Broadband TV 4 CW 5 ABC (WWAY) 6 NBC (WECT) 7 TBS 8 PBS 9 FOX (WSFX) 10 WILM 12 QVC 13 CBS (DWAY) 14 HSN 69 Heroes & Icons 70 CourtTV 71 MeTV 72 Bounce TV 74 GRIT Network 75 UNC-EX 76 UNC-Kids 77 SC-ETV (SC PBS) 78 SC Channel 79 North Carolina Channel 80 ION Mystery 82 Laff TV 91 THE365 92 CSPAN 93 CSPAN2 94 Jewelry TV 95 Defy TV 105 True Crime Network 106 Dabl		63 Investigation Discovery 64 We 65 Lifetime Movie Network 66 Oxygen 67 OWN 68 Hallmark Mystery 73 Independent Film Channel 81 QVC2 83 The Cowboy Channel 84 UP 85 Inspirational Network 86 Daystar 87 Trinity 88 EWTN 89 The World 90 BYU TV 96 MotorTrend		520 Cinemax 521 5 StarMax 522 ActionMax 523 OuterMax 524 MoreMax 525 ThrillerMax 526 Cinemax West 527 ActionMax West 528 MoreMax West 529 MovieMax West 530 ThrillerMax West	
		ADVANCED		PARAMOUNT+ WITH SHOWTIME	
		200 Nat Geo Wild 201 Science Channel 202 American Heroes Channel 204 Discovery Family 205 Destination America 207 BBC America 208 Discovery Life 209 RFD TV 211 FYI 212 Military History 214 Magnolia Network 215 Cooking Channel 216 Crime & Investigation 217 Smithsonian 223 Disney XD 224 Boomerang 225 Disney Junior 229 Gameshow Network 233 Viceland 242 Lifetime Real Women 243 FX Movie Channel 244 Hallmark Family 246 Sundance 249 Fox Sports 2 251 ESPN 253 Outdoor Channel 259 Big Ten Network 260 SEC Network		540 Paramount+ with SHOWTIME 541 SHO Extreme 542 SHO FamilyZone 543 SHO Women 544 SHO x BET 545 SHO2 546 SHOcase 547 Flix Movie Channel 548 TMC 549 TMC Xtra 550 SHOWTIME West 551 SHO Extreme West 552 SHO FamilyZone West 553 SHO Women West 554 SHO x BET West 555 SHO2 West 556 SHOcase West 557 SHO Next East 558 SHO Next West 559 Flix Movie Channel West 560 TMC West 561 TMC Xtra West	
STANDARD				STARZ	
15 Freeform 16 Cartoon Network 18 Disney 19 FX 20 FXX 21 MLB Network 23 Fox Sports 1 24 ACC Network 25 ESPN 26 ESPN2 27 ESPNews 28 Golf Channel 29 Lifetime 30 Hallmark Channel 31 TNT 32 USA Network 33 Animal Planet 34 Food Network 35 HGTV 36 TLC 37 History Channel 38 Discovery Channel 39 Travel Channel 45 Great American Family 47 E! Entertainment 48 A&E 49 Bravo 50 Turner Classic Movies 51 AMC 53 SyFy 54 truTV 55 Fox News 56 CNN 57 Headline News 58 MSNBC 59 CNBC 60 Weather Channel 61 Fox Business Channel 62 National Geographic		MUSIC CHOICE		565 STARZ Cinema West 566 STARZ Comedy West 567 STARZ Edge West 568 STARZ In Black West 569 STARZ Kids & Family West 570 STARZ 571 STARZ Edge 572 STARZ Kids & Family 573 STARZ Cinema 574 STARZ Comedy 575 STARZ In Black 583 STARZ West	
		701-750 Variety Music Channels		STARZ ENCORE	
		SPORTS PACKAGE*		576 STARZ ENCORE 577 STARZ ENCORE Action 578 STARZ ENCORE Classic 579 STARZ ENCORE Suspense 580 STARZ ENCORE Westerns 581 STARZ ENCORE Black 582 STARZ ENCORE Family 584 STARZ ENCORE West 585 STARZ ENCORE Action West 586 STARZ ENCORE Classic West 587 STARZ ENCORE Suspense West 588 STARZ ENCORE Westerns West 589 STARZ ENCORE Black West 590 STARZ ENCORE Family West	
		HBO			
		500 HBO 501 HBO Family 502 HBO2 503 HBO Comedy 504 HBO West 505 HBO Signature 506 HBO Zone 507 HBO Family West 508 HBO2 West 509 HBO Comedy West 510 HBO Signature West 511 HBO Zone West			

**Advanced package required. Contact FOCUS Broadband for availability. Compatible streaming device required for MergeTV. Business customers require Business MergeTV Packages where select channels may not be available.*

CABLE TV PRODUCTS & PRICES

MERGETV PACKAGES

Broadcast Basic: \$44.00

- Broadcast Basic channels, Music Choice channels.
- Broadcast Basic Service is required for any other Cable TV Services.

Standard: \$100

- Standard channels including Broadcast Basic & Music Choice channels.

Advanced: \$114.00

- Standard and Advanced channels including Broadcast Basic & Music Choice channels.

PREMIUM CHANNELS

HBO: \$16.99

Cinemax: \$10.99

Paramount+ with SHOWTIME: \$10.99

STARZ: \$9.00

STARZ ENCORE: \$5.00

Sports Package: \$3.95

Advanced Package required.

MERGE TV – 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

EQUIPMENT REPLACEMENT COSTS

MergeTV Standard Box: \$65.00

MergeTV Remote Control: \$9.00

Power Cord: \$10.00

MISCELLANEOUS CHARGES

Premise Visit Charge: \$60.00

Cable Reconnection – (with prior service): \$20.00

Returned Check Fee: \$25.00

Reconnect after disconnecting for non-payment: \$5.00

**Some restrictions may apply. Prices do not include applicable taxes & fees. All rates listed are per month rates with the exception of Miscellaneous Charges which are billed per occurrence. Channel lineup subject to change. Television services in portions of Brunswick County are provided by FOCUS Broadband, LLC.*