With home entertainment, you have to expand the basics. Expanded Basic Service from NewWave gives you an assortment of popular and local channels filled with news, sports, movies and so much more!

Expanded Basic is a whole-home service brought to you for one low price – every TV set in your home will have access. Plus, there are no long-term contracts to sign or equipment to buy.

ENJOY ALL THE CHANNELS YOU LOVE AND SO MUCH MORE!

ALL THE LOCAL CHANNELS YOU NEED!

Basic Cable service is also available for an even lower price. Enjoy local channels and home shopping stations.
Experience the digital age with digital channels, digital music, Pay-Per-View and more! It’s everything you love about Expanded Basic with the newest in home entertainment technology! Receive show information and times with the push of a button and listen to countless hours of commercial-free music!

» Hundreds of channels available including HBO®, Cinemax®, SHOWTIME®, The Movie Channel™ and Starz®!

GET ACCESS TO OVER 175 CHANNELS ON CRYSTAL-CLEAR TV AND ENJOY:

Interactive Program Guide – Receive on-screen TV listings by time, title or theme, set program reminders, personalize settings, order movies and shows from On Demand, order Pay-Per-View and more.

Parental Control – Block questionable channels or individual programs by rating or title with easy-to-use technology.

Digital Music – Listen to over 45 commercial-free music channels, 24 hours a day at no extra cost. From jazz to rock, rap to solid gold oldies – there’s a station for everybody!

High-Definition TV – Now you can bring the sights and sounds of the theater to your living room with incredible visual clarity and lifelike sound. Picture-perfect resolution and crystal-clear audio give you an incredible home viewing experience.

Premium Channels – There’s always a great Hollywood blockbuster, award-winning series or exclusive sports coverage playing. Get multiple channels of your favorite premiums including HBO®, Cinemax®, SHOWTIME®, The Movie Channel™ and Starz®!

Expanded Basic Service is required for all Digital Services and a Digital Converter is required. Digital Cable includes Interactive Program Guide and access to PPV movies, sports, and special events. Digital PPV, Premium and Premium Sports are available for an extra charge. Not all services available in all areas.
Control your Remote

**CLICK AWAY AND ENJOY THE SHOW.**
All your digital entertainment options are in the palm of your hand. Get familiar with your new remote before you enjoy all the state-of-the-art features from NewWave’s Crystal-Clear TV.

- **SYSTEM ON/OFF**
  - Designed to send Power On/Off commands for up to five Components with one button press.

- **MENU**
  - Displays the Applications Menu.

- **GUIDE**
  - Displays the program guide listings.

- **SETTINGS**
  - Displays settings menu.

- **SELECT**
  - Selects highlighted screen options.

- **VOLUME**
  - Raises or lowers the sound level.

- **MUTE**
  - Silences the audio. Press to activate. Press again to restore sound to the previous level.

- **FAV**
  - Displays favorite channels.

- **ON DEMAND**
  - On Demand specific buttons.

- **REPLAY**
  - Replays the previous few seconds of a program.

- **LIST**
  - Displays a list of programs you have recorded, allowing you to select one for viewing.

- **VIDEO SOURCE**
  - Selects the video source.

- **POWER**
  - Allows you to turn your TV, VCR, DVD, AUX and Cable Box On and Off.

- **AUX, DVD, VCR, TV, CBL**
  - Used to select the component you want to operate and signals remote control activity.

- **EXIT**
  - Exit from the current screen.

- **INFO**
  - Displays information about the program currently playing or highlighted in the program guide.

- **PAGE +/-**
  - Accesses pages above or below the information currently displayed.

- **CURSOR NAVIGATION PAD**
  - Navigates to and highlights an item from the on-screen choices.

- **A, B, C, D**
  - Makes direct selections from on-screen menus.

- **CHANNEL**
  - Selects the next higher or lower channel.

- **LAST**
  - Returns to the previously tuned channel.

- **LIVE**
  - Displays live television programming.

- **VCR/DVD/VOD KEYS**
  - Performs standard VCR and DVD functions when in VCR and DVD mode, and Video On Demand functions when in CABLE mode.

- **PIP**
  - Picture-in-picture buttons.

If you have questions about your digital remote, please go to newwavecom.com and the Remote Troubleshooting section under Customer Support. Remote models may vary, though basic function remains the same.
Interactive Program Guide

Browse and watch. It’s as simple as that. The TV Guide® Interactive Program Guide is the place to start searching for what’s on. You can search by movies, sports, children’s programming and digital music channels.

To Access the Main Menu

1) Press **MENU**.
2) Press **CH** to choose category.
3) Press **OK/SEL** to go to the highlighted option.

To Search with the Flip Bar

1) Press **OK/SEL** to access the Flip Bar.
2) Press **CH** to scroll through channels.
3) Press **CH** to scroll through times.
4) Press **INFO** for a program description.
5) Press **OK/SEL** to go to the highlighted channel. If the program is on later, you can follow the prompts to set a reminder.
6) Press **EXIT** to return to your current program.

Note: The Flip Bar will disappear after a few seconds when not in use. You may also press **EXIT** to make it disappear immediately.
Browsing Channels

See what’s on now and what’s coming up on your favorite channels.

To Search by Channel

1) Press GUIDE.

2) Press to highlight by channel.

3) Press OK/SEL to go to listings.

4) Press to scroll through channels.

5) Press OK/SEL to scroll through times.

6) Press OK/SEL to go to the highlighted channel. If the program is on later, you can follow the prompts to set a reminder.

7) Press EXIT to return to your current program.

To Search by Time

1) Press MENU.

2) Select Main Menu to highlight by time and press OK/SEL.

3) Select listings by time.

4) Press to scroll through times.

5) Press INFO to read program descriptions.

6) Press OK/SEL to go to the highlighted channel. If the program is on later, you can follow the prompts to set a reminder.

7) Press EXIT to return to your current program.
Browsing Channels

Save time by browsing only the type of program you want to watch.

To Search by Category

1) Press \(\text{MENU}\) to access the Main Menu.
2) Press \(\text{ }\) to highlight Movies, Sports, Children’s, PPV, Premium or Music.
3) Press \(\text{OK/SEL}\) to go to category listings.
4) Press \(\text{ }\) to scroll through selections by category at half-hour intervals.
5) Press \(\text{OK/SEL}\) to go to highlighted program or set a reminder.
6) Press \(\text{EXIT}\) to return to your current program.

To Search for a Program

1) Press \(\text{MENU}\) to access the Main Menu.
2) Press \(\text{ }\) to highlight Search.
3) Press \(\text{OK/SEL}\) to go to the title option.
4) Press \(\text{ }\) to select letter. Press \(\text{OK/SEL}\) on each desired letter.
5) Highlight Search Now and press \(\text{OK/SEL}\).
6) Press \(\text{ }\) to highlight the program you wish to see.
7) Press \(\text{ }\) to view the program or set a reminder.
8) Press \(\text{EXIT}\) to return to your current program.

To Set Up Your Favorites List

1) Press \(\text{MENU}\) to access the Main Menu.
2) Press \(\text{ }\) to highlight Favorites.
3) Press \(\text{OK/SEL}\). Channels will be displayed by number.
4) Press \(\text{ }\) to highlight a channel.
5) Press \(\text{FAV}\) to add to Favorites. To remove, press \(\text{FAV}\) again.
6) Repeat this process to add more channels to your list.
7) Press \(\text{EXIT}\) to return to your current program.
You’re in control of what your kids can see, even when you’re not home. With Parental Controls, you decide what you want your kids to watch and block any programs you don’t want them to see.

To Select a Parental Control PIN

1) Press .
2) Press to highlight Setup.
3) Press .
4) Press to highlight Parental Control.
5) Press .
6) Choose and enter a code in the Parental Control screen.
7) Re-enter your code to confirm.
8) Press to return to your current program.

To Block by Channel or Rating

1) Press .
2) Press to highlight Parents.
3) Enter your Parental Control Code.
4) Highlight desired control setting.
5) Use to highlight the function you wish to lock.
6) Press to scroll through the channels and ratings.
7) Press to lock or unlock the highlighted screen.
8) Press to return to your current program.

*If you choose this option, Parental Controls will automatically resume the next time you turn on your digital receiver.
Enhance your entertainment even more! Adding a VCR, DVD player and/or game system to your digital receiver is an exciting way to complete your home entertainment system. More options for you and your family are only an installation away.

Self-Install Diagrams

Example A
This diagram shows how to connect your TV set and VCR to your digital receiver:

Example B
This diagram shows how to connect your TV set and DVD player to your digital receiver:

Example C
This diagram shows how to connect your TV set, VCR and game system to your digital receiver:
Never Miss Your Favorite Shows Again!

With a Digital Video Recorder (DVR), watch what you want, when you want, the way you want! Your DVR will work as both your digital converter box and your personal video recorder. That means there is no equipment to buy and no blank tapes, timers or VCR hassles. You can even use your Parental Control features with DVR.

Record one episode or an entire season, watch one program while you record another or record two shows at once. Plus, pause, fast-forward and rewind recorded shows. You can even pause and rewind live TV! Services not available in all areas.
One push of a button and all your favorite TV programs and movies are recorded, stored and waiting for you to watch again and again – whenever you want in high-quality digital format. Record all your favorite shows and much, much more!

» Record one episode or an entire season – Watch one show while recording another or record two shows at once!

» Pause and rewind live TV – Watch live scenes over again to create your own instant replays.

» You’re in control – Pause, fast-forward, rewind or stop recorded programs whenever you want.

» Easy-to-use – Highlight a show or movie on your Interactive Program Guide and hit record!

» No extra equipment to buy – It’s already built into your set-top box.

ORDER DVR TODAY!

1-888-863-9928
newwavecom.com
Isn’t it about time TV worked for you?

Now everyone in your home can feel like the boss of their entertainment. With The BOSS DVR, only from NewWave, record everyone’s favorite shows, watch them from any room and enjoy a host of advanced entertainment features:

» **6 SHOWS AT ONCE:**
  Record up to 6 shows and watch them from any room! Even watch the same recording from two different rooms simultaneously.

» **WI-FI ROUTER:** The BOSS is also a Wi-Fi router for your home! If you have NewWave Internet service, there’s no need for an additional modem or router to get everyone connected.

» **CALLER ID ON TV:**
  If you have NewWave digital phone service, the caller ID appears directly on your TV screen automatically. Screening your calls has never been easier.

» **AWARD-WINNING MENUS:**
  The BOSS features Emmy®-winning interface design. Enjoy built-in TV search engine, channel lists by category, customizable listings and a personalized ticker!
HBO®, Cinemax®, SHOWTIME®, The Movie Channel™ and Starz® – get multiple channels of them all! NewWave has so many premium movies, original series and events that it takes multiple channels to contain all of the entertainment. Subscribe to one or all four of our movie channel packages and start enjoying amazing blockbuster movies, award-winning original series and special events that you won’t see anywhere else!

**CHOOSE FROM:**

- **SUPER PAK** including Starz® | Encore®
- **THE WORKS** including HBO® | Cinemax®
- **UNLIMITED PAK** including SHOWTIME® | The Movie Channel™

Premium Services require a digital converter. There are no contracts for premium channels. It only takes a phone call to add a premium package to your converter.
Stunning picture and realistic sound resonate through your living room!

You’ll be blown away by the theater-like picture and digital surround sound of HDTV! See more detail and added depth and hear enhanced audio. HDTV is the next best thing to being there.

Be a Part of the Action.

» Unparalleled lifelike picture and sound for the best resolution and audio available.

» Multiple high-definition networks and movie channels, plus local programming in HD at no extra cost.

» No expensive equipment to buy and no long-term contracts.

» Access to premium HD networks and sporting events is also available.

» More local news, events, and sports in HD than any other provider.

Services not available in all areas.
When you want Hollywood movies, exclusive events, non-stop sports and more, turn to InDemand Pay-Per-View.

**Movies & Events InDemand**
Watch movies, events, live sports, concerts and more. Pay-Per-View programs have convenient start times and can be ordered with your remote.

**Sports InDemand**
Get great coverage of any sport you want! Get boxing matches that are sure to be a knockout, ultimate fighting and pro wrestling monthly events that turn up the intensity.

**Adult InDemand**
Watch popular adult movies, live programs and original shows from TEN, Playboy and Spice.

Not all services available in all areas.
High-Speed Internet

We are committed to offering the fastest speeds in your community to ensure the very best surfing experience. NewWave High-Speed Internet keeps you connected to all of your online obsessions, like music, movies and shopping, without waiting or the bother of busy signals. You can play the latest games in real time and stream videos without interruptions...all at incredible speeds.
Go Faster, Do More
» Surf, search and download large files at incredible speeds.
» Upload data and send attachments with ease.
» Allows for up to 8 email accounts.
» Over 250 times faster than dial-up, up to 10 times faster than 1.5 mbps DSL.

Gamer Package
For those gaming enthusiasts, NewWave now offers a higher upload speed to make your gaming experience better.

Wireless Home Networking
Let freedom ring when you make your home wireless! Surf whenever and wherever you want with wireless home networking. NewWave now offers a wireless cable modem. This modem, combined with your computer’s wireless card, allows you to shop, download and work throughout your home.

Get it Quickly and Easily
Since NewWave High-Speed Internet is available through your existing cable connection, installation is quick and easy.

Download Speed Comparison

<table>
<thead>
<tr>
<th>Service</th>
<th>Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>NewWave High-Speed Internet</td>
<td>up to 15 mbps</td>
</tr>
<tr>
<td>DSL</td>
<td>up to 1.5 mbps</td>
</tr>
<tr>
<td>Dial-up</td>
<td>up to 56k</td>
</tr>
</tbody>
</table>

CHOOSE YOUR SPEED!
MULTIPLE SPEEDS AVAILABLE TO FIT YOUR NEEDS AND BUDGET – CALL FOR DETAILS.

For more information about NewWave High-Speed Internet Service, please call Customer Service (1-888-863-9928) or visit newwavecom.com.

Kbps stands for Kilobits per second. Mbps stands for Megabits per second. Speeds may vary. Internet speeds not available in all areas.
High-Speed Internet

Simple, Reliable and Fast! Discover the Internet in a whole new way!

» Click on the Internet Browser icon on your computer and you’re ready to go!

» NewWave customer service can walk you through your email account.

As a NewWave Internet customer, you accept and agree with the NewWave broadband acceptable use policy located at newwavecom.com/pdfs/broadbandagreement.pdf

Order NewWave Internet today!
1-888-863-9928
newwavecom.com
Supercharge your Internet experience with WarpWave!

Faster than a speeding bullet – NewWave is leaving DSL in the dust! You know that NewWave delivers the area’s fastest Internet. But now NewWave is raising the bar to incredible new heights.

With WarpWave, NewWave now offers new, impossibly fast speeds – Up to 50 mbps!!!

Don’t get left behind! Get WarpWave NOW!

- Be unstoppable in online gaming!
- Stream videos with no interruption!
- Download at speeds beyond belief!

<table>
<thead>
<tr>
<th>WarpWave</th>
<th>30:</th>
<th>50:</th>
</tr>
</thead>
<tbody>
<tr>
<td>download</td>
<td>30 mbps</td>
<td>50 mbps</td>
</tr>
<tr>
<td>upload</td>
<td>3 mbps upload</td>
<td>5 mbps upload</td>
</tr>
</tbody>
</table>
NewWave keeps you up to speed. Stay connected to the info you need with MyWave! NewWave now offers a one-stop place to manage your communication services, plus catch all of your favorite current news and information, all in one convenient location. Go to nwcable.net to find out how to set up MyWave as your homepage. Get email, weather, news and more, all instantly available and up-to-the-minute.

MyWave Features

» Manage up to 8 email accounts.
» Access home monitoring.
» Manage telephone features.
» View local channel lineups and program times.
» EasyPay for online payment options.
» Local information like weather, events and movie times.
» Access to the latest news on sports, stocks and entertainment.

Check out nwcable.net to make MyWave your homepage today!
New, better phone service is calling. Get Unlimited Local Service and Free Long Distance from NewWave!

NewWave Telephone service gives you unlimited calling freedom to anywhere in the U.S., Canada and Puerto Rico at one low price!

» A variety of extras including call forwarding, caller ID, voice mail and more!
» Keep your CURRENT phone number and have 911 capabilities.
» One number for the whole family.
» Voice mail messages are available anywhere – just go online.
» Battery back-up keeps your phone going in case of a power outage.
» TV service isn’t required for phone service.
» Get TV, Internet and home phone service all on one easy-to-read bill.

<table>
<thead>
<tr>
<th>Plan</th>
<th>Unlimited Local Service</th>
<th>FREE Long Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unlimited</td>
<td>$34.99</td>
<td>Unlimited Calling to the U.S. and Canada</td>
</tr>
<tr>
<td>Enhanced Local</td>
<td>$24.99</td>
<td>60 domestic minutes of long-distance calling</td>
</tr>
</tbody>
</table>

All packages not available in all areas.
No matter who you call or how long you talk, you’ll pay the same low rate every month! And while you’re on the phone, enjoy these calling features that are available and ready to use.

**Call Waiting**
While you’re on the phone, a beep tone alerts you to another call. Press and release the receiver button to find out who is calling. Press the button again to return to your original call. You can turn off Call Waiting by pressing *70 before making a call.

**Call Forwarding**
Call Forwarding lets you send your calls wherever you go. To turn on, press *72. At the dial tone, enter the number to which you want your calls forwarded. If the line is busy or doesn’t answer, repeat the process and it will be activated even if the line is busy. To turn off, press *73.

**Three-Way Calling**
Three-Way Calling lets you talk to two different people in different places at the same time. To add a second caller when talking to the first, press the switch hook (flash button). When you hear a dial tone, enter the phone number for the person you are adding to the call. Once they are on the line, press the switch hook again to connect everyone.

**Caller ID**
Caller ID displays the number and/or name of an incoming caller on special equipment and stores the information for you. When you make a call, your telephone number (including non-published numbers) will automatically appear to customers subscribed to the service. To prevent your telephone number from being transmitted, press *67 before dialing.

**Anonymous Call Rejection**
This service automatically rejects all calls from withheld numbers. To turn on, press *77. To turn off, press *87.

**Selective Call Acceptance**
This feature allows the subscriber to temporarily block their line from receiving any incoming calls that are not specifically permitted by the subscriber. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber’s configured list are not connected. Instead, the caller hears an announcement that the subscriber is not currently accepting calls. To access, press *64.
Call Block
All outbound calls made from subscriber’s line (including non-published numbers) will automatically be displayed to any called party who subscribes to Caller ID service. The Caller ID Block Per Call feature allows the subscriber to withhold their name and telephone number from the party they are calling. This feature must be activated before every call. To enable, press *67.

Caller ID Block Per Line
This service is permanent on a subscriber’s line and blocks the Caller ID so when an outbound call is made, the called party sees “private” instead of the Caller ID information. This feature is not enabled by code, but must be set up by service provider.

Simultaneous Ring
This service allows up to 4 phones to ring at one time. When the call is picked up either by the customer or voicemail then the other phones stop ringing. At least one of the phone numbers must have service provided by the partner. To activate, dial *96. To deactivate, dial *97.

NewWave Communications uses Internet Protocol, not the Internet, so phone calls travel on a private, managed network for a more secure approach.

Order Unlimited Telephone today!
1-888-863-9928
newwavecom.com

Additional features are available. Some restrictions may apply. Not all services available in all areas.

<table>
<thead>
<tr>
<th>International Calling Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 minutes</td>
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<tr>
<td>250 minutes</td>
</tr>
<tr>
<td>500 minutes</td>
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</table>

<table>
<thead>
<tr>
<th>Country Name and Code</th>
</tr>
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<tbody>
<tr>
<td>Belgium » 32</td>
</tr>
<tr>
<td>Austria » 43</td>
</tr>
<tr>
<td>Japan » 81</td>
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<tr>
<td>India » 91</td>
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<td>Korea » 82</td>
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<td>Norway » 47</td>
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<tr>
<td>China » 86</td>
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<tr>
<td>France » 33</td>
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<tr>
<td>Sweden » 46</td>
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<tr>
<td>UK » 44</td>
</tr>
</tbody>
</table>
1) Dial your telephone number.
2) When the prompt begins, press the star key and enter the last four digits of your telephone number (your password).
3) At this time you will be prompted to change your password. After completing this, confirm your password.
4) Follow the prompts to change any other personal options such as recording your name, setting up a personal greeting and more.

*User must have defined email address for this command to work.
Online Phone Manager

Take control of your telephone with NewWave’s Online Phone Manager. Adjust any of your phone features from anywhere!

With NewWave’s Phone Manager system, you can instantly and reliably change all of your phone features online. Just go to phone.newwavecom.com or access your MyWave account at nwcable.net.

Call Forwarding
» Activate or deactivate your Call Forwarding
» Set your home phone to ring once when a call is forwarded

Voicemail
» Check your voicemail online
» Set number of rings
» Set voicemail to be forwarded to your email
» Receive email notifications for voicemails received

Incoming Call Features
» Enable Anonymous Call Rejection
» Set up Selective Call Rejection
» Set up Selective Call Acceptance

» Activate or deactivate Call Waiting
» Activate “Do Not Disturb” mode to send all calls to voicemail

Sim Ring
» Enable and set up Simultaneous Ring, which will ring up to three different phone numbers of your choice, simultaneously, whenever your home phone number receives an incoming call.

Greater control with the online Phone Manager, another great feature from NewWave!
Triple Play Package

Crystal-Clear TV

» Access to over 200 channels – Check out sports, comedy, kids’ programming and more.
» On-Screen Program Guide – Find the show you want with the push of a button.
» Parental control options – Block out unwanted programming and questionable channels with your remote.

Advanced TV Services

» HDTV – Watch popular shows and events in vivid picture and life-like sound.
» DVR – A Digital Video Recorder lets you record, rewind and pause live TV.

High-Speed Internet

» Your community’s fastest Internet service!
» Over 10x faster than DSL – Download, search and shop at incredible speeds.
» Up to 8 email accounts are included – Every member of your family can now have email access.
» Wireless Internet lets you surf anywhere.

Unlimited Phone

» Unlimited local and long-distance calling to the U.S. – Feel free to call whomever you want!
» Voice Mail is included – Get your messages while you’re away.
» Keep your current number, phones and jacks – There’s nothing new to buy and no new number to pass out.

Customer Care Center
1-888-863-9928
newwavecom.com
Enroll today and start enjoying the FREEDOM of Easy Pay!

Why use Easy Pay?

» FREE of charge – No stamps, envelopes, accessing fees or problems.

» FREE up time – Direct deposit means no trips to payment centers or to the bank.

» FREE from checks – Save your checks for something else.

» FREE from waste – Save paper and the environment.

» FREE from worry – Your bank and NewWave statements reflect the same monthly payments – there’s nothing to worry about!

Go paperless visit newwavecom.com/easypay.html

Although our service is free of charge, you may want to call your bank to make sure they don’t charge for their services.
The responsibility is in your hands. But we can handle it if you want.

You’re responsible for the maintenance of cable and other communication wires that are inside your home. However, if you sign up for Wire Maintenance, the problem is out of your hands and into ours.

You can’t avoid all accidents. A wire may catch while you rearrange furniture and snap or the new puppy may choose the cable line to chew on – what can you do? It happens. And when you’re suddenly without cable, phone or Internet, you’re going to want it fixed immediately.

This requires service visits billed at regular rates, plus materials. You can avoid the costs and sign up for Wire Maintenance, so when your cable line needs fixed, it’s already covered.

Get your NewWave Wire Maintenance coverage today!

1-888-863-9928
newwavecom.com

$3.95

ONLY a month

We’re here to help, 24/7

©2014 NewWave Communications. Wire Maintenance covers in-home visits by NewWave technicians after initial installation, to repair inside coaxial cable lines, NewWave-supplied amplifiers, and telephone communication lines due to physical damage caused by accidental events and normal wear and tear; provides fine tuning or TV/VCRs to primary and additional outlets; and provides customer education on NewWave-supplied equipment. Wire Maintenance does not cover repair of damage caused by willful or deliberate acts; repair or maintenance of customer-supplied equipment; installation, extension or relocation of additional cable outlets, high-speed Internet service, digital cable, DVR service, HD service, home networking, gaming equipment or sound system equipment or to rectify failed self-install of such services; wall fishing of wires; re-wiring after catastrophic events such as fire, flood or lightning; programming of customer-supplied devices such as VCRs; delivery of equipment such as remote controls; remote control battery replacement; or damage to aerial or underground cable lines outside the dwelling. Please call your local NewWave office for pricing/availability of services not covered under Wire Maintenance.
Troubleshooting

Try these simple, time-saving solutions for some common problems before calling Customer Service.

**PROBLEM: No sound**  
Possible cause: MUTE is accidentally pressed on your remote control.  
**TRY THIS:** Press \[\text{MUTE}\] on the remote control to restore the volume level.

**PROBLEM: No picture**  
Possible cause: TV signal may not be reaching your home.  
**TRY THIS:** Check to make sure all cables are connected properly and that your TV is tuned to the TV channel (3 or 4). If you are using baseband connections to the TV, make sure the correct audio and video settings are selected on the TV. If, after checking these possible causes, you are still not receiving a TV signal, please call Customer Service and/or the Repair Department.

**PROBLEM: Picture or sound is snowy**  
Possible cause: Coaxial cable is disconnected or loose.  
**TRY THIS:** Reconnect the cable. Make sure the digital receiver is ON and set to channel 3.

**PROBLEM: Sound from only one stereo speaker**  
Possible cause: Cable connections are disconnected or loose.  
**TRY THIS:** Reconnect all cables properly. Ensure that no wires are frayed and no plugs are bent or broken.

**PROBLEM: No power**  
Possible cause: Power cord is disconnected.  
**TRY THIS:** Reconnect the power cord. Ensure that the digital receiver is plugged into an outlet that is always live.

**PROBLEM: Remote control doesn’t work**  
Possible cause: Dead batteries; obstructions between remote and TV terminal; remote isn’t set in TV mode.  
**TRY THIS:** Change the dead batteries in your remote control. Make sure nothing is on the digital receiver or blocking a clear line of sight between it and the remote. Press \[\text{CBL}\] on the remote.

If you have followed these steps and are still experiencing technical problems, please call Customer Service at 1-888-863-9928.
Customer Proprietary Network Information Policy (CPNI)

The information that we have (1) relating to the quantity, technical configuration, type, destination, location, and amount of your use of telephone service, and/or (2) contained on your telephone bill concerning the telephone services that you receive is subject to additional privacy protections. That information, when matched to your name, address, and telephone number is known as “Customer Proprietary Network Information,” or CPNI for short. Examples of CPNI include information typically available from details on a customer’s monthly telephone bill – the type of line, technical characteristics, class of service, current telephone charges, long distance and local service billing records, directory assistance charges, usage data, and calling patterns. (CPNI does not include your name, address, and telephone number, because that information is protected by the general privacy policy.) As a subscriber to our telephone services, you have the right, and we have a duty, under federal law to protect the confidentiality of CPNI. From time to time we would like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs. We would like your approval so that we and our agents may use this CPNI to let you know about communications-related services other than those to which you currently subscribe that we believe may be of interest to you. You do have the right to restrict this use of CPNI.

IF WE DO NOT HEAR FROM YOU WITHIN 30 DAYS OF THIS NOTIFICATION, WE WILL ASSUME THAT YOU APPROVE OUR USE OF YOUR CPNI FOR THE PURPOSES OF PROVIDING YOU WITH INFORMATION ABOUT OTHER COMMUNICATIONS-RELATED SERVICES. YOU HAVE THE RIGHT TO DISAPPROVE OUR USE OF YOUR CPNI AND MAY DENY OR WITHDRAW OUR RIGHT TO USE YOUR CPNI AT ANY TIME BY CALLING THE TELEPHONE
CPNI

NUMBER REFLECTED ON YOUR MONTHLY BILLING STATEMENT. (We will also honor any restrictions applied by state law to the extent applicable.) We also offer various other services that are not related to the communications services to which you subscribe. Under CPNI rules, some of those services, such as our television video services, are considered to be non-communications-related services. Occasionally, you may be asked during a telephone call with one of our representatives for your oral consent to our use of your CPNI for the purpose of providing you with an offer for products or services not related to the telephone services to which you subscribe. If you provide your oral consent for us to do so, we may use your CPNI for the duration of such telephone call in order to offer you additional services. Any action that you take to deny or restrict approval to use your CPNI will not affect our provision to you, now or in the future, of any service to which you subscribe. You may disregard this notice if you previously contacted us in response to a CPNI Notification and denied use of your CPNI for the purposes described above. Any denial of approval for use of your CPNI outside of the service to which you already subscribe is valid until such time as your telephone services are discontinued or you affirmatively revoke or limit such approval or denial. The CPNI Policy above applies to our telephone services.

We will notify you of our CPNI Policy, which is included as part of this Privacy Notice, at least once every two years. We reserve the right to modify this Privacy Notice and/or the CPNI Policy at any time. We will notify you of any material changes via written, electronic or other means permitted by law. If you continue to use the service following notice, we will consider that as acceptance of the change.

Revised and Effective: September 2008
FCC Notice

COMPLAINTS PROCEDURE: Our Customer Service telephone lines are staffed weekdays during regular business hours. The telephone number for Customer Service is listed on the bill statement. Telephone requests made outside of normal business hours may be handled by a call center, a contracted service or an automatic recording device. Our representatives are available to answer billing questions, provide you with programming information, schedule a service call, or to upgrade or downgrade service. NewWave follows the Customer Service guidelines set by the Federal Communications Commission. NewWave strives to resolve any complaints concerning its Service as expeditiously as possible. Should a Customer have an unresolved complaint regarding quality of Service, equipment malfunctions, or similar matters, the Customer should contact the Manager at the local billing office. If a complaint remains unresolved, the Customer may write a brief explanation of the complaint and the actions taken and bring them to the attention of the Division office. Additionally, local governments designate individuals, councils, boards, committees or commissions to resolve complaints and ensure compliance with all laws and regulations. The name and number of your local franchise authority is listed on your bill statement.

BASIC TIER AVAILABILITY. The Basic Service Tier is the lowest level of cable service. Basic Service may include off-air broadcast stations, franchise-required public, educational and government access channels if any, and any additional video programming signals or services as determined by NewWave. Please consult the enclosed channel lineup for a full listing of Channels offered on the Basic Service Plan. All such programming varies on a community-by-community basis and is subject to change at any time. A cable customer must subscribe to the Basic Service Tier in order to subscribe to any Cable Service tier of service offered by the cable company.

CABLE COMPATIBILITY. Most modern television receivers and VCRs are cable compatible and can receive the analog television signals carried on the cable system if those signals have not been encoded to secure the signal. Cable ready television sets may be connected directly to the cable system and will receive the un-secure analog signals present on the system. Television receivers will not receive the digital or HDTV signals carried on the cable system with a set top unit provided by the cable company. A set top unit may also be required if the television receiver is not cable ready and cannot receive the large number of channels available on the cable system. Channel compatibility problems associated with reception of programming that is not scrambled or encrypted can be resolved through the use of simple converter devices without descrambling or decryption abilities available from NewWave or through a third party retailer.

ABOUT YOUR SET TOP UNIT. Even if your television receiver is cable compatible or cable ready, you will still need a set top unit to receive secure analog signals, digital signals, or HDTV signals that are carried on the cable system. Secure analog signals and digital signals are premium services that have been secured by the cable provider and are delivered only to those subscribers who elected to have them as part of their service package. These include movie channels, special events, video on demand events, and other premium service offerings. The set top unit is simply a tuner. It receives the cable channel selected by the subscriber and converts it to a format that can be received by the subscriber’s television set or VCR. This converted signal is usually displayed on channel 3 or 4 on the subscriber’s television or VCR. Some set top units also provide video and audio outputs, which can be connected to the video and audio inputs of the subscriber’s devices if they are present. Operating your television receiver after it is connected to the cable television system is easy. Turn on your television receiver and the cable set top unit. Ensure your television receiver is tuned to the proper channel to receive the signals from the set top box (this will be either channel 3 or 4 for the video input). Select the channel you wish to watch by selecting it on the set top box using the remote control. To ensure reliable operation, ensure that the set top box is plugged into a non-switched power outlet (one which is not controlled by a light switch). Loss of power to the set top box may result in a temporary loss of your cable television service. NOTE: The set top box and remote control device are the property of the cable television company and must be returned when you are no longer a subscriber.

SPECIAL EQUIPMENT. If a set top box is installed for your cable television service, special equipment is available to make your cable service compatible with your existing home electronics equipment. This equipment may require a customer installation fee and/or a monthly lease fee.
**FCC Notice**

**BYPASS SWITCH.** This switch is installed on the input side of the set top box to permit signals to bypass the set top box and be routed directly to your television receiver or VCR. This will permit the simultaneous recording and viewing of different non-secure programs, the consecutive recording of non-secure programming on different channels, and the use of picture in picture features for non-secure channels. This switch may be part of your set top box or it may be a separate device.

**CUSTOM SETUP.** If you wish to receive two secure channels at the same time (so that you can watch a secure channel while recording another secure channel), two set top units can be installed to facilitate this request.

**AMPLIFICATION EQUIPMENT.** NewWave Communications is required by Federal regulation to deliver a minimum signal to each television receiver. The NewWave Communications network is designed to provide the required signal for up to four home devices. If more than four devices are connected to the home network, a signal amplification device may be required and will be sold to the subscriber. NewWave Communications will install the amplification device.

**VCR HOOKUPS.** Your VCR can be used to enhance your cable television experience.

**Universal Remote Controls**

<table>
<thead>
<tr>
<th>Make</th>
<th>Description</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>GE</td>
<td>3-Device Universal</td>
<td>RM24909</td>
</tr>
<tr>
<td>One For All</td>
<td>8-Device Universal</td>
<td>URC-9960</td>
</tr>
<tr>
<td>Phillips</td>
<td>3-Device Big-Button</td>
<td>Universal PHBIG3</td>
</tr>
<tr>
<td>Phillips</td>
<td>5-Device Universal</td>
<td>PHDVK5</td>
</tr>
<tr>
<td>Phillips</td>
<td>Pronto Intelligent Remote</td>
<td>TSU-6000</td>
</tr>
<tr>
<td>RCA</td>
<td>3-Device Universal</td>
<td>RCU300-TMS</td>
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<tr>
<td>RCA</td>
<td>8-Device LCD Touchscreen</td>
<td>RCU900</td>
</tr>
<tr>
<td>Sima</td>
<td>10-Device Universal</td>
<td>SUR-25</td>
</tr>
<tr>
<td>Sony</td>
<td>5-Device Universal</td>
<td>RMV302</td>
</tr>
<tr>
<td>Sony</td>
<td>8-Device LCD Display Universal</td>
<td>RMV502</td>
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<tr>
<td>Universal</td>
<td>5-Device Universal</td>
<td>UR5L-8820L-NW</td>
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NewWave Communications personnel will help you understand how to make VCR and cable television service compatible entertainment components. You can have maximum flexibility in watching what you want to watch, when you want to watch it.

**ADDITIONAL EQUIPMENT.** Cable jumpers, signal splitters, or A/B switches may cause signal distortion if they do not meet NewWave Communications standards. Please contact us for assistance in connecting any additional equipment to your home network. All cable connections must be properly prepared and tightened.

**COMPATIBLE REMOTE CONTROLS.** NewWave uses digital receivers or analog set top boxes with decoders that work in conjunction with universal remote controls available for purchase at retail stores. The following is a representative list of compatible remote controls currently available from retail stores. Although every effort has been made to ensure the accuracy of this list, errors or omissions may occur. Please note that this list of current universal remote control units may become obsolete with technological changes. Should you have a question about the compatibility of your remote control unit, please call the remote manufacturer or contact NewWave.
FAQ

How do I block out channels I don’t want to receive?
Customers can have channels removed from their TV guide by using the Parental Control feature. Parental Controls allow you to set a PIN (lock) and block inappropriate programs by rating, channel or time. Refer to page 8 for additional details.

My universal remote isn’t working; what should I do?
Check to make sure the digital receiver box is on. Check to see if the red LED light appears when you press buttons on the universal remote. If you do see a red light on the remote, make sure there is a corresponding red light (remote light) on the digital receiver. If not, you may need new batteries in your remote.

How do I order a Pay-Per-View movie?
1) While in the PPV listings menu, highlight the program you want to order, then press .
2) Highlight the desired start time, then press .
3) Highlight Confirm or enter your Purchase Code, then press .
4) A reminder will automatically be set for the ordered PPV program. You must tune to the program within the designated time window for the program to actually be purchased.

What are the advantages of using a modem to access the Internet?
A modem gives you rapid download transmission speeds. Downloading a file that would take a half-hour using a telephone modem connection will only take a few minutes with a modem connection. A modem provides a continual connection to the Internet. Two-way modems do not require the use of a telephone line. Your service will not be interrupted or receive external static since the outer layer of the line will not allow any noise to enter the transmission line. As a high-speed medium, the modem allows you to view many different multimedia presentations – “live” or streamed – such as concerts, movies and more.

For additional Frequently Asked Questions and more information, visit the FAQ section at newwavecom.com.