

Welcome to Antietam Broadband!

Thank you for choosing Antietam Broadband as your entertainment and information source! We bring the world to your home with our full range of products, including digital and high definition television, high-speed Internet service, and crystal-clear digital phone.

With our digital television service, we offer hundreds of top quality cable networks — more than 100 of which are presented in stunning high definition — an interactive program guide with parental controls, video on demand programming, DVRs and multi-room DVRs. We also offer compelling local programming that you won't find anywhere else. Our MyACTV high speed Internet service offers you a lightning-fast connection for your home or office through multiple speed choices. Antietam Digital Phone offers unlimited local and nationwide calling, plus numerous calling features for one low monthly rate.

Antietam's state-of-the-art fiber optic technology assures that you will receive a highly reliable service free from most technical interruptions. On the rare occasion that a problem would occur, Antietam's phone service support and trained technical field staff correct it.

Our top priority is to provide you with the finest products and outstanding service at a reasonable cost. We are proud to have been awarded the Seal of Good Customer Service from the National Cable Television Association for achieving and maintaining the highest levels of customer service. Everyone on our team stands ready to assist you in every way we can. We have designed this handbook as an easy reference on our company, products and services. We hope you find it to be a valuable resource.

As always, feel free to contact us with your questions, comments or suggestions!



Brian Lynch

*President and General Manager
Antietam Broadband*



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Getting to Know the Remote

System On/Off

Designed to send Power On/Off commands for up to four components with one button press.

Refer to section E for details.

Menu

Displays the Applications Menu.

Guide

Displays the program guide listings.

Select

Selects highlighted screen options.

Exit

Exit form current screen.

Day ◀▶

Skip forward or backward a whole day in the program guide.

Volume ▲▼

Raises or lowers the sound level.

On Demand

Provides direct access to On Demand channel.

Mute

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



Replays the previous 15 seconds of a program.

My DVR

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

Input (TV/VCR)

Selects the video source.

On-Off

Opens or closes the Cable Box PIP (Picture-in-Picture) window.

Video Source

Selects the video source

Swap

Swap between the dual tuners within a DVR.

Power

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

AUX, DVD, TV, CBL

Used to select the component you want to operate and signals remote control activity.

Info

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

Page ▲▼

Accesses pages above or below the currently playing or highlighted in the program guide.

Cursor Navigation Pad ▲▼◀▶

Navigate to and highlight an item from the on-screen choices.

Last

Returns to the previously tuned channel.

A, B, C, D

These functions are pre-set as needed.



Getting to Know the Remote

Channel

Selects the next higher or lower channel.

Fav

Displays favorite channels.

Live



Displays live television programming.

VCR/DVD/ VOD Keys

Perform standard VCR and DVD functions when in VCR and DVD Mode and Video-On-Demand functions when in CABLE mode.

Number Pad

Enter numbers to tune to channels. Also, make numerical entries on on-screen menus.

NOTE: You can also use the CH   or the program guide as alternative ways to tune channels.

Aspect #

Change the HD screen viewing aspect.

PIP CH + -

Selects the next higher or lower channel in the PIP (Picture-in-Picture) window

Move

Moves the PIP (Picture-in-Picture) window.



i-Guide

The interactive programming guide from TV Guide. It's intuitive, intelligent and inspiring. i-Guide unlocks a world of greater choice, convenience and control as you watch television.




With i-Guide you'll enjoy:

- ▶ A sleek, new design
- ▶ A convenient, time-saving Quick Menu
- ▶ A friendlier display with a full 90 minutes of programming listings
- ▶ Enhanced searching
- ▶ Increased speed
- ▶ And Mini Guide, a whole new way to watch TV and surf at the same time

Try i-Guide. In no time, you'll be able to set Reminders, Favorites, Parental Controls, and use our Mini-Guide to find out what's next, while you continue to watch your favorite shows. Plus, you'll have access to great features like On Demand, HD and DVR1.

Remote Control Features

Basic Navigation

- ▶ **YELLOW** is always the highlight color. As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- ▶ Press the    buttons to move the highlight.
- ▶ Press OK to make a selection.
- ▶ Press the EXIT button to return to watching TV.



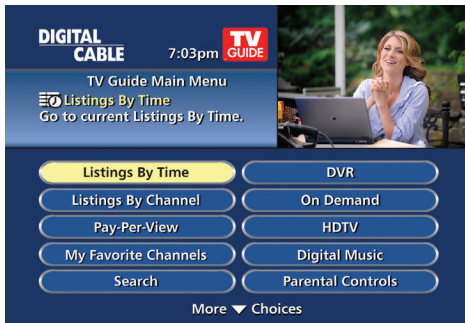
Interactive Programming Guide Instructions

Quick Menu: Quick and Easy

The **Quick Menu**¹ offers shortcuts to key i-Guide features. Just press MENU on your remote anytime while using the guide or watching TV, and you'll have easy access to your **DVR**, **On Demand** and **HD** programming, **Search**, and **Parental Controls**.



Press the **◀▶** on your remote to highlight an option, press OK/SELECT and you're on your way.



All Access with Main Menu

From the **Main Menu**¹ you can access all i-Guide features. Press MENU twice, then select from the options, including **Listings By Time**, **Search**, **DVR**, **Local Weather**, **Setup** and more.

Listings by Time

Press GUIDE to access **Listings By Time**. Channel numbers and network call letters appear on the left with times along the top. Use **▲▼◀▶** arrows to navigate the lineup and to go forward in time.

Thu	7:00p	7:30p
69 HGTV	Dear Genevieve	
70 FOOD	Essence of Emeril	
71 DIS	Mary Poppins	
82 ESPN2	ESPNEWS Gametime	Pregame News

Color coding makes it easy:

Regular Programs	Sports
Movies	Kids' Programs



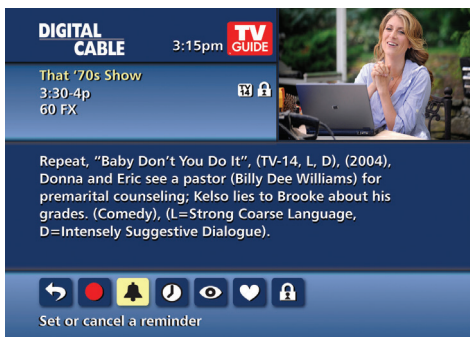
Mini Guide

Mini Guide lets you watch television and view listings without having to leave your program. To access, press OK/Select then use the **◀▶** arrows to browse time and **▲▼** arrows to browse channels.

Interactive Programming Guide Instructions

Instant Program Info

i-Guide provides **Instant Information** while you view program listings, including program title, start/end time, and a brief description including ratings. Helpful indicators identify settings, such as **Reminders, Recordings, Locks** and **Favorites**.



Use the arrow buttons to highlight an icon.

Action Icons

From the **Listings By Time** grid, press **INFO** to learn more about a program. Use the **Action Icons** at the bottom to set **Recordings, Reminders, Parental Controls**, and more.

Smart Channel Surfing

The **Flip Bar** provides program information as you change channels, plus, you can even tune easily to the associated HD channel or On Demand. Press **OK** to select, or **INFO** for program details.

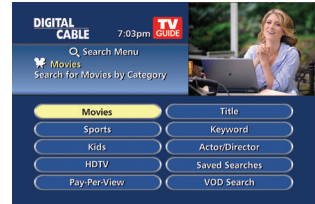


Interactive Programming Guide Instructions

Enhanced Searching

i-Guide offers expanded search capabilities so you can find your favorite shows faster as well as discover new ones. Search by **Category** or by **Title, Keyword** or **Actor/Director**. Access Search from the on the **Quick Menu** or from the **Main Menu**.

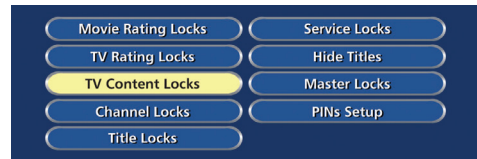
When searching by Keyword, Title, or Actor/Director, use the keyboard to spell out your request. i-Guide will search for shows. You can select **Save Search** or set an **Auto-Recording** right from any **Search** results screen.




Select  from the Quick Menu to set up Parental Controls and PINs.

Parental Controls

Parental Controls allow you to restrict viewing and purchases of TV programs based on your preferences. Set a personalized 4-digit PIN to place locks on selected movie & TV ratings, TV content ratings, channels, and titles. You can also hide adult titles from being displayed on screen.



Go Ahead, Play Favorites

Create up to five **Favorites** lists — one for everyone in the family. Select  from the **Quick Menu**, or My Favorite Channels from the **Main Menu**.



Interactive Programming Guide Instructions

On Demand Brings the Video Store to You

Access hundreds of shows and movies — anytime. You can reach **On Demand** from the **Quick Menu** or **Main Menu**, or from the **Flip Bar**, if available.

With On **Demand**² you can rent movies or programs from the On Demand library and watch shows at your convenience, as many times as you want within the rental period. You can even pause, fast-forward and rewind. Enjoy shows, movies, music videos and more on your schedule.

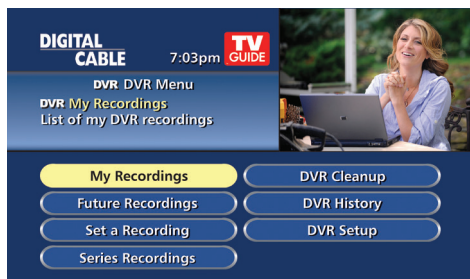


Pay Per View (PPV) Made Easy

Ordering **PPV**² movies and events is easy with i-Guide. From the **Quick Menu** or **Main Menu**, select the PPV option to see a list of available programs. Use your remote to get detailed information, watch a preview, and place an order.



Access On Demand programming from Main Menu, Quick Menu or a channel in the TV Listings.



Digital Video Recording (DVR)²

Pause live television. Rewind and replay programs. Record your favorites all season long. With DVR², you're in control from the comfort of your own home. And with dual-tuner DVR, you can watch one program while recording another.


Interactive Programming Guide Instructions

Control Live TV

Any time you tune to a channel, the DVR starts a temporary recording. So you can PAUSE if the phone rings, REWIND the scene you missed, and FAST-FORWARD to skip what you don't want to watch.





Build Your Own Personal Video Library

It's easy to record with i-Guide. Press REC on your remote anytime while watching TV for easy one-touch recording. Press  from the **Program Info** screen to set up a one time or series recording, or even set up an auto-recording from any Search results screen.

Your Recordings Your Way

i-Guide helps you easily manage your recordings. Access the DVR Menu from  on the Quick Menu or Main Menu. From here select My Recordings to view your list.

Series recordings are automatically grouped into Folders so you can quickly scroll through your list. Use the   arrows to select a series and press OK/Select. Scroll through the list to find the episode you want to see.

DVR Cleanup lets you delete multiple shows at once, and DVR History keeps track of shows that were deleted. i-Guide makes it simple to organize your shows so you can enjoy watching on your schedule.

¹Menu selections vary depending on the services your cable provider offers. On Demand programs may not be recorded with a DVR.

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Your Billing Statement

P00001-000002

1 oz BRE BVO STZ

Page 1 of 2



Account Number **1**

Account Name **2**

Service Address **3**

Billing Period **4**

This bill reflects payments received through

How to reach us...

Customer Service and Repairs
301-797-5000

www.antietambroadband.com

Pay by phone or on the web!
See back of bill for important messages and special offers.

Thank you for choosing Antietam Broadband as your Entertainment Source.

Previous Balance	Payments/Credits	One Time Charges	Current Charges	Balance Due	Due Date
5	6	7	8	9	10

11

15



Antietam Broadband
1000 Willow Circle
Hagerstown MD 21740-6829

Please detach and enclose this coupon with your payment. Do not send cash. Please write your account number on your check or money order and make payable to:

12 ANTIETAM BROADBAND

Payment Due Date:
Account Number:
TOTAL BALANCE DUE:

Amount Enclosed
13

0000001 Non-Q

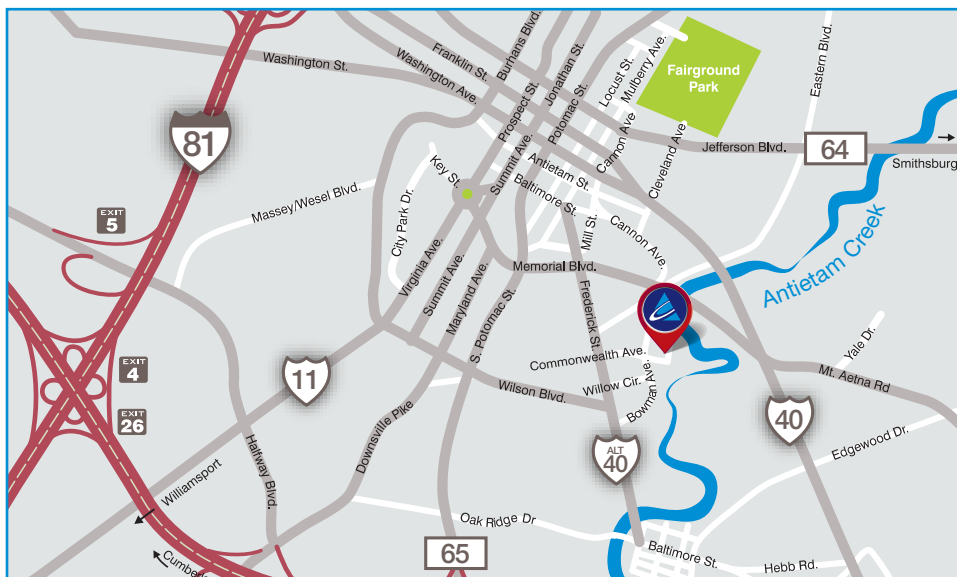
14 ANTIETAM BROADBAND
1000 WILLOW CIRCLE
HAGERSTOWN MD 21740
!2173407303!

Your Billing Statement

- 1 Account Number**—Number identifying your account. We ask that you write this number on your check or money order and use it for online payments.
- 2 Account Name**—This is the name of the primary account holder who is responsible for all account transactions.
- 3 Address at which Service is Provided**—Service is installed at this address. It may be different from the mailing address of the bill.
- 4 Billing Period**—These dates are from/through dates reflected on the bill.
- 5 Previous Balance**—This is the amount that remains unpaid from a previous bill.
- 6 Payments / Adjustments**—This is the amount paid or adjusted for each transaction.
- 7 One Time Charges**—This is an amount that will not recur each month.
- 8 Current Charges**—This is the amount owed for the specified billing period (see #4).
- 9 Balance Due**—The amount shown here is due upon receipt or by due date specified.
- 10 Due Date**—To ensure proper credit on your next bill please pay your bill by this date.
- 11 Description**—This is the description of transactions entered on your account for the current billing period.
- 12 Local Office Address**—Checks and money orders should be made payable to the name shown here.
- 13 Amount Enclosed**—Please write the amount of your check or money order here. This will help speed up the processing of your payment. DO NOT SEND CASH.
- 14 Payment Address**—Address to which payments are mailed. Please be sure this address appears in the window of return envelope. Other written correspondence should be sent to the local office address.
- 15 Franchise Information**—If you live in an area (city, town, municipality) that has an Agreement with our company, you live in a “franchise area.” Appropriate information will be included here if it applies to your account.

Bill Messages—Messages of interest to our customers will appear on the reverse side of the billing statement.

How to Contact Us



How to Contact Us

Email us: info@myactv.net

Telephone us: 301-797-5000

Online: www.antietambroadband.com

Office Location:

Antietam Broadband

1000 Willow Circle | Hagerstown, MD 21740

Directions:

From Frederick Street, turn onto Commonwealth Avenue. Continue on Commonwealth Avenue until you reach the end. Antietam Broadband is right there!

Hours:

Drive Through Window

Monday through Friday, 8:30 a.m. – 5:30 p.m.
Saturday, 9:00 a.m. – 12:00 noon

Lobby

Monday through Friday, 8:30 a.m. – 5:00 p.m.
Saturday, 9:00 a.m. – 12 noon
Sunday and major holidays — closed

Customer Service Calls:

Monday through Friday, 8:00 a.m. – 7:00 p.m.
Saturday, 8:00 a.m. – 5:00 p.m.

On-Site Technical Service and Repair:

Monday through Sunday, 8:30 a.m. – 7:00 p.m.

Technical Support

24 hours a day, 7 days a week.

Our phone lines are open 24 hours a day, seven days a week to assist you.

Policies and Procedures

Policies and Procedures

Billing Statements

Antietam Broadband Television will send you a billing statement once every month. All services are billed one month in advance, with the exception of Pay-Per-View movies or events you have purchased during the month, which are billed after they have aired. Any changes you have made to your service will be reflected from the date of the change to the end of the billing period.

Billing Questions

Every effort is made to ensure that your bill is correct. If you have any questions about any of the charges on your bill, you must contact our office within **30 days** after the billing date of the disputed charge. Otherwise, all charges are considered accurate and are due.

Payment Options

We offer a variety of payment options for your convenience.

- ▶ Pay online at www.antietambroadband.com
- ▶ Pay by phone with a debit/credit card or by check.
- ▶ Pay automatically every month via your debit/credit card. Contact our office or visit our website for details.
- ▶ Mail your payment to the address on your billing statement.
- ▶ Pay in person at our office during regular business hours.
- ▶ Pay in person after business hours by placing your payment in our drop box located outside in the front of our building.
- ▶ Do not place cash in drop box.

Online Customer Care

Visit www.antietambroadband.com for our convenient online customer care center, where you can:

- ▶ Make one time bill payments
- ▶ Sign up for recurring payment set up
- ▶ Review and print monthly statements for the current month and previous 6 months
- ▶ Sign up for E-bill or request paper statements
- ▶ View and print telephone call detail
- ▶ Manage telephone calling options
- ▶ Manage telephone voice mail

Late Fee

A late fee will be assessed on your account if payment is not received before the next bill is rendered.



Policies and Procedures

Delinquent Disconnects

If your account has a balance due that is over 61 days old, you are subject to disconnection of your service. Once your service has been disconnected, the entire balance due, a reconnection fee, and one month's service in advance must be paid prior to reconnection. Once payment has been made, your service will be reconnected at the first available opportunity.

Transferring / Disconnecting Your Service

If you are moving within Antietam Broadband's service area, please call our office to schedule a date to connect your new address, and supply us with the date to disconnect service at your old address. There will be a nominal transfer fee charged to your account. Allow up to 10 business days when transferring to schedule the disconnect and installation dates.

If you plan to move outside Antietam's service area and/or disconnect your service for any reason, please bear in mind, it is your responsibility to return all of Antietam's equipment to our office prior to scheduling a disconnect date, make sure your account is paid in full by the due date, and notify us of your forwarding address in the event you are owed a refund. If you do not have any of Antietam's equipment please allow 10 business days to schedule a disconnect.

Changing Your Service

Please contact us anytime you wish to upgrade or change your service. In certain instances, such as adding or relocating a cable outlet, a service call may be required. A time will be scheduled for one of our trained technicians to stop by your home. There may be a fee to upgrade or change your service. A Customer Service Representative can assist you in determining what, if any, costs are associated with the change you are requesting.

Equipment Rentals and Returns

All digital converters, remotes, cable modems, and other related equipment that you rent from Antietam for your services remain the property of Antietam Broadband Television, Inc. You are responsible for all equipment while in your possession. Damages beyond normal use, or failure to return said equipment, will result in additional fees.

Refundable Deposit

We may require you to pay a refundable deposit when you activate service(s), if you add Antietam equipment and/or services or if you fail to pay any amounts when they are due. If we disconnect your service(s) or are otherwise required under applicable law to refund the



Equipment Compatibility

deposit, we shall within forty-five (45) days or as otherwise specified by applicable law return a sum equal to the deposit(s) you paid (without interest unless otherwise required by law) minus any amounts due on your account (including without limitation, any amounts owed for the service(s) or for any Antietam equipment that is damaged, altered, or not returned).

Theft of Cable Services

Theft of cable services is against Federal and State laws. Such theft results in both increased cost and degradation of the quality of reception to honest customers. Antietam Broadband will continue to prosecute those guilty of stealing cable services to the fullest extent allowed by Federal and State laws. All reports of theft will be fully investigated and appropriate action will be taken.

Authorized User

Antietam Broadband is committed to respecting our customers personal and account information, including their telephone records, in accordance with all applicable requirements and because it is the right thing to do.

Because of our commitment to protecting your privacy, there will be some instances when only the named account holder (i.e. the person(s) named on the account) can perform certain actions, such as:

- ▶ Only named account holders can add additional individuals as authorized users on the account
- ▶ The named account holder can establish 1 additional authorized user on their account
- ▶ Only named account holders and designated authorized users are able to make service changes to an account



Equipment Compatibility

Equipment Compatibility

TV Equipment Compatibility

Antietam Broadband can deliver digital quality video signals over 100% of our fiber-rich, reliable cable network.

Unlike other large cable and satellite providers x on every TV regardless of the level of video services their customers select, we do not to require a digital box to receive basic service levels if your television is digital ready. Our digital solution allows the use of digital QAM tuners which have been a staple of almost all televisions manufactured since 2005. If your TV was manufactured after that time, it is likely it does have a digital QAM tuner that will allow you to receive our basic service levels without the need of additional equipment.

If you have a TV set without a digital QAM tuner, you will need additional equipment. Antietam Broadband will provide you with a digital adapter, cable card, or a digital converter box for a nominal fee per month. Digital adaptors and cable cards are one-way devices that simply serve the basic functions of a digital QAM tuner. They are not as technically advanced as our digital converter box.

Digital converter boxes are two-way devices and are available in various models, depending on the types of services in which you are interested. The standard digital converter includes digital music channels, access to Video On Demand instant movie rentals and free television programs, an interactive program guide with parental controls, and access to pay-per-view special events. You will also have the option of subscribing to additional tiers of programming including variety, sports and movie channels, and premium networks such as HBO, Showtime and Starz. Other models offer access to a host of channels in stunning high definition, and serve as Digital Video Recorders.

All digital converters and digital adapters come with a remote control. Cable Cards do not come with a remote control.

High Speed Internet Equipment Compatibility

Antietam High Speed Internet service will work with any reasonably up-to-date computer/software system. If your computer and software is still supported by the manufacturer, it will be compatible with high speed cable modem service. You will need a device called a cable modem to connect Antietam's fiber-rich high speed network to your computer system. A cable modem may be purchased from a retailer, or rented from Antietam for a nominal monthly fee. If you also have our digital phone service, a device called an EMTA will be supplied by Antietam, and will manage both the Internet and phone services.



Installation and Service Policies

Digital Phone Equipment Compatibility

Antietam Digital Phone will operate with your existing telephone equipment. Antietam will install a device called an EMTA to handle all digital phone service. You may keep all your existing phone equipment and use the same telephone outlets that you currently use, which makes switching to Antietam Digital Phone service an easy, hassle-free transition.

If you have any questions, please contact our office at 301-797-5000.

Installation and Service Policies

Installations

Installations of Antietam Broadband services will be completed by fully trained technicians. Your satisfaction is guaranteed! Please refer to our On-Time Service Guarantee in this manual.

Antietam Broadband Television will complete installations located within 200 feet of our existing cable system. Appointments are scheduled within four hour windows. You may request that we call you first before arriving at your home. All appointments are subject to availability and are scheduled on a "first come, first served" basis.

If you ever experience problems with your television service, please contact us at 301-797-5000.

Additional Outlets

There is no monthly charge for additional outlets, but there is a one time nominal installation charge. If you wish to add an additional outlet of cable service, contact Antietam Broadband and we will be happy to schedule an installation at the earliest convenient date. Installation involves placing an additional line along the outer wall to the new cable outlet location or attaching our cable to pre-existing wiring within your home. If you wish to have the wiring installed within your walls, you may do this yourself or contact an electrician. We do not provide inter-wall wiring. If you choose inter-wall wiring and the cable outlet has been installed, we will schedule the actual hook-up and activation.

The service drop to each home can support up to four cable outlets with no degradation in the quality of your service. If you need more than four outlets, additional amplification may be required.

Cable System Maintenance and Upgrades

It is necessary to occasionally interrupt cable service to perform required FCC testing and planned maintenance and upgrades to the cable system. Please be assured that



Service Protection Plan Information

we do everything we can to keep these instances to a minimum, and to schedule these interruptions at the most convenient time possible for our customers. Notices of planned service interruptions will be advertised in the newspaper and on our web site.

On rare occasions, there may be unscheduled interruptions of your service. Antietam Broadband Television has trained service technicians on call 24 hours a day who will respond on these occasions. During these outages, phone lines may be overloaded due to an increased number of calls. In most cases, our technicians are already aware of the problem and are working on repairing it. We thank you for your patience as we speed to return your service to its normal high standard.

In the event that there is a reported and verified interruption of your service of more than 24 hours, you can request a credit equal to the time you were without service. We will not issue credits if the service interruption was caused by you, someone in your household, or someone under your supervision or control. Please call, write or email your request to Antietam Broadband.

Service Protection Plan Definitions, Terms and Conditions.

Plan Definitions:

The Service Protection Plan ("The Plan") covers service calls that (1) require repair to twisted pair telephone wiring, Antietam Broadband wiring and/or Antietam Broadband Internet service wiring located inside the customer's home, and/or (2) identify whether the source of a service problem resides within the inside wiring or the customer's on-premise equipment. Inside wiring covered under this plan is owned by the customer or a third party and is defined as wiring that begins at the "Demarcation Point," which begins 12 inches outside the customer's residence and extends to the individual phone jacks, cable and Internet outlets and extensions in the home. Without the Plan, Antietam can repair inside wiring but will have to charge certain fees based upon the time required to complete the maintenance activity. Repair and maintenance beyond the Demarcation Point is the responsibility of Antietam except for non-Antietam telephony customers where the wiring is owned by another telephone service provider, or unless there is deliberate damage to, or pre-existing problems with the wiring on the outside of the home.


Plan Terms and Conditions:

The Plan only applies to customers that subscribe to Antietam video service, Antietam high-speed cable Internet service and/or Antietam digital voice service. The plan only covers inside wiring associated with the Antietam services and twisted pair telephone service provided by other local exchange (telephone) companies. Specifically, the plan




Service Protection Plan Information

does not cover inside wiring used to deliver the following services: 1) non-standard telephone systems such as PBX or fixed wireless services, 2) video or data transmission services delivered by Direct Broadcast Satellite, Multi-channel Multi-point, CBand, fixed wireless providers and other providers, 3) Digital Subscriber Lines ("DSL") or similar high-speed data lines or video offering provided by an existing or competitive local exchange carrier. In addition to inside wiring, the plan includes repair and replacement of jumper cables, amps purchased from Antietam, connectors, splitters, phone jacks and extensions within the Demarcation Point.



The Plan is optional and covers all inside wire-related service calls, pursuant to the Plan's terms, for as long as the customer subscribes to the Plan. The Plan may be cancelled at any time; however, if the Plan is cancelled within 60 days of a service call the customer will be charged the full service rate. The Plan does not cover repair to customer premise equipment (i.e. TV, DVD player, surround sound, faxes, scanners, printers, external devices, telephones, etc.); however, customers subscribing to the Plan will not pay for a service visit even if the Antietam technician discovers that the trouble is within the customer's equipment. The Plan does not cover initial installation or installation of primary or additional Internet or cable outlets or telephone jacks or the move or reconfiguration of existing Internet or cable outlets and telephone jacks. Additional fees may apply for work performed that is not covered by this Plan. The Plan is effective the day the customer orders the Plan. Charges for the Plan and any other terms or conditions applicable to the Plan may change at any time with at least 30-day prior written notice. The Plan does not cover the repair of wire concealed within a wall (i.e. wire that is wall fished). If the repair is not covered under the Plan the customer may: 1) make the repair themselves, 2) hire an outside contractor. The plan does not cover rewiring after a home is destroyed or damaged by fire, flood, earthquake, acts of nature, vandalism, gross negligence or willful damage. Antietam customers residing in multiple dwelling units, such as apartments, condominium or other group facility, please note that under the laws of some states or applicable agreements, landlords and not tenants, may be responsible for repair to and maintenance of some or all inside wiring. The customer must contact their landlord or building manager to determine responsibility. Except as expressly set forth herein, and as permitted by law, Antietam shall not be liable for any damages (including indirect, incidental, punitive or consequential damages of any kind) arising from services performed under this agreement. Antietam makes no warranties, express or implied, under this agreement and specifically disclaims any warranty of merchantability or fitness for a particular purpose. The Plan is subject to Antietam's standard terms and conditions. Other restrictions may apply.



Frequently Asked Questions

Telephone

Q. Can I add voicemail after the installation? How long will it take?

A. Yes, you can add voicemail after the installation by calling our Customer Service Department. It could take up to 72 hours.

Q. Can I choose the features I want?

A. Voicemail is the only feature that is optional; all other features are built-in to the service.

Q. Does the service work with a Fax machine?

A. Yes, the service works with most fax machines; however, some older models may not work.

Q. Can I have directory assistance blocked?

A. Yes, you can block directory assistance by calling the Customer Service Department.

Q. How do I access and setup my voicemail?

A. Please refer to your Digital Phone Reference Guide for step-by-step instructions.

Internet

Q. Can I connect multiple computers to my internet connection?

A. Yes! In fact, MyACTV offers wireless equipment rental and professional in-home installation that will connect multiple computers to your internet connection.

Q. How do I get email?

A. You can access your email with the e-mail programs on your computer. Common programs include Windows Mail, Outlook, Outlook Express or Thunderbird. Another option is to use a web browser such as Firefox or Internet Explorer. Log in to webmail at <http://webmail.myactv.net> with the username and password provided on your installation paperwork.

Q. What do I need in order to be “wireless”?

A. You will need a wireless modem and wireless network card. Please contact MyACTV for information about our hassle-free wireless equipment rental and professional in-home installation.

Q. I received an email asking for my email password; is this from you?

A. No, we will never ask you for your password or any sensitive account information in an email.

Q. I need to set up an additional email account; how can I do that?

A. You can add additional email accounts by logging into Member Services and creating the accounts. Access Member Services at <http://selfcare.myactv.net>

Frequently Asked Questions

Television

Q. Do you have a program guide for your channels?

A. We have several!

- ▶ Customers with digital converters can access our interactive program guide with parental controls, searchable listings and much more!
- ▶ We offer TV Guide mailed directly to your home.
- ▶ You may pick up a channel guide from our office.
- ▶ Link to listings online at www.antietambroadband.com

Q. How do I get a replacement remote control?

A. Remotes are available at our front office for a one-time charge.

Q. Do I need a digital converter box?

A. If you subscribe to a premium service, use pay-per-view, or video on demand, high definition, on screen guide, digital music or DVR service, you will need a converter.

Q. How do I order PPV/Video On Demand?

A. Our digital service offers direct ordering from our interactive program guide. **Consult our pay-per-view and Video on Demand information in the "Products and Services" section in the manual.**

Q. I would like to hook up cable to additional TVs in my house. Is there any charge?

A. There is absolutely **no monthly charge** for extra outlets. They are free with your cable service! There is a one-time installation charge. If you need additional digital equipment there will be a monthly rental fee.

Q. What should I do if I experience technical problems with my cable?

A. Please refer to the troubleshooting guide in this handbook or online. You may fill out a Technical Problems form online at [www. antietamcable.com](http://www.antietamcable.com) and submit it to us. Always feel free to contact our office via our technical assistance line 24 hours a day at 301-797-5000.

Q. How much does technical/repair service cost?

A. There is no charge for in-home service calls that result from Antietam's network or equipment. Unlike satellite dish repair service which can cost hundreds of dollars, your cable repair service is FREE! Antietam Broadband reserves the right to charge for in-home service calls that result from customer owned equipment and/or customer installed equipment such as cable, splitters, fittings etc.

For a more detailed list of questions, visit our website at www.antietambroadband.com.



Troubleshooting Tips

Television

No Audio

If all channels are without audio, press the mute button on the remote control or press the volume plus (+) button. If your television has internal/external speakers, make sure the switch is on external.

If only one channel is without audio, turn from that channel and then turn back. If that does not work, try unplugging the converter for 30 seconds.

Colored Screens

The television set is on the wrong input. Switch to the cable input using the television set's remote control.

Black Box in the Middle of the Screen

This is a closed caption function. Using the TV's remote control or the buttons on front of the TV, navigate thru the TV's menu to the closed caption settings. Cycle thru ALL closed caption settings until off or disable appears. Then exit out of menu.

Tinted Picture

This may be a problem with the television set. It could also be due to the red, green or blue component cables coming loose on the back of the TV and/or converter box. Check that all cables are pushed in tight.

Channels Won't Change

Replace batteries in remote control. If the batteries are charged and the remote is working, unplug the converter for 30 seconds then plug it back in. The equipment may take several minutes to reboot.

No DVR Service

Unplug the DVR for 30 seconds and then plug it back in again.

Internet

Not Able to Connect

If you are not able to connect to the Internet, try the following:

1. Reset your cable modem.
 - ▶ Unplug the power cord from the modem.
 - ▶ Wait 30 seconds.
 - ▶ Plug the modem back in and wait for the lights to go steady.



Troubleshooting Tips

2. Power-cycle the router. If you are not using a router, skip to step 3.
 - ▶ Unplug the power cord from the router.
 - ▶ Wait 20 seconds.
 - ▶ Plug the router in.
3. Reboot your PC.

The Receive Light on my Modem is Blinking

The receive light on your modem should be steady and indicates the downstream signal has been confirmed. If the receive light is blinking it indicates a problem.

- ▶ Check all the cables and make sure they are secure.
- ▶ Unplug the power cord from the modem, wait 30 seconds, then plug it back in.
- ▶ Wait for the power, send, receive, and online lights to go steady.
- ▶ If the receive light continues to blink, contact Technical Support .

The Send Light on my Modem is Blinking

The send light on your modem should be steady and indicates the upstream signal has been confirmed. If the send light is blinking it indicates a problem.

- ▶ Check all the cables connected to the modem and ensure they are secure.
- ▶ Unplug the power cord from the modem, wait 30 seconds, then plug it back in.
- ▶ Wait for the power, send, receive and online light to go steady.
- ▶ If the send light continues to blink, please contact Technical Support.

The Standby Light is On

The standby light indicates the modem's activity status and is located on top of the modem.

- ▶ **On**—The modem has no activity and no internet access.
- ▶ **Off**—The modem will be operating normally.

Digital Phone

No Lights on the Digital Phone Modem

Make sure the power cord is plugged in.

No Dial Tone

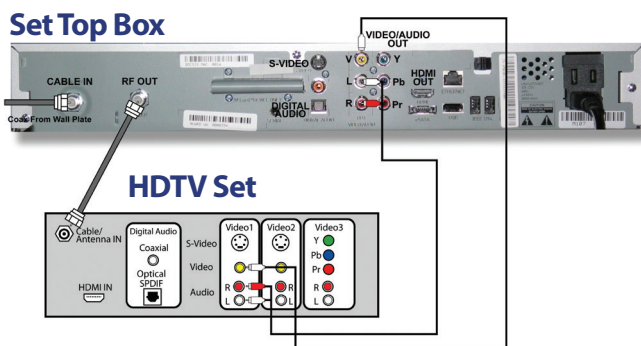
- ▶ Check all the connections on the digital phone modem including the power cord, coax cable and phone line.
- ▶ Check the phone line and make sure it is plugged into the correct phone jack on the digital phone modem
- ▶ Reset the Digital phone modem by pressing and holding the reset button in for 30 seconds.

All of My Phone Calls are Going to Voicemail

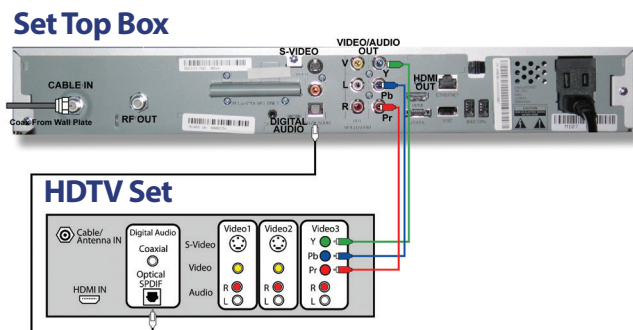
- ▶ Check to make sure the Do Not Disturb feature is not active.
- ▶ Dial *78 to activate the Do Not Disturb feature, *79 to deactivate.

Diagrams of Common Cable TV Hookups

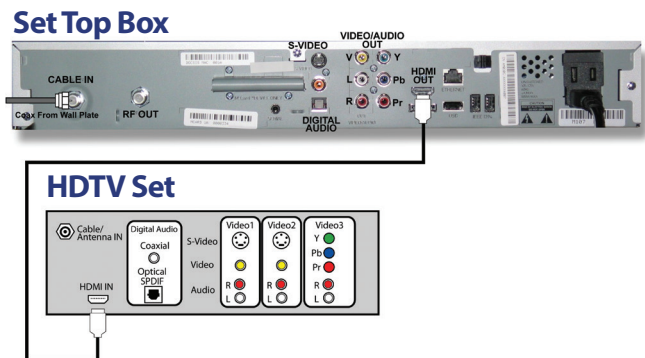
Connecting digital converter to HD Television Via Video/Audio



Connecting digital converter to HD Television with Component Video/ Digital Audio



Connecting digital converter to HD Television with HDMI



Installing Digital Adapter

Note: All Digital Adapters must be connected prior to activation.

Verify box contents

Connect Digital Adapter to the cable outlet

1. Find the coax cable that runs from the cable wall outlet to your TV.
2. Disconnect the coax cable from your TV.
3. Connect this cable to the "Cable In" port on the back of the Digital Adapter.
4. Leave the other end of this cable plugged into the cable wall outlet.

Connect the coax cable from the digital adapter to the TV

1. Take the coax cable provided in your self-install kit.
2. Connect one end to the "To TV" port on your Digital Adapter and connect the other end to the "Cable In" or "RF In" port on your TV.

Connect the power cord

1. Take the power cord provided in your self-install kit.
2. Connect the power cord to the electrical wall outlet and the "+5V DC In" port on the Digital Adapter.

Set the channel

1. Turn on your TV and tune it to channel 3.
2. Make sure the channel "3/4" switch on the Digital Adapter is set to the same channel as your TV.

If you don't have a picture after completing the activation steps, you may need to switch your TV and Digital Adapter to channel 4.

Activate your digital adapter

After you have connected your Digital Adapter(s), they are ready to be activated, which will authorize your Digital Adapter(s) to begin receiving signals from Antietam Broadband's network. To activate your adapter, call us at 301-797-5000.

For Frequently Asked Questions, a tutorial video and more, visit www.antietambroadband.com/GoDigital



Modem Wiring Instructions

Actual Equipment May Vary. For both wired and wireless cable modems

Instructions

1. Connect one end of the coax cable to the cable outlet, and the other end to the back of your modem.
2. Connect the power adapter to the back of the modem, and plug the other end into the wall outlet.
3. Connect your PC by plugging the Ethernet cable into the back of the modem, and then plug the other end into the network card in your PC.



*For best performance results, Ethernet is preferred, but you may use USB cable if available. Do not use both at the same time. For more information on connecting and using USB, please reference the modem's driver disc. Please note: speeds will vary depending on type of USB connection and equipment.



Our Commitment to Your Privacy

As a subscriber to cable service, you are entitled under federal law to know the following:

1. So that we may continue to provide reliable, high quality service to you, we keep regular business records that contain your name, address, and other personally identifiable information. Such records include billing, payment and deposit records, records indicating the number of your television sets connected to cable, and the service options you have chosen. We use this information to make sure that you are being properly billed for the services you receive. We also use this information to sell, maintain, disconnect, and reconnect services, for service calls, customer surveys, bill collection, in-house telemarketing, our own tax and accounting records, statistics and demographic studies, detection and prosecution of theft of services.
- 2. We consider information we keep to be confidential.** We may collect personally identifiable information from you and may disclose it to a third party IF (a) you consent in advance in writing or electronically; (b) disclosure is necessary to render cable service and other services we provide to you and related business activities; (c) disclosure is required under a court order and you are notified of such order. Disclosure “necessary to render cable services” includes release of personally identifiable information to employees, contractors, and other agents of the company to install, market, provide and audit cable service; to collection agencies if necessary to collect past due bills; to program suppliers (or their agents) to send program guides, and for auditing purposes to our attorneys and accountants if required for the proper functioning of our business; to third party billing systems to prepare and send your bills; and to our attorneys and law enforcement if necessary for the detection and prosecution of theft of services.
3. Unless you object, from time to time, we may disclose your name and address for mailing lists and other purposes. We will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you wish to remove your name from such lists or limit the use of your name at any time, please contact us at the system office. The office address appears at the top of your bill.
4. We may also electronically test the system from time to time to determine whether you are being properly billed for the cable services you are receiving.
5. We will maintain information about you for as long as we provide service to you, and for a longer time if necessary for related business activities, ordinarily for tax reasons we would keep records for 7 years. When information is no longer necessary for our purposes, we will destroy the information unless there is a legitimate request or order to inspect the information still outstanding.

Customer Complaint Resolution

6. Federal law limits our collection and disclosure of personally identifiable information, except as described above. An aggrieved party may bring a private action to recover statutory damages and costs.
7. You have the right to inspect our records that contain information about you, correct any error in our information, and enforce your rights under federal law. Included among your federal rights is the right to participate in a proceeding in which the government seeks to obtain your personally identifiable information from the company. If you wish to inspect the records at our system office pertaining to you, please contact us to set up an appointment during business hours at 301-797-5000.

Customer Complaint Resolution

In compliance with the requirements of Section 76.607 of the FCC rules, we are required to inform you that Antietam Broadband has in effect the following procedure to ensure that any complaints which may arise concerning the technical quality of the cable television signals delivered to you are promptly and efficiently resolved.

1. If you have any complaints concerning technical quality of the cable television signals, please contact a customer service representative at 301-797-5000.
2. All complaints received will be logged in, and a system engineer will analyze the complaint and attempt to resolve it promptly and efficiently.
3. If you need further assistance after these efforts, you may file a complaint in writing with the System Manager at the following address: 1000 Willow Circle, Hagerstown, Maryland, 21740.
4. If for some reason you are not satisfied with our response, you may wish to register a complaint with the appropriate franchising authority where you live.

Town Manager

21 North Main Street | Boonsboro, MD 21713

Town Clerk

P.O. Box 104 | Clear Spring, MD 21722

Town Clerk—Treasurer

P.O. Box 235 | Funkstown, MD 21734

City Administrator

1 East Franklin Street | Hagerstown, MD 21740

Town Clerk

P.O. Box 237 | Smithsburg, MD 21783

Town Clerk—Treasurer

P.O. Box 307 | Williamsport, MD 21795

Privacy Act Request

Equal Opportunity Employer

This cable system is an equal employment opportunity employer/contractor. The system makes all reasonable good faith efforts to conduct broad and inclusive recruitment when it has job openings and welcomes all qualified applicants to apply for job openings at the system. Any organization that wishes to qualify as a Referral Organization (to refer qualified applicants for employment at this cable system) should contact the cable system in writing, giving the organization's mailing address, e-mail address (if any), telephone number and contact person and stating what kinds of vacancies it is interested in. The system will notify qualified Referral Organizations of employment opportunities at this cable system in accordance with their request. The system will give fair consideration to all job applicants, and will not discriminate in hiring or employment on the basis of sex, race, color, religion, national origin or age.

Privacy Act Request

To: Antietam Broadband • 1000 Willow Circle • Hagerstown, MD 21740

From:
print or type your full name(s)

Address

City **State** **Zip**

Antietam Broadband Account Number

Please remove my/our names(s) from any mailing lists which are not in direct support of my/our continued reception of cable service, as defined in Antietam Broadband Customer Privacy Notice.

Signature **Signature**

If you have previously sent us a Privacy Request form, you do NOT need to send us another Request form.



Notes

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