

Equipment Compatibility and Use of Service

This guide provides information regarding the compatibility of our cable services and consumer equipment, and how to use your cable service. If you don't find your particular situation described in this guide, please call us and we'll work with you to determine the cable setup appropriate for your needs.

All of our programming is delivered exclusively in encrypted, digital format to assure that services are received only by authorized subscribers. To access encrypted programming to which you subscribe, you will need to lease a set-top box or CableCARD for each television set, regardless of whether your TV, VCR or other device is capable of receiving unencrypted channels or is described as "cable ready." CableCARDS are provided for compatible "Unidirectional Digital Cable Products" that you may purchase at retail. These devices will enable you to access our one-way cable TV offerings without a set-top box, but due to device limitations, cannot access our "two-way" cable services, such as the electronic program guide, Pay-Per-View, and Video on Demand.

To operate your TV after it is connected to the cable system, turn on your television and the cable set-top box, and select the channel you wish to watch by selecting it on the set-top box using the remote control that came with the box. To ensure reliable operation, confirm the set-top box is plugged into a non-switched power outlet (one that is not controlled by a light switch) and that connections on the back are secure.

When you use our set-top box, you may not be able to use some features on your TV or VCR. For example, you may not be able to use display features (such as picture-in-picture and channel review), use a VCR to record one program while viewing another, or use a VCR to record consecutive programs on different channels.

As new technologies and services become available, additional compatibility problems requiring other special equipment may arise. We're committed to helping you get the most out of your cable television service. Please feel free to contact us to discuss the cable setup appropriate for your needs.

All of our leased set-top boxes include a remote control. However, you may also use certain compatible universal remote controls that may be purchased at retail. Most universal remotes manufactured since 2001 for sale in Puerto Rico should be compatible with the digital set-top boxes we deploy, but if you have questions about the compatibility of a specific remote with our service, please call us. The following is a representative list of compatible universal remotes currently available from retail stores:

Remote Controls for Set-Top Boxes and DVRs

- 1) RCA RCRHM02BR 2-Device Universal Membrane Remote
- 2) Logitech® Harmony® 650 Universal remote with color screen
- 3) RCA Model: RCR6473- 6 Device Universal Remote
- 4) Arris DRC800 4 in one universal Remote

- 5) GE 24927 8-Device IR Universal Remote Control
- 6) Universal Electronics Remote Control 2025 TV 4 Device / URC2025- XX / URC2025-BX / URC2025- BO

Notice of Availability of Broadcast Tier

Pursuant to § 76.1618 of FCC rules, we are providing this notification so that customers may choose to purchase a tier of video service that primarily includes access to local broadcast stations. The channels included in the broadcast tier are indicated in our channel lineup and the rate for this service is in our rate card, included in this package.

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