

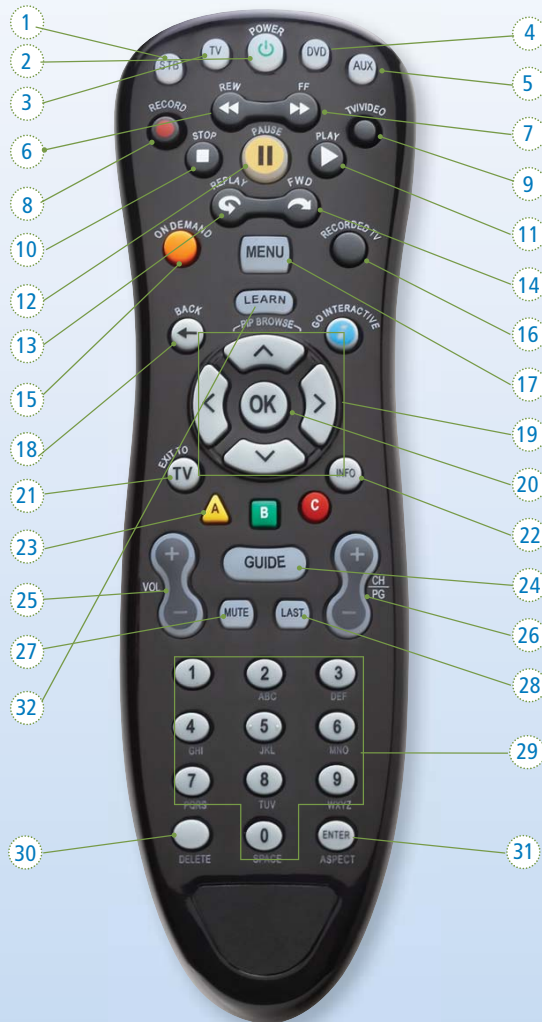


WELCOME TO THE FUTURE
OF TV FROM **MTS**

MTS[®]

1. **SET TOP BOX** – THE MTS TV REMOTE MUST BE SET TO STB MODE IN ORDER TO CONTROL
2. **POWER** – TURNS TV ON/OFF
3. **TV** – SETS THE REMOTE CONTROL TV FUNCTIONS
4. **DVD** – CAN BE SET UP TO CONTROL DVD PLAYER
5. **AUX** – CAN BE SET UP TO CONTROL AUXILIARY DEVICES
6. **REW** – REWINDS MTS VIDEO ON DEMAND, RECORDED*, OR LIVE TV*
7. **FF** – FAST FORWARDS MTS VIDEO ON DEMAND, RECORDED*, OR LIVE TV*
8. **RECORD** – TO RECORD LIVE TV*
9. **TV VIDEO** – TO CHANGE THE VIDEO INPUT
10. **STOP** – STOPS MTS VIDEO ON DEMAND OR RECORDED TV*
11. **PLAY** – PLAYS MTS VIDEO ON DEMAND OR RECORDED TV*
12. **PAUSE** – PAUSES MTS VIDEO ON DEMAND, RECORDED*, OR LIVE TV*
13. **REPLAY** – SKIPS BACKWARD IN SHORT SEGMENTS IN MTS VIDEO ON DEMAND, RECORDED*, OR LIVE TV*
14. **FWD** – SKIPS FORWARD IN SHORT SEGMENTS IN MTS VIDEO ON DEMAND, RECORDED*, OR LIVE TV*
15. **VIDEO ON DEMAND** – DISPLAYS VIDEO ON DEMAND MENU
16. **RECORDED TV** – DISPLAYS PROGRAMS YOU HAVE RECORDED ON YOUR PVR*
17. **MENU** – DISPLAYS INTERACTIVE MENU
18. **BACK** – RETURNS TO THE LAST SCREEN YOU WERE ON
19. **ARROW BUTTONS** – TO NAVIGATE THROUGH THE MENU, GUIDE, AND TO BRING UP PICTURE IN PICTURE
20. **OK** – ACTIVATES HIGHLIGHTED ITEM
21. **EXIT** – EXITS CURRENT FUNCTION
22. **INFO** – DISPLAYS PROGRAM INFORMATION
23. **A** – LAUNCHES THE SEARCH FUNCTION
24. **GUIDE** – DISPLAYS INTERACTIVE PROGRAM GUIDE
25. **VOLUME** – ADJUSTS VOLUME
26. **CH/PG** – TO CHANGE CHANNELS OR NAVIGATE THROUGH MENUS AND SCREENS.
27. **MUTE** – MUTES AND UNMUTES SOUND
28. **LAST** – RETURNS TO THE LAST CHANNEL YOU WERE WATCHING
29. **NUMERIC KEYPAD** – TO MANUALLY ENTER CHANNEL AND OTHER NUMBERS
30. **DELETE** – TO DELETE NUMBERS OR LETTERS
31. **ENTER/ASPECT BUTTON** – ACTIVATES VARIOUS SUB MENUS
32. **LEARN BUTTON** – (Black remotes only) USED TO PROGRAM THE MTS REMOTE CONTROL TO TVS/DVDS OR AUXILIARY DEVICES. (To program a remote control, refer to Remote User Manual)

YOUR REMOTE CONTROL



*Note: Must subscribe to PVR service to use this function.
Remotes may come in black or silver. Silver remotes do not have a learn button.

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A WORLD OF CHOICE IS AT YOUR FINGERTIPS

Congratulations and welcome to the new TV experience from MTS. A world of exciting entertainment choices awaits you with over 250 channels, 29 Theme Groups, High Definition channels, and many individual channels, too.

To enhance your television experience and get you started quickly and easily, we are providing you with this user guide. It's everything you ever wanted to know about your TV service in step-by-step, easy to read instructions and user tips. This guide will take you through:

- Interactive Program Guide
- Parental Locking
- MTS Video On Demand
- Picture in Picture Browsing
- Personal Video Recorder service (you must subscribe to PVR service)
- Other great features accessible through your TV service

DO YOU HAVE YOUR BUNDLE DISCOUNT?

Did you know that when you get High Speed Internet service from MTS in addition to TV service from MTS, you don't need any extra equipment? Your Home Gateway delivers both services.

Did you also know that if you already subscribe to High Speed Internet service from MTS, and/or have a consumer postpaid cellular plan with MTS, you can sign up for our Bundle discount?

Imagine experiencing

- Super-fast, reliable Internet access
- The widest cellular network in Manitoba with MTS Mobility
- The future of TV service from MTS

Plus, you can save even more if you have AAA Alarms security monitoring. For more information, please visit mts.ca/bundles or call 225-5687 (CALLMTS) to sign up today.

If there is any way that we can make your TV experience even more enjoyable, please call us at 225-5687.

Service available in select areas. Bundle available to residential customers only and may not apply if applicable service is not available in your area. Offer subject to change without notice. MTS design mark is a registered trade-mark of Manitoba Telecom Services Inc., used under license.

HOME NETWORKING

With your MTS Ultimate TV service, we can set-up a secure wireless Internet connection for you! This Home Network can be used to connect computers and hand-held devices wirelessly anywhere in your home. Our Home Networking solution is secure; meaning you don't have to worry about other people accessing your network. It also offers a very large area for wireless coverage meaning you can be anywhere in your house or even outside. There is no charge for us to set this up for you during this installation.

SOME OF THE MAIN FEATURES OF HOME NETWORKING WITH MTS ULTIMATE TV:

- **24/7 SUPPORT** – MTS offers technical support for your home network 24/7.
 - **INTERNET CONNECTION SHARING** – share your Internet with multiple devices (i.e. hand-held devices, PSP, Nintendo DS, Xbox 360).
 - **INCREASED SECURITY** – Our Home Networking offers great security features like a professional grade firewall to keep your Internet experience safe.
 - **PROFESSIONAL INSTALLATION TO NETWORK UP TO 3 COMPUTERS** – With MTS Home Networking, we will set you up with 3 computers on your home network (1 wired and 2 wireless). You can then add in additional computers on your own or we can set them up for you for a small additional fee.
- **NO CHARGE ROUTER** – You don't have to purchase a router, as our 2-Wire Remote Gateway has a built in router and we provide this to you at no additional charge.
 - **SUPERIOR WIRELESS COVERAGE** – Our service allows customers to access the Internet from anywhere in their house or even outside.
 - **EASY TO USE INTERFACE** – If customers want to do their own configuration for things like gaming, there is an easy to use interface for them.
 - **FUTURE PROOF YOUR HOME** – MTS will be launching some great new services over the coming months, such as the ability to share content like movies and pictures between any computer or even your TV's. If you have MTS Home Networking, you will be all set up when these new services launch.

We will waive the Home Networking Installation Charge when you have Home Networking installed during the installation of your new MTS Ultimate TV and/or High Speed Internet service.

For more information on Home Networking visit www.mts.ca/homenetworkingsupport



MULTIPLE-STREAM HOUSEHOLDS

MTS assigns you three (3) unique 'streams' to your home at one time. Each stream can deliver a single program at a time to the set-top box in your home.

Two (2) streams are High Definition Streams, and one (1) stream is a Standard Definition Stream. The High Definition Streams can be used to deliver High Definition Channels, Standard Definition Channels, or Video On Demand movies.

HOW YOU CAN USE THE STREAMS

- You can watch three unique channels at once, each on a separate TV.
- You can record 1 channel to the PVR and watch two other channels.
You must subscribe to PVR service
- You can record 2 channels at once and watch a third channel.
You must subscribe to PVR service
- You can record 3 channels at once.
You must subscribe to PVR service

Watching a previously recorded show from the PVR does not count as a stream as the program has already been delivered to and recorded on the PVR.

If you try to use more streams than you have available, a conflict occurs, and you are prompted to resolve it.

- 1 A "**CONFLICT RESOLUTION**" message will appear on your screen. This is the system warning you that it cannot deliver more than three unique streams at one time.
- 2 You will be given options depending on how you are using your service.
 - If more than three televisions are trying to access different channels, you will be given the following options. Highlight the option you want, and press **OK**.
 - If the PVR is recording one or more streams and one or more TVs are watching live TV, then you will be given the following options. Highlight the option you want, and press **OK**.
 - **STAY ON CHANNEL** – This option will keep the TV on the channel it is currently ON.
 - **RECORDED TV** – This option will take you to the current recordings screen of the PVR, allowing you to stop a recording to free up a stream for watching live TV.
 - **INTERRUPT A TV** – This will turn off the stream that has been running the longest. This option will not interrupt a PVR recording or a VOD movie which is playing.

HOW TO NAVIGATE THROUGH MENUS AND SCREENS

Use the **ARROW BUTTONS** and/or the **CH/PG** buttons, then press **OK** on your remote control to navigate through menus and screens and select programs.



When in the Menu, Guide, MTS Video On Demand, or Recorded TV screens:

- 1 Use the **ARROW BUTTONS** or **CH/PG** to highlight items in the screen. The highlighted item shows your selection.



- 2 Press **OK** to activate your selection.
- 3 Press **BACK** to return to the previous screen.
- 4 Press **EXIT** at any time to return to TV viewing.

HOW TO USE THE INTERACTIVE PROGRAM GUIDE

THE INTERACTIVE PROGRAM GUIDE ('Guide') is easy to use so you can quickly find your favourite shows, some new ones, and some that are only available with MTS.



- 1 Press **GUIDE**.
- 2 Press the **UP ARROW** and **DOWN ARROW** or **CH/PG** to scroll vertically through the Guide. You can press and hold the **CH/PG** button to go through a whole page of the Guide at a time.
- 3 Press the **RIGHT ARROW** and **LEFT ARROW** buttons to scroll horizontally through the Guide to see what is playing at a later time.
- 4 Highlight the program you want and press **OK**. If the program is currently available, it will begin playing.
 - If the program is on at a later time, a Program Info screen will appear with options to choose from.
- 5 Press **EXIT** at any time to return to TV viewing.

HOW TO USE THE MENU SCREEN

The Menu screen provides access to the features of your TV service.

- 1 Press **MENU**. The **MENU SCREEN** appears.



- 2 Press the **RIGHT ARROW** and **LEFT ARROW** buttons to highlight a heading, such as **LIVE TV**, on the horizontal menu bar.
- 3 Press the **UP ARROW** and **DOWN ARROW** buttons to highlight an item, such as **GUIDE**, under the heading.
- 4 Press **OK** to select the item.
- 5 Press **EXIT** at any time to return to TV viewing.

HOW TO USE THE PROGRAM INFO SCREEN

The **PROGRAM INFO SCREEN** displays information about programs in the Guide, and provides access to a variety of options related to the program.

- 1 Press **GUIDE**.
- 2 Press the **UP ARROW** and **DOWN ARROW** buttons or **CH/PG** to highlight the program you are interested in.
- 3 Press **INFO** and the **PROGRAM INFO SCREEN** appears.



- 4 Under the **SUMMARY** heading, highlight one of the following options and press **OK**:
 - **WATCH** – To tune to the program if it is currently on.
 - ***RECORD EPISODE** – To record the program. This option will only appear if you have PVR service. See [HOW TO USE PVR SERVICE](#) for more information.
 - ***RECORD SERIES** – To record the series for this program. This option will only appear if you have PVR service. See [HOW TO USE PVR SERVICE](#) for more information.

HOW TO USE PICTURE IN PICTURE BROWSING

- **RENT** – To rent the program. This option appears if you are in the Program Info screen for a Video On Demand movie or Pay-Per-View event.

See [HOW TO USE MTS VIDEO ON DEMAND](#) for more information.

- 5 Press the **RIGHT ARROW** button to highlight **RELATED INFO** on the horizontal menu bar to find out additional details of the program.
- Use the **UP ARROW** and **DOWN ARROW** buttons and press **OK** to select additional information.

USER TIP: IF YOU WANT TO FIND OUT MORE ABOUT THE PROGRAM YOU ARE CURRENTLY WATCHING, JUST PRESS THE **INFO** BUTTON ON YOUR REMOTE CONTROL, THEN **EXIT** TO RETURN TO TV VIEWING.

While watching full-screen TV, you can use the **ARROW BUTTONS** under **PIP BROWSE** on your remote control to see what is playing now, or later, on other channels without leaving the show you are currently watching.



- 1 Press any **ARROW BUTTON** to start Picture In Picture (PIP) Browsing. The PIP appears at the bottom of your screen while your TV remains tuned to the program you are watching.



- 2 Press the **UP ARROW** or **DOWN ARROW** button to see what is currently playing on other channels. For each program, the PIP displays the title and other relevant information about the program.

HOW TO SEARCH FOR A PROGRAM

- 3 Press the **RIGHT ARROW** and **LEFT ARROW** buttons to see what is playing at a later time on the channel selected in the PIP.
- 4 Press **OK** to tune to the program shown in the PIP, if it is currently on, or to find out more about the program if it is playing at a later time.
- 5 Press **EXIT** to close the PIP or wait approximately 15 seconds.

You can use the search function when you know the title of the program you want to watch, or the name of the person, such as an actor or director, involved in the program.

USER TIP: PRESS **A** TO BRING UP SEARCH.



- 1 Press **MENU**.
- 2 Under **LIVE TV**, highlight **SEARCH**, and press **OK**. The **SEARCH SCREEN** will appear with the following:
 - **ALPHABETIC KEYPAD** – Highlight and select the letters to search for the program or person you are looking for.
 - To add a space in between words you are searching for.
 - To delete a letter/number.
 - **123** – To activate the numeric keypad to search by number.
 - **OPTIONS** – To narrow down your search by filtering your results, or to customize your keypad.
- 3 To begin your search, use the **ARROW BUTTONS** to highlight the first letter or number you are searching for, then press **OK**. On the right hand side of your screen, a list of programs or names

that contain the letter you entered will appear (first letter of a word).

- To narrow down your search, continue to enter letters/numbers as in step 3. Or, highlight **OPTIONS** and press **OK**. You can filter your results in the following ways:
 - ALL RESULTS** – Displays people, program titles, and Video On Demand programs that match the search text.
 - TITLES** – Displays program titles and Video On Demand programs that match the search text.
 - VIDEO ON DEMAND** – Displays only Video On Demand programs that match the search text.
 - PEOPLE** – Displays only people who match the search text.
- Once you see the title of the program or name in the box on the right, use the **ARROW BUTTONS** to highlight it, then press **OK**.
 - If you select a program title, details of the program will appear. To watch a program currently on, highlight the program and press **OK**. To schedule a recording of the program, see [HOW TO USE PVR SERVICE](#).
 - If you select a person's name, programs featuring that person will appear. To watch a program currently on, highlight the program and press **OK**. To schedule a recording of the program, see [HOW TO USE PVR SERVICE](#).

USER TIP: A QUICK WAY TO ACCESS SEARCH OPTIONS IS TO PRESS THE **ENTER/ASPECT** BUTTON ON YOUR REMOTE WHILE THE SEARCH MENU IS OPEN.

- Press **EXIT** at any time to return to TV viewing.

HOW TO USE PVR SERVICE

*YOU MUST SUBSCRIBE TO PVR SERVICE FOR THIS SECTION

With PVR service (Personal Video Recorder), you can control live TV and record TV programs.

CONTROLLING LIVE TV

Only available on the main PVR Set Top Box

You can control live TV using the same control buttons that you use to pause, fast-forward, and rewind MTS Video On Demand.



While watching a live TV program:

- Press **PAUSE** to pause the program for up to 90 minutes. The image freezes. A progress indicator shows the following:
- The time at which you paused the program (shown as a vertical line with the time below it).

- How much of the program has been recorded since you paused (shown as the shaded area after the pause time). If you pause longer than the maximum amount of time allowed, the program automatically begins playing again from the point at which you paused it.
- Press **PLAY** to resume playing the program from the point at which you paused it. You can also press **PLAY** at any time while watching live TV to display the progress indicator.
- Press **FF** to fast forward through the program up to the point at which the program is live. Press **FF** once, twice, or three times to fast forward at increasing speeds.
- Press **FWD** to skip forward in short segments up to the point at which the program is live.
- Press **REW** to rewind the program up to the point at which you tuned to the channel. Press **REW** once, twice, or three times to rewind at increasing speeds.
- Press **REPLAY** to skip backward in short segments up to the point at which you tuned to the channel.

WHOLE HOME PVR

Whole Home PVR turns all your set-top boxes into HD PVR's.

If you have more than one set-top box in your home, you can record and watch your programs on any set-top box, enabling the freedom to view and record television in any room of your home. While watching a recorded program on any set-top box in your home you can pause, stop, rewind, and fast-forward the recording. Whole Home PVR allows you to watch any recorded programming on up to 3* set-top boxes simultaneously.

*One set-top box must be the main PVR set-top box

RECORDING SINGLE TV PROGRAMS

*You must subscribe to PVR service for this section.

With PVR service, you can record current shows, schedule future shows to be recorded, and watch the recorded shows at any time. You can record an individual show or a series of episodes that occur at regular intervals.

RECORDING A SINGLE PROGRAM YOU ARE CURRENTLY WATCHING

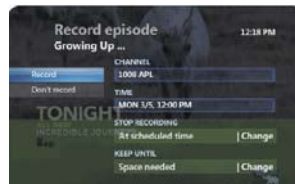
*You must subscribe to PVR service for this section.

While watching live TV, you can record the program you are watching until its scheduled end time, or add extra time at the end to ensure that the whole program records.

- 1 Press **RECORD**. The message "Recording" appears briefly on the screen. The Record light on your set-top box lights up and remains on while the program is recording.

To control when the recording ends:

- 1 Press **INFO**.
- 2 Highlight **RECORD SETTINGS**, and press **OK**. The **RECORD SETTINGS SCREEN** appears.



USER TIP: IF THE MOVIE IS RATED A, YOU WILL HAVE TO ENTER A PIN TO SCHEDULE RECORDINGS FOR PROGRAMS THAT ARE LOCKED BY THE PARENTAL LOCKING FEATURE. YOU WILL ALSO HAVE TO ENTER THE CORRECT PIN TO VIEW THE RECORDING. [SEE HOW TO USE PARENTAL LOCKING](#) FOR MORE INFORMATION.

- 3 Highlight the text under **STOP RECORDING**, and press **OK**.
- 4 Highlight one of the following options, and press **OK**:
 - At scheduled time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours afterOr, highlight **CANCEL CHANGES** and press **OK** to keep your current setting.
- 5 Highlight **SAVE CHANGES**, and press **OK**.

CHANGING HOW LONG THE RECORDING WILL BE STORED FOR

*You must subscribe to PVR service for this section.

- 1 Press **RECORDED TV**.
- 2 Press the **RIGHT ARROW** button to highlight **BY DATE** or **BY TITLE**, and press **OK**.
- 3 Highlight the program you want, and press **OK**.
- 4 Highlight the text under **KEEP UNTIL**, and press **OK**.
- 5 Highlight one of the following options, and press **OK**.
 - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
 - **ERASE** – Stores the program until you choose to erase it.
Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.

STOPPING THE RECORDING OF THE PROGRAM YOU ARE WATCHING

*You must subscribe to PVR service for this section.

- 1 Press **STOP** while watching a live TV program. A message appears that enables you to stop or continue recording.

- Highlight **STOP RECORDING**, and press **OK**. The message **RECORDING STOPPED** appears. Or, highlight **KEEP RECORDING**, and press **OK**.

DETERMINING WHETHER A PROGRAM YOU ARE CURRENTLY WATCHING IS RECORDING

*You must subscribe to PVR service for this section.

There are several ways to determine whether a program that is currently playing is recording.

- Press the **INFO** button. The program will have a red dot beside the program if it is recording.
- Or, press **GUIDE**. Programs that are recording will have a red dot beside them.



- Or, press **RECORDED TV**. The **RECORDED TV SCREEN** displays the title of a recorded program as soon as it begins recording, with a red dot beside the title.



- Look at the record light on the set-top box. If the red light is on, the PVR is recording a channel (not necessarily the program you are currently watching).



RECORDING A SINGLE PROGRAM USING THE GUIDE

*You must subscribe to PVR service for this section.

You can use the Guide to schedule a recording of a program that is currently showing or one that will be shown in the future.

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH/PG** to highlight a program that you want to record.
- Press **RECORD**. A red dot will appear by the program to indicate that the program is now scheduled to record.

USER TIP: PRESSING THE **RECORD** BUTTON TWICE WHILE HIGHLIGHTING A PROGRAM IN THE GUIDE SCHEDULES A SERIES RECORDING, AND THREE OVERLAPPING DOTS WILL APPEAR. SEE **HOW TO RECORD A SERIES** FOR MORE INFORMATION.

To control when the recording of a program ends:

- 1 Press **INFO**.
- 2 Highlight **RECORD SETTINGS**, and press **OK**. The **RECORD SETTINGS SCREEN** appears.



- 3 Highlight the text under **STOP RECORDING**, and press **OK**.
- 4 Highlight one of the following options, and press **OK**:
 - At scheduled time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours after

Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.

- 5 Highlight **SAVE**, and press **OK**. A **RECORDING SCHEDULED** message appears briefly on your screen.

USER TIP: WHEN YOU SCHEDULE A PROGRAM TO BE RECORDED, THE RECORDING COMPLETES EVEN IF YOUR TV AND SET-TOP BOX ARE OFF. THIS APPLIES TO BOTH SCHEDULED RECORDINGS, AS WELL AS WHEN YOU PRESS THE **RECORD** BUTTON WHILE WATCHING LIVE TV.

RECORDING A SINGLE PROGRAM BY CHANNEL, DATE, AND TIME

*You must subscribe to PVR service for this section.

You can schedule a recording manually by specifying the channel, date, time, and duration. You can only schedule recordings of single programs using this screen – not a series.

- 1 Press **RECORDED TV**.
- 2 Press the **RIGHT ARROW** button to highlight **ADD RECORDING**.
- 3 Highlight **CHANNEL** and **TIME**, and press **OK**. The **MANUAL RECORD SCREEN** appears.



- 4 Highlight the **TEXT ENTRY BOX** under **CHANNEL**. Use the **NUMERIC KEYPAD** on your remote to enter the channel you want to record.
- 5 Highlight the **TEXT ENTRY BOX** under **DATE**, and press **OK**. Highlight the **DATE** you want, press **OK**.
- 6 Highlight the **TEXT ENTRY BOX** under **START**. Use the **NUMERIC KEYPAD** on your remote to enter the time you want the recording to start. Press **OK** to change to AM or PM.
- 7 Highlight the **TEXT ENTRY BOX** under **STOP**. Use the **NUMERIC KEYPAD** on your remote to enter the time you want the recording to end. Press **OK** to change it to AM or PM.
- 8 To change how long you want to keep the recording, highlight the text under **KEEP UNTIL**, and press **OK**. You can select one of the following options:
 - **SPACE NEEDED** – Automatically erases the program when space is needed for a new recording.
 - **ERASE** – Stores the program until you choose to erase it.

- 9 Highlight the setting you prefer, and press **OK**. Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.
- 10 To activate your settings, highlight **RECORD**, and press **OK**. Or, highlight **DON'T RECORD** and press **OK** to choose not to record.

HOW TO RECORD A SERIES

*You must subscribe to PVR service for this section.

PVR service also allows you to record recurring programs, such as episodes in a series. Once scheduled, a series recording occurs until cancelled.

RECORDING A SERIES USING THE GUIDE

*You must subscribe to PVR service for this section.

- 1 Press **GUIDE**.
- 2 Use the **ARROW BUTTONS** or **CH/PG** to highlight the program that you want to record.
- 3 Press **RECORD** twice. A red dot appears on the first press, and three overlapping dots appear on the second press. This indicates that a series is recorded. Your PVR service will now record that program at the same time on the same day each week for time shown in the Guide.

RECORDING A SERIES USING THE PROGRAM INFO SCREEN

*You must subscribe to PVR service for this section.

- 1 Press **GUIDE**.
- 2 Use the **ARROW BUTTONS** or **CH/PG** to highlight the program that you want to record.
- 3 Press **INFO**. The **PROGRAM INFO SCREEN** appears.



- 4 On the **PROGRAM INFO SCREEN**, highlight **RECORD SERIES**, and press **OK**. The **RECORD SERIES SCREEN** appears.
- 5 To change the time of recording, highlight the **TEXT UNDER TIME**, and press **OK**. Highlight one of the following options, and press **OK**:



- **ANY DAY, AROUND XX:XX AM/PM** – Records programs any day of the week, as long as they occur at or near the same time as the selected episode.
 - **ANY DAY, ANYTIME** – Records programs any day of the week at any time.
 - **ANY DAY, ANYTIME, ONCE PER DAY** – Records programs any day and time, but records only one episode per day.
You can also select **DON'T CHANGE** to keep current settings.
- 6 To change the type of recording, highlight the text under **SHOW TYPE**, and press **OK**. Highlight one of the following options, and press **OK**:
 - **FIRST RUN & RERUN** – Records first-run and all subsequent reruns of this program.
 - **FIRST RUN ONLY** – Records first-run episodes, but will not record reruns.
 - 7 To add extra time to ensure that you record each entire episode, highlight the text under **STOP RECORDING**, and press **OK**. Highlight one of the following options and press **OK**:
 - At scheduled time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours afterOr, highlight **DON'T CHANGE** and press **OK** to keep your current setting.

- To activate your settings, highlight **RECORD**, and press **OK**.

CANCELING SCHEDULED RECORDINGS

*You must subscribe to PVR service for this section.

The easiest way to cancel a single or series recording is by using the Guide. Individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.

- Press **GUIDE**.
- Use the **ARROW BUTTONS** or **CH/PG** to highlight the program that you want to cancel recording.



- If the program is an individually scheduled recording (shown by a single red dot), press **RECORD** twice. The first press changes the program to a series recording (three overlapping dots), and the second press cancels the recording (the dots disappear). A **RECORDING CANCELED** message appears on the screen.

- If the program is a series recording (three overlapping dots), press **RECORD** once. This cancels the entire series recording, and the dots disappear from the Guide. A **RECORDING CANCELED** message appears on the screen.

RESOLVING RECORDING CONFLICTS

*You must subscribe to PVR service for this section.

Your set-top box can record three programs at a time. Recording conflicts will occur when you try to schedule more than three recordings at a time.

RESOLVING CONFLICTS FOR A SINGLE RECORDING

*You must subscribe to PVR service for this section.

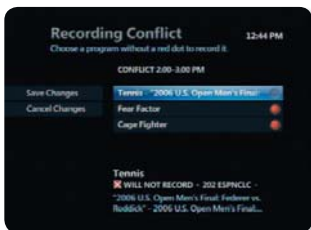
When an individual recording conflicts with one or more previously scheduled recordings, a **RECORDING CONFLICT** screen alerts you to the problem.



- 1 To cancel recording the program that caused the conflict, highlight **DON'T RECORD** (Program Name), and press **OK**. Highlight **CANCEL RECORDING**, and press **OK**. Or, highlight **DON'T CANCEL** and press **OK** if you do not want to cancel the recording.
- 2 To resolve the conflict by changing which programs will be recorded, highlight **RESOLVE CONFLICT**, and press **OK**.
- 3 Highlight the program you want to record, and press **OK**.
- 4 To save your settings, highlight **SAVE CHANGES**, and press **OK**.



After you resolve the conflict, a conflict icon (the crossed-out red dot) appears in the Guide by each overridden program. This notifies that the program had been scheduled, but will not be recorded. If the conflict resolves (for example, because the conflicting show is cancelled or moved), the overridden show will be recorded.



The program or programs scheduled to be recorded will be marked with a red dot. When you select one program to record, the program or programs beneath it will have their red dots removed.

RESOLVING CONFLICTS FOR A SERIES RECORDING

*You must subscribe to PVR service for this section.

When episodes of a series conflict with previously scheduled recordings, a **RECORDING CONFLICT SCREEN** enables you to choose how to resolve the conflict.



To record all episodes of the series and override recordings that conflict:

- 1 Highlight **RECORD ALL EPISODES OF SERIES CONFLICT: SERIES NAME**, and press **OK**.

The recordings of episodes for this particular series will override any previously scheduled recordings that were conflicting. A conflict icon appears in the Guide by each overridden program.



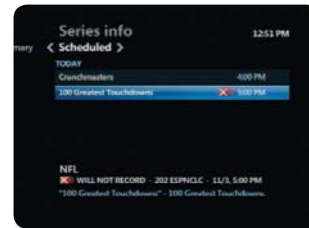
To record only those episodes that do not conflict with previously scheduled recordings:

- 1 Highlight **RECORD** this series only when no conflict occurs, and press **OK**.

Episodes that conflict with previously scheduled recordings are not recorded. The previously scheduled recordings occur as planned.

To manually choose which episodes will record:

- 1 Highlight **CHOOSE WHICH SHOWS TO RECORD**, and press **OK**. You will see a list of all the conflicting episodes of the new series.



- 2 To record one of the conflicting episodes, highlight the program you want to record, and press **OK**. The **PROGRAM INFO SCREEN** will appear with information on that program.



- 3 Highlight **RESOLVE CONFLICT**, and press **OK**. The **RECORDING CONFLICT SCREEN** appears, listing the conflicting recordings.
- 4 Highlight the program you want to record, and press **OK**. The program or programs scheduled to be recorded will be marked with a red dot. When you select one program to record, the program(s) beneath it will have their red dot(s) removed.
- 5 Highlight **SAVE CHANGES**, and press **OK**. A **SERIES RECORDING SCHEDULED** message appears briefly on your screen.

RECORDING OR CLEARING AN OVERRIDDEN SINGLE RECORDING

*You must subscribe to PVR service for this section.

An individual conflict icon (the crossed-out red dot) in the Guide marks an individual recording that was cancelled in favour of another recording.



When you select the overridden recording in the Guide, the **PROGRAM INFO SCREEN** appears. You can handle an overridden recording in one of the following ways:

- Leave it as is.
- If you cancel the recording conflict 'winner', the overridden recording will be scheduled for recording. The conflict icon will turn back into a red dot.
- Record the overridden program in place of the previous conflict 'winner'.
- Clear the conflict icon so the overridden program is not recorded even if you cancel the previous conflict winner.

- 1 Press **GUIDE**.
- 2 Use the **ARROW BUTTONS** or **CH/PG** to highlight the overridden program, and press **OK**. A **PROGRAM INFO SCREEN** appears.



- 3 To record an overridden program instead of the previous conflict winner, highlight **RESOLVE CONFLICT**, and press **OK**. A **SCHEDULING CONFLICT SCREEN** appears. Highlight the

overridden program, and press **OK**. The recording for the overridden episode overrides the recording for the previous conflict winner.

- 4 Select **SERIES INFO** in the **PROGRAM INFO SCREEN**.
- 5 Or, to clear the conflict icon, highlight **DON'T RECORD**, and press **OK**. The conflict icon disappears from the Guide.

RECORDING OR CLEARING AN OVERRIDDEN SERIES RECORDING

*You must subscribe to PVR service for this section.

A series conflict icon (crossed-out, three overlapping red dots) in the Guide marks a series episode that was cancelled in favour of another recording. When you select an overridden series episode in the Guide, a **PROGRAM INFO SCREEN** appears.

You can handle an overridden series episode in one of the following ways:

- Leave it as is.
- If you cancel the conflict winner later, the overridden series episode is rescheduled for recording. The conflict icon reverts to overlapping red dots.
- Record the overridden series episodes in place of the previous conflict winner.
- Clear the conflict icon to cancel the entire series recording.

- 1 Press **GUIDE**.
- 2 Use the **ARROW BUTTONS** or **CH/PG** to highlight the overridden episode, and press **OK**. A **PROGRAM INFO SCREEN** appears.
- 3 To record an overridden series episode instead of the previous conflict winner, highlight **RESOLVE CONFLICT**, and press **OK**. A Conflict screen appears. Highlight the previously overridden series, and press **OK**. The recording for the overridden episode overrides and cancels the recording for the previous conflict winner.
- 4 Or, to cancel a series recording, highlight **CANCEL SERIES**, and press **OK**. In the confirmation screen, highlight **CANCEL SERIES**, and press **OK**. The entire series recording is cancelled. All series conflict icons for it are cleared. This does not erase episodes that were recorded already.

VIEWING A LIST OF SCHEDULED RECORDINGS

*You must subscribe to PVR service for this section.

Use the **RECORDED TV SCREEN** to view a list of programs that are scheduled to be recorded.

- 1 Press **RECORDED TV**. The **RECORDED TV SCREEN** appears.



- 2 Press the **RIGHT ARROW** button to highlight **SCHEDULED** on the horizontal menu bar. The **RECORDED TV SCREEN** now lists all upcoming recordings in the order in which they will be recorded.
- 3 Use the **ARROW BUTTONS** or **CH/PG** to scroll through the list.

VIEWING A LIST OF SCHEDULED SERIES RECORDINGS

*You must subscribe to PVR service for this section.

You can view a list of the series that you have scheduled to record.

- 1 Press **RECORDED TV**. The Recorded TV screen appears.
- 2 Use the **RIGHT ARROW** button to highlight Series on the horizontal menu bar. The **RECORDED TV SCREEN** lists the series scheduled to record.
- 3 Use the **ARROW BUTTONS** or **CH/PG** to scroll through the list.

USING THE RECORDED TV CHANNEL

*You must subscribe to PVR service for this section.

You can also access Recorded TV through channel 1001 in your Guide. You can tune to the channel and away from the channel, just as you would any other channel, to access your recordings.

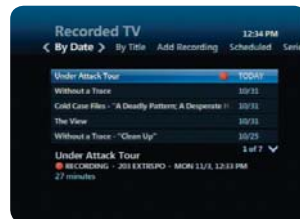


PLAYING A RECORDED PROGRAM

*You must subscribe to PVR service for this section.

After you have recorded a program, you can watch it whenever you want.

- 1 Press **RECORDED TV**. The **RECORDED TV SCREEN** lists your available recordings by date, from the most recently recorded programs to the oldest.



- 2 Highlight the **RECORDED SHOW** that you want to watch, and press **OK**. The **PROGRAM INFO SCREEN** appears.



- 3 In the Program Info screen:
 - Highlight **PLAY**, and press **OK** to play the recording from the beginning.
NOTE: IF THE RECORDED PROGRAM IS LOCKED BY PARENTAL LOCKING, SEE WATCHING A LOCKED PROGRAM FOR MORE INFORMATION.
 - If you stopped watching the recorded program before and want to begin watching again from where you left off, highlight **RESUME PLAY**, and press **OK**.
 - If you stopped watching the recorded program before and want to start over again, highlight **START OVER** and press **OK**.

USER TIP: TO SEE A LIST OF THE RECORDINGS IN ALPHABETICAL ORDER, PRESS THE **RIGHT ARROW BUTTON** TO HIGHLIGHT BY TITLE ON THE HORIZONTAL MENU BAR.

CONTROLLING PLAYBACK

*You must subscribe to PVR service for this section.

You can control recorded TV using the same playback control buttons that you use to pause, rewind, and fast-forward MTS Video On Demand programs. See **CONTROLLING LIVE TV** for more information.

WHAT TO DO WHEN A RECORDING FINISHES

*You must subscribe to PVR service for this section.

When a recording finishes playing, it stops and displays the **FINISHED SCREEN**.



Highlight one of the following options, and press **OK**.

- **START OVER** – The program will replay from the beginning.
- **ERASE** – The program will be removed from your PVR
- **RECORDED TV** – Displays a list of your recordings.
- **WATCH LIVE TV** – Will bring you back to the last channel you were watching.

STOPPING A RECORDED PROGRAM

*You must subscribe to PVR service for this section.

You can stop a recording at any time by pressing the **STOP** button on your remote control. Highlight one of the following options, and press **OK**.

- **RESUME PLAY** – The program will continue to play from the point at which you pressed **STOP**.
- **START OVER** – The program will replay from the beginning.
- **ERASE** – The program will be removed from your PVR
- **RECORDED TV** – Displays a list of your recordings.
- **WATCH LIVE TV** – Will bring you back to the last channel you were watching.

ERASING AN EXISTING RECORDING

*You must subscribe to PVR service for this section.

A program you record remains in your Recorded TV library until you erase it or until the set-top box erases old recordings to make space for new recordings (which you can determine for yourself. See **CHANGING HOW LONG THE RECORDING WILL BE STORED** for more information). You can erase a recorded program manually to make room for new recordings.

- 1 Press **RECORDED TV**.
- 2 Highlight the recorded program that you want to erase, and press **OK**. The **PROGRAM INFO SCREEN** appears.

- 3 Highlight **ERASE**, and press **OK**. A **CONFIRMATION** message appears.



- 4 Highlight **ERASE** again, and press **OK**. This erases the program permanently. You cannot recall it. You can also select **DON'T ERASE** to avoid erasing the program.



HOW TO USE MTS VIDEO ON DEMAND

MTS Video On Demand allows you to rent movies without leaving the comfort of your couch. You'll never have to return a movie again or pay another late fee. With MTS Video On Demand, you can:

- Watch the movies you rent as many times as you want, whenever you want, within a 24-hour rental window.
- Easily rewind, fast-forward, and pause your movies; no extra equipment needed.
- Instantly access our movie library with your remote control.

We will continue to update our library with new and exciting movies and programs.

The **VIDEO ON DEMAND SCREEN** provides a simple online storefront that makes it easy to find and rent video programs.

- 1 Press **VIDEO ON DEMAND**. The **VIDEO ON DEMAND SCREEN** appears, with the following categories:
 - **CURRENT RENTALS** – Displays your current rentals, if you have rented a Video On Demand movie within the past 24 hours.
 - **MOVIES & HOLLYWOOD** – Displays subcategories, including genres.
 - **SUBSCRIPTION VIDEO** – Displays Subscription Video On Demand content.

- **MORE CHOICES** – Displays specialty programming.
 - **ADULTS ONLY** – Displays content for mature audiences.
 - **NEW RELEASES** – Displays what's new on MTS Video On Demand
- 2 Press the **RIGHT ARROW** button to highlight a video category, and then the **DOWN ARROW** button to highlight a genre or subcategory, and press **OK**.
 - 3 Highlight the video you want, and press **OK**.



USER TIP: IF THE VIDEO IS LOCKED BY PARENTAL LOCKING, ENTER YOUR PIN TO UNLOCK THE VIDEO. THE VIDEO WILL REMAIN UNLOCKED UNTIL YOU FINISH THE VIDEO OR YOU TUNE TO ANOTHER PROGRAM. **SEE HOW TO USE PARENTAL LOCKING** FOR MORE INFORMATION.

- 4 A **PROGRAM INFO SCREEN** appears and enables you to do the following:
- **RENT THE VIDEO** – To purchase a video rental.
 - **WATCH PREVIEW** – To watch a preview of the video (free of charge).
 - **RELATED INFO** – (on the horizontal menu bar) – To find out more about the people involved in the video.



- 5 To rent the video, highlight, “**RENT FOR \$ ___**”, and press **OK**.
- 6 To confirm your selection, highlight **RENT**, and press **OK**.



The video will begin playing immediately. A menu bar will appear briefly at the top of your screen to remind you about how long you will have the rental for.

USING THE MTS VIDEO ON DEMAND CHANNEL

You can also access **MTS VIDEO ON DEMAND** through channel **1003** in your Guide. You can tune to and away from the channel, just as you would any other channel, to access any current rentals.



PLAYING VIDEOS THAT YOU HAVE RENTED

You can play your rented video anytime within the 24 hour rental window.

- 1 Press **VIDEO ON DEMAND**. The Current Rentals screen will appear.



- 2 Highlight the video you want to watch, and press **OK**.
- 3 Highlight **PLAY**, and press **OK**.

USER TIP: IF YOU HAD PREVIOUSLY PAUSED THE VIDEO BEFORE IT WAS FINISHED, THE VIDEO RESUMES FROM WHERE IT LEFT OFF. TO RESTART THE VIDEO FROM THE BEGINNING, PRESS **STOP**, HIGHLIGHT **START OVER**, PRESS **OK**.

USER TIP: IF THE VIDEO IS LOCKED BY PARENTAL LOCKING, ENTER YOUR PIN TO UNLOCK THE VIDEO. THE VIDEO WILL REMAIN UNLOCKED UNTIL YOU FINISH THE VIDEO OR YOU TUNE TO ANOTHER PROGRAM. SEE **HOW TO USE PARENTAL LOCKING** FOR MORE INFORMATION.

CONTROLLING VIDEOS

You can use pause, rewind, and fast-forward videos, using your remote control.



There are different results for some of the buttons depending on which button was pressed previously.

- 1 Press **PAUSE** to freeze the video.
 - Use the **STOPPED VIDEO SCREEN** to resume watching the video. (See **STOPPING RENTED VIDEOS FROM PLAYING** for more information.)
- 2 Press **STOP** to stop the video.
 - Press **PLAY** to start playing the video from the beginning.
- 3 Press **REW** or **FF** to rewind or fast-forward through the video.
 - Press **REW** or **FF** once, twice, or three times to rewind or fast forward at increasing speeds.
 - Press **PLAY** to resume playing at normal speed.
- 4 Press **SKIP** or **REPLAY** to skip forward or backward in short segments.

MTS SUBSCRIPTION VIDEO ON DEMAND

STOPPING RENTED VIDEOS FROM PLAYING

Press **STOP**. Highlight one of the following options and press **OK**:

- **RESUME PLAY** – The program will begin playing from the point at which you pressed **STOP**.
- **VIDEO ON DEMAND** – Takes you back to the main Video On Demand screen.
- **START OVER** – Replays the rented program from the beginning.
- **WATCH LIVE TV** – Tunes to the last channel you were on before watching the rented program.

WHAT TO DO WHEN AN MTS VIDEO ON DEMAND PROGRAM FINISHES

When a rented video finishes playing, the Finished Screen appears. Highlight one of the following options and press **OK**:

- **VIDEO ON DEMAND** – Takes you back to the main Video On Demand screen.
- **START OVER** – Replays the rented program from the beginning.
- **WATCH LIVE TV** – Tunes to the last channel you were on before watching the rented program.

MTS Subscription Video On Demand (SVOD) gives you unlimited access to movies, events and programs from Movie Central On Demand, Super Channel On Demand, Treehouse On Demand and AOTV On Demand. You decide when the show starts and you control the action with VCR functionality – like pause, rewind, and fast forward and stop features.

WATCHING MTS SUBSCRIPTION VIDEO ON DEMAND

After subscribing to MTS SVOD service, only the packages you have subscribed to will display in the Video On Demand menu.

- 1 Press **VIDEO ON DEMAND**.
- 2 Use the **ARROW BUTTONS** to highlight the **MTS SVOD** service on the horizontal menu bar.
- 3 Use the **ARROW BUTTONS** to highlight program title or program category, then press **OK**.
 - The **VIDEO ON DEMAND SUMMARY SCREEN** presents program details.
- 4 With **PLAY** highlighted, press **OK**.
 - When the program ends, the SVOD menu presents the options to return to **VIDEO ON DEMAND**, **START OVER** or **WATCH LIVE TV**.

USER TIP: IF THE PROGRAM IS LOCKED BY RENTAL LOCKING, YOU ARE PROMPTED TO ENTER YOUR PARENTAL PIN BEFORE YOU CAN WATCH THE PROGRAM. FOR MORE INFORMATION, SEE **PARENTAL LOCKING (PARENTAL CONTROLS)**.

HOW TO USE MTS PAY-PER-VIEW

MTS Pay-Per-View (PPV) service gives you front row seating to some of the best live TV events from mixed martial arts and wrestling, to hockey and other special events without having to leave the comfort of your couch. The PPV feature allows you to rent live event programs using the Interactive Program Guide ("Guide") or while watching a channel in full screen.

USER TIP:

- AFTER RENTING A PPV EVENT, YOU MUST WAIT UNTIL ITS SCHEDULED TIME BEFORE YOU CAN WATCH IT.
- YOU CAN RECORD THE EVENT AT ITS SCHEDULED TIME AND WATCH IT WHENEVER YOU WANT AFTER THAT.
- YOU ARE CHARGED FOR A RENTED PPV EVENT EVEN IF YOU DO NOT WATCH IT.

USING THE GUIDE TO RENT AND RECORD PAY-PER-VIEW EVENTS

Pay-Per-View events appear as channels 99 and 100 in the Guide.

- 1 Press **GUIDE**.
 - 2 Use the **ARROW BUTTONS** to move through the listings to the channels containing the PPV event you want to rent.
- The PPV event appears in the scheduled time slot along with event details.



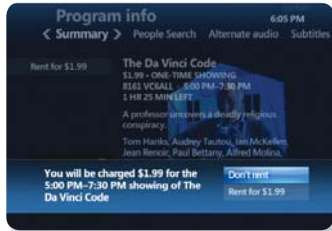
- 3 Press **INFO** to display the **PROGRAM INFO SCREEN**.



- 4 With **RENT FOR** highlighted, press **OK**.

USER TIP: IF YOU HAVE SET RENTAL LOCKS USING THE MTS PARENTAL CONTROLS FEATURE, THE LOCK SCREEN APPEARS. TO UNLOCK THE EVENT, PRESS **OK**, ENTER YOUR **RENTAL LOCKING PIN**, SELECT **UNLOCK THIS PROGRAM**, AND THEN PRESS **OK**.

- If you don't want to rent the event, select **DON'T RENT** to exit and you will return to the **PROGRAM INFO SCREEN**, press **EXIT** to return to live TV.



- 5 A confirmation message appears, and **RENT FOR** becomes **RECORD EPISODE**. Note: **RECORD EPISODE** only appears if you have PVR service.
- 6 With **RECORD EPISODE** highlighted, press **OK**.
- 7 To cancel renting the event, call 225-5687 (CALLMTS)

USER TIP: TUNING TO THE EVENT AFTER IT STARTS ALLOWS YOU TO VIEW AND RECORD FROM THAT POINT FORWARD. YOU CANNOT REWIND TO THE BEGINNING.

WATCHING A PAY-PER-VIEW EVENT

A PPV event starts and ends at a specific time. Unless you have recorded the event, you can watch it only during that time slot.

CONTROLLING A PAY-PER-VIEW EVENT

*You must subscribe to PVR service for this section.

After you have tuned to a PPV event, you can pause and control it like any other live TV program.

RECORDING AN MTS PAY-PER-VIEW EVENT WHILE WATCHING THE CHANNEL

- 1 Tune to the channel for the PPV event that you want to record.
- 2 Press the **RECORD** button on your remote control.
 - If the event is not yet playing and you are watching the graphic or preview that precedes it, the message **RECORDING SCHEDULED** appears. The event will record during its time slot.
 - If the event is playing, the message **RECORDING** appears, and the event begins recording immediately.



HOW TO USE PARENTAL LOCKING

Some programming contains explicit adult content, scenes of violence and coarse language. With MTS Parental Locking, you can easily block material that you think is inappropriate for family viewing by setting a PIN that viewers must enter in order to view blocked content. In addition, parental locking also prevents viewing the program in the Picture In Picture.

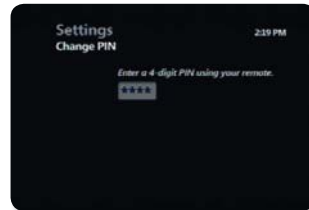
GETTING READY TO USE PARENTAL LOCKING

A default PIN (1234) has been pre-set by MTS to prevent access to Adult Content. The default PIN (1234) can be used to temporarily access the viewing of adult content for up to 30 minutes. For New Customers, the first time the customer enters the Parental Controls they will be prompted to enter a new PIN and at that time all defaulted parental controls, including adult content, are removed. This includes disabling the Adult Lock that was enabled when the Set Top Box is first installed into your home.

You must re-enable the Adult Lock in order for adult content not to be viewed.

To open the Parental Locking Settings screen:

- 1 Press **MENU**.
 - 2 Press the **RIGHT ARROW** button to highlight Settings on the horizontal menu bar.
 - 3 Highlight **PARENTAL CONTROLS**, and press **OK**.
 - 4 Highlight **PARENTAL LOCKING**, and press **OK**.
- Use the **NUMERIC KEYPAD** to enter a four-digit PIN.



NOTE: IF YOU MADE AN ERROR, PRESS DELETE TO ERASE THE PREVIOUSLY TYPED DIGIT.

- If a PIN has already been set, enter your previously set PIN. The **PARENTAL LOCKING SETTINGS SCREEN** appears.



- 5 Using the **PARENTAL LOCKING SETTINGS SCREEN**, you can do the following:
 - Lock specific channels.
 - Lock TV and Movie ratings.
 - Lock unrated movies and TV programs.
 - Change a PIN.

USER TIP: YOUR PARENTAL LOCKING SETTINGS WILL ONLY BE EFFECTIVE ON THE TV YOU SET THEM UP ON. YOU WILL HAVE TO SET UP YOUR PARENTAL LOCKING SETTINGS ON EACH TV IF YOU HAVE MORE THAN ONE SET-TOP BOX.

LOCKING SPECIFIC CHANNELS

Viewers can be required to enter a PIN to view specific channels. Locked channels still appear in the Guide, unless removed. Viewers will need to enter a PIN in order to watch the locked channel.

- 1 Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
- 2 Press the **DOWN ARROW** button to highlight **CHANNELS**, and press **OK**. The **LOCK CHANNELS SETTINGS SCREEN** appears, showing a list of all channels (both locked and unlocked channels).
 - If a channel is unlocked, no lock icon is shown.
 - If a channel is already locked, a lock icon is shown.



- 3 Press the **RIGHT ARROW** button to move to the channel listing.
- 4 Use the **UP ARROW** and **DOWN ARROW** buttons or **CH/PG** to highlight the channel that you want to lock or unlock, and press **OK** to change the lock setting:
 - To unlock all channels, highlight **UNLOCK ALL**, and press **OK**.

- To view only the locked channels, highlight **VIEW LOCKED ONLY**, and press **OK**. View locked only changes to View All Channels.
 - To restore the full list of locked and unlocked channels, highlight **VIEW ALL CHANNELS**, and press **OK**.
- 5 To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving your changes.
 - 6 If you have finished setting up parental locking, highlight **LOCK**, and press **OK**.

LOCKING TV AND MOVIE RATINGS

Viewers can be required to enter a PIN to view movies and TV programs with a specified rating.

- 1 Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
- 2 Use the **ARROW BUTTONS** to highlight **TV PARENTAL GUIDELINES** or **MOVIE RATINGS**.

A lock icon appears next to the lowest locked rating and all the ratings above that rating. Viewers cannot view programs with that rating or any higher rating without entering the correct PIN.

- 3 Use the **UP ARROW** and **DOWN ARROW** buttons to highlight the **LOWEST RATING** that you want to lock and press **OK** until a lock icon appears next to that rating and all ratings above it.
- 4 To unlock all ratings, highlight **UNLOCK ALL**, press **OK** to make all the lock icons disappear.

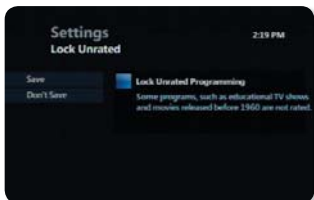
- To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving your changes.
- If you have finished setting up parental locking, highlight **LOCK**, and press **OK**.

USER TIP: YOU MAY HAVE TO PRESS THE EXIT BUTTON ON YOUR REMOTE CONTROL, AND THEN ENTER YOUR PIN TO UNLOCK A LOCKED PROGRAM.

LOCKING UNRATED MOVIES AND TV PROGRAMS

Viewers can be required to enter a PIN to view videos and other programs that are not rated.

- Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
- Use the **ARROW BUTTONS** to highlight the **CHANGE** option for unrated content.
- Press **OK**. The lock **UNRATED CONTENT SCREEN** appears.



- Press the **RIGHT ARROW** button to highlight the **LOCK UNRATED PROGRAMMING** option, and press

OK until a lock icon appears.

NOTE: TO UNLOCK UNRATED PROGRAMMING, PRESS OK UNTIL NO LOCK ICON IS SHOWN.

- To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving the changed setting.
- If you have finished setting up parental locking, highlight **LOCK**, and press **OK**.

LOCKING ADULT CONTENT

Your TV service is set up to block the title, description and poster art for programs and movies that are rated 'A' for Adult Content. This means your Parental Locks are set at A by default and that the Adult Programs Adult Locking is enabled. If you want to continue to block Adult content, including titles, descriptions and poster art for Adult programs and movies, your Parental Locks must be set at A and you must have the Adult Programs Adult Locking enabled. You will not be able to access A-rated programming unless you enter your PIN, or you disable this setting all together.

To unlock a specific adult rated program:

- Enter your PIN using your remote control.

After entering your PIN, you will be able to view the adult programming for 30 minutes. If the 30 minutes elapses and you are still watching the Adult programming, it will continue to play and will lock at the end of the show or when you tune away from the program.

To disable Locking Adult Content:

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS**.
- 3 Press the **DOWN ARROW** button to highlight **PARENTAL CONTROLS**, and press **OK**.
- 4 Highlight **PARENTAL LOCKING** and press **OK**.
- 5 Enter your PIN.
- 6 Highlight **CHANGE** under the Adult Programs heading, and press **OK**.
- 7 Press **OK** and a lock icon will disappear beside Lock Adult Program.
- 8 Highlight **SAVE**, and press **OK**.

CHANGING YOUR PIN

- 1 Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
- 2 Use the **ARROW BUTTONS** to highlight **CHANGE PIN**, and press **OK**.
- 3 Use the **NUMERIC KEYPAD** to enter a four-digit PIN, and then enter the PIN again to confirm it. Anyone who wants to change parental locking settings must specify the new PIN.
- 4 If you have finished setting up your new PIN, highlight **LOCK**, and press **OK**.

WATCHING A LOCKED PROGRAM

You can unlock a currently playing program by specifying the correct PIN.

- 1 From the **LOCKED PROGRAM SCREEN** that appears, press **OK**.
- 2 Enter your four-digit PIN using the **NUMERIC KEYPAD**.
- 3 Highlight **UNLOCK**, and press **OK**.
 - To remain on the locked program screen without unlocking the program, highlight **DON'T UNLOCK**, and press **OK**.

LOCKING RENTALS

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS**.
- 3 Highlight **PARENTAL CONTROLS**, and press **OK**.
- 4 Highlight **RENTAL LOCKING**, and press **OK**. A default PIN has been preset by MTS to prevent unauthorized renting of movies. Please enter the default PIN or the PIN that has been previously selected.
- 5 Press the **RIGHT ARROW** button to highlight **RENTAL LOCKING**, and press **OK**. A lock icon appears next to Rental Locking.
- 6 To unlock rentals, press **OK** again to clear the lock icon.
- 7 To save your settings, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving the changed setting.

HOW TO CUSTOMIZE YOUR GUIDE

With this feature, you can remove channels from appearing in the Guide.

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS**.
- 3 Highlight **TELEVISION**, and press **OK**.
- 4 Highlight **CUSTOMIZE CHANNEL GUIDE**, and press **OK**.

Channels that are currently displayed in the Guide have a check mark in front of them. Channels that are not currently displayed in Guide do not have a check mark in front of them.

- 5 Use the **UP ARROW** and **DOWN ARROW** button or **CH/PG** to go through the list of channels. You can do the following:
 - To hide a channel that is currently in the Guide, highlight the channel, and press **OK**. The check mark disappears from the check box.
 - To make a hidden channel reappear in the Guide, highlight the channel, and press **OK**. A check mark will appear in front of the channel.
 - To make all channels appear in the Guide, highlight **CHECK ALL**, and press **OK**. Check marks appear in all the check boxes.

- To display the hidden channels, highlight **VIEW UNCHECKED**, and press **OK**.
- To restore the entire list, highlight **SHOW ALL**, and press **OK**.
- 6 To save your settings, highlight **SAVE**, and press **OK**.

You can select **DON'T SAVE** to exit from the screen without saving your settings.

USER TIP: THE VIDEO ON DEMAND AND PVR CHANNELS CANNOT BE DELETED FROM THE GUIDE.

USER TIP: YOUR CUSTOMIZED GUIDE WILL ONLY BE EFFECTIVE ON THE TV YOU SET THEM UP ON. YOU WILL HAVE TO SET UP YOUR CUSTOMIZED GUIDE ON EACH TV IF YOU HAVE MORE THAN ONE SET-TOP BOX.

HOW TO SET UP A FAVOURITE CHANNELS LIST

You can also create your own favourite channels list that only contains the programs that you want to watch, making it easy to find your favourite channels.

- 1 Press **MENU**.
 - 2 Under **LIVE TV**, highlight **FAVOURITES**, and press **OK**.
- If you have already set up favourites, the **FAVOURITES SCREEN** appears. Use it just like a regular Guide. To change your Favourites, see [HOW TO CHANGE YOUR FAVOURITE CHANNELS LIST](#).



USER TIP: YOUR FAVOURITE CHANNELS LIST WILL ONLY BE EFFECTIVE ON THE TV YOU SET THEM UP ON. YOU WILL HAVE TO SET UP YOUR FAVOURITE CHANNELS ON EACH TV IF YOU HAVE MORE THAN ONE SET-TOP BOX.

- If you have not yet set up favourites, a **SETTINGS SCREEN** appears that enables you to set up your favourites.



- 3 Highlight **SETUP FAVOURITE CHANNELS LIST**, and press **OK**. The **FAVOURITE CHANNELS SETTINGS SCREEN** will appear, showing all the channels that are available.
- Channels in your favourite channels list have a check mark in front of them.
 - Channels that are not in your favourite channels list do not have a check mark in front of them.
- 4 Press the **UP ARROW** and **DOWN ARROW** buttons or **CH/PG** to scroll through the list of channels. You can do the following:
- To include a channel in your favourite channels list, highlight the channel, and press **OK**. A check mark appears in the check box.
 - To remove a channel from your favourite channels list, highlight the channel, and press **OK**. The check mark disappears from the check box.
 - To reset your favourite channels list, highlight **UNCHECK ALL**, and press **OK**. All the check boxes become unchecked.

HOW TO CHANGE TV SETTINGS

- To only show the channels in your favourite channels list, highlight **VIEW CHECKED**, and press **OK**. The View Checked option becomes View All.
 - To show the entire list of channels, highlight **VIEW CHECKED**, and press **OK**, then highlight **VIEW ALL**, and press **OK**.
- 5 To save your settings, highlight **SAVE**, and press **OK**. You can highlight **DON'T SAVE** and press **OK** to exit from the screen without saving your settings.

HOW TO CHANGE YOUR FAVOURITE CHANNELS LIST

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS**.
- 3 Press the **DOWN ARROW** button to highlight **TELEVISION**, and press **OK**.
- 4 Highlight **SETUP FAVOURITES**, and press **OK**.
- 5 Follow steps 4 and 5 in the previous section to change your Favourite Channels List.

You can view and customize the features of your TV service.

CHANGING THE SCREEN ASPECT RATIO AND RESOLUTION

Changing the screen aspect ratio changes the screen dimensions for the video image and for the TV screens.

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS** on the horizontal menu bar.
- 3 Highlight **TELEVISION**, and press **OK**.



- 4 Highlight **SCREEN ASPECT RATIO** and **HIGH-DEFINITION**, and press **OK**. The **SCREEN ASPECT RATIO AND HIGH-DEFINITION SCREEN** appears.
- 5 Highlight the **ASPECT RATIO** and **RESOLUTION** that you want and press **OK** to activate.
 - **4:3 STANDARD DEFINITION** – Used for ordinary televisions.

- **WIDESCREEN STANDARD DEFINITION** – Used if you have a wide-screen TV (16:9 aspect ratio) that does not display in high-definition.
 - **720P HIGH DEFINITION** – Used if you have a wide-screen TV that displays images 720 pixels wide (this is sometimes called “enhanced definition”).
 - **1080I HIGH DEFINITION** – Used if you have a wide-screen TV that displays high-definition images (1080 pixels wide).
- 6 Highlight **CONTINUE**, and press **OK**. You can also select **CANCEL CHANGES** and press **OK** to exit from this screen without changing the aspect ratio.

USER TIP: TO CHANGE ASPECT RATIO OF SD PROGRAMMING ON A HDTV, PRESS THE ASPECT/ENTER BUTTON, WHILE WATCHING A TELEVISION PROGRAM, A SUB MENU WILL APPEAR ALLOWING YOU TO SELECT DIFFERENT ASPECT RATIOS INCLUDING NORMAL, STRETCH, AND ZOOM. THIS ASPECT RATIO WILL AFFECT ALL SD CHANNELS UNTIL IT IS CHANGED AGAIN.

TURNING SYSTEM SOUND EFFECTS ON AND OFF

As you press buttons on your remote control, sound effects, such as beeps and clicks, are heard. You can turn these sound effects on and off as you choose.

- 1 Press **MENU**.
- 2 Press the **RIGHT ARROW** button to highlight **SETTINGS** on the horizontal menu bar.
- 3 Highlight **GENERAL**, and press **OK**.

- 4 Highlight **SYSTEM SOUND EFFECTS**, and press **OK**.
- 5 Highlight **PLAY SOUND EFFECTS** or **MUTE SOUND EFFECTS**, and press **OK**.
- 6 Highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** and press **OK** to exit from this screen without changing the sound effects setting.

TO ACTIVATE DIGITAL AUDIO (DOLBY 5.1 OR AC3)



- 1 Press **MENU**.
- 2 Highlight **SETTINGS**.
- 3 Highlight **AUDIO**.
- 4 Highlight **DIGITAL AUDIO OUTPUT** and press **OK**.
- 5 Highlight **SURROUND SOUND** and press **OK**.
- 6 Highlight **SAVE**, and press **OK**.

HOW TO USE DESCRIPTIVE VIDEO AND CLOSED CAPTIONING

Descriptive Video allows Visually Impaired Persons to access a second stream of audio, describing non-verbal actions in a program.

CHANNELS WITH DESCRIPTIVE VIDEO:

CTV – CH 5

HISTORY – CH 105

COMEDY (WEST) – CH 116

HGTV – CH 134

COMEDY (EAST) – CH 115

TREEHOUSE – CH 155

TO ACTIVATE DESCRIPTIVE VIDEO

- 1 Press the **MENU** button.
- 2 Highlight **SETTINGS** on the horizontal menu bar.
- 3 Highlight **AUDIO**, and press **OK**.
- 4 Highlight **SECONDARY AUDIO**, and press **OK**.
- 5 Use Primary Audio or Secondary Audio.
- 6 Highlight **SAVE**, and press **OK**.

Descriptive Video will only have audio if the show has Descriptive Video.

TO ACTIVATE CLOSED CAPTIONING

- 1 Enable closed captioning on your television (refer to your television manual).
- 2 Press the **MENU** button.
- 3 Press the **RIGHT ARROW** button to highlight **SETTINGS**, then press the **DOWN ARROW** button to highlight **TELEVISION**, and press **OK**.
- 4 Highlight **CLOSED CAPTIONING**, and press **OK**.

- 5 Highlight **CHANGE** and press **OK**.
- 6 Highlight **CLOSED CAPTION1**, and press **OK**.
- 7 Highlight **SAVE**, and press **OK**.
- 8 Highlight **DONE**, and press **OK**.

NOTE: For Closed Captioning of HD channels, highlight **DIGITAL CLOSED CAPTIONING**. For Closed Captioning of SD channels, highlight **STANDARD CLOSED CAPTIONING**.

TROUBLESHOOTING

Follow these tips for common problems. If you still have issues, please visit [MTS.CA/ULTIMATETVSUPPORT](https://www.mts.ca/ultimatetvsupport) or call 225-5687 (CALLMTS).

GENERAL MAINTENANCE OF YOUR SET-TOP BOX

- Check to see that the cooling vents on your Set-top box are not blocked.
- Do not place the Set-top box on a rug or bed as it may overheat.
- Do not stack equipment on top of the Set-top box.
- Maintain at least 2 inches of free space above the Set-top box.
- The Set-top box should never be placed near or on a heater or radiator.
- The Set-top box requires proper ventilation.

IF YOU HAVE A SNOWY PICTURE, FOLLOW THE PROCEEDING STEPS:

- 1 Ensure your VCR is powered off.
- 2 Ensure your TV is physically connected. If your Set-top box is connected to your TV using a coax cable, ensure that the RF output on your Set-top box is the same as the channel to which your TV is tuned (channel 3 or 4). To verify, press the **MENU** button. Highlight **SETTINGS** on the horizontal menu bar. Highlight **GENERAL**, and press **OK**. Verify RF Output channel.

- 3 Ensure all cables are tightly connected to the TV, VCR (if applicable) and Set-top box, and that all plugs are connected to a live electrical outlet.
- 4 Ensure that there is power to your Set-top box.
 - If there is power, there should be a green light around the power button on your set-top box.

HAVING TROUBLE VIEWING VIDEO ON DEMAND

- Stop the MTS Video On Demand movie and try to view on another TV.

If you are still having difficulties viewing the movie, please call us at 225-5687 (CALLMTS) for assistance.

HAVING TROUBLE RECORDING ON VIDEO ON DEMAND

The movies and programs within MTS Video On Demand service are copyrighted material and can not be recorded.

ADDITIONAL TROUBLESHOOTING INFORMATION

Please visit [MTS.CA/ULTIMATETVSUPPORT](https://www.mts.ca/ultimatetvsupport) for more troubleshooting help, including how to program your remote control.

TERMS & CONDITIONS

1 TERMS & CONDITIONS AND TERM OF AGREEMENT –

These terms and conditions shall apply as of the installation date of the MTS TV Package for the Customer that has requested installation. If installation has already occurred, but not at the request of the Customer, then these Terms and Conditions shall apply when the Customer uses the MTS TV Package for the first time. The provision of the Service shall be on a month to month basis, and shall continue until either party terminates by providing at least thirty (30) days prior notice. MTS has the right to change these terms and conditions, in its absolute discretion upon notice to the Customer. In such case, MTS shall endeavour to provide the Customer with at least 30 days prior notice of changes to these terms and conditions, if reasonable and practical to do so.

2 CHARGES AND PAYMENT – The Customer agrees to pay all charges arising from the use of the Service (“Charges”) including without limitation the monthly charges specified by MTS for the MTS TV Package which the Customer agrees to pay monthly in advance (the “Monthly Charges”) and any charges for optional services such as video-on-demand and interactive TV, together with all applicable taxes. Applicable taxes shall be itemized separately in MTS billing statements. The Monthly Charges are subject to change upon thirty (30) days prior written notice given by MTS to the Customer of the change. The Charges shall be billed to the Customer in MTS’s monthly billing statements, which shall be due and payable within thirty (30) days after the date of the billing statement. All Charges not paid when due shall bear interest at the rate specified in MTS’s billing statements from time to time. Upon termination of these terms and conditions, all Charges and any interest shall become immediately due and payable. The Customer shall agree not to deduct or set-off any amount from the Charges due to MTS under these terms and conditions.

3 INSTALLATION

- (a) The Customer shall provide access to MTS or its agent, at a mutually agreeable time, for the purposes of installing, monitoring, modifying and upgrading the Equipment and Inside Wiring so as to facilitate the provision of the Service.
- (b) The Customer understands and agrees that MTS may remove any equipment previously provided for the purposes of the Customer’s existing High Speed Internet service or other MTS services, and re-route the Customer’s access to the other MTS services as MTS deems necessary.
- (c) All facilities, electrical requirements and any other equipment

facilities required in connection with the Service shall meet the specifications and requirements prescribed by MTS, and shall be arranged or provided by the Customer at the Customer’s own expense.

- (d) Should the Customer request MTS to relocate the MTS TV Package to a new service address, such relocation shall be performed by MTS at the Customer’s expense at MTS’s prevailing rates and terms including such service charges as may be applicable. MTS shall have no obligation to relocate the MTS TV Package to a service address outside of MTS’s serving area or located in an area where MTS TV service is not offered.

4 CUSTOMER RESPONSIBILITIES – The Customer represents, warrants and covenants to MTS that the Customer

- (a) shall not resell for profit or non-profit the MTS TV Package, except with MTS’s written consent;
- (b) shall comply with all current and future policies of MTS related to the MTS TV Package. MTS may post notice of such policies at www.mtsallstream.com, or may send the Customer notice of such policies via e-mail or regular mail;
- (c) shall provide and maintain the Inside Wiring as required to facilitate the provision of the Service; and
- (d) shall not, under any circumstance, open, alter or in any way tamper with any Equipment or other MTS property.

5 NO LIABILITY FOR THE OPERATION OF ANY PROGRAMMING OR CONTENT –

The Customer understands that MTS does not operate, control or endorse any information, product or service delivered via the Service in any way. The MTS TV Package is provided “as is” and “as available” without warranties or conditions of any kind and the Customer acknowledges that MTS is not responsible for loss or damage that may result from use thereof. The Customer acknowledges that the MTS TV Package may be subject to unscheduled and unannounced outages and breakdowns that may not be rectified promptly. In addition, the Customer is aware that some content, products or services available with or through the Service may be offensive. The Customer understands that neither MTS nor any of its affiliates are under any obligation to censor or monitor any such content except as may be specified by law. The Customer assumes total responsibility and risk for access to or use of such content. MTS and its affiliates assume no liability whatsoever for any claims or losses arising from or otherwise related to access or use of such content. Without limiting the generality of the

foregoing, neither MTS nor its affiliates warrant that any programming to you will be transmitted in uncorrupted form or within a reasonable period of time or, that such programming will not be intercepted. Any warranties, representations or guarantees not specifically herein contained are expressly disclaimed to the maximum extent allowed by law.

6 TITLE TO DSL MODEM AND EQUIPMENT – The DSL Modem and Equipment shall remain and be the sole and exclusive property of MTS at all times, and the Customer shall have no right of property therein except the right to use such DSL Modem and Equipment upon the terms and conditions herein. Accordingly, the Customer shall keep such DSL Modem and Equipment free of all levies, liens and encumbrances, and return same on demand. When installed in a house, the Inside Wiring shall become the property of the owner of the premises within which the Inside Wiring is installed upon installation.

7 SOFTWARE AND DOCUMENTATION SUPPLIED – Any software or documentation supplied by MTS or its agents to the Customer to permit access to the Service shall remain the property of MTS or its agents, as applicable, and Customer shall not copy or modify such software or documentation. The Customer shall take appropriate steps to protect same against loss or damage. The use by the Customer of any such software and documentation shall be subject to such terms set out in the License Agreement included with the software and documentation.

8 TERMINATION – MTS, in its sole discretion, may suspend the Customer's access to some or all of the Service or terminate the provision thereof without notice and without incurring any liability in the event:

- (a) the Customer defaults in the payment of the Charges or any other amount due to MTS, and such default continues for a period of three (3) days after written notice to the Customer;
- (b) the Customer fails to carry out or perform any covenants, undertakings or obligations imposed on the Customer by these terms and conditions, as determined by MTS in its sole and absolute discretion;
- (c) the Customer makes an assignment for the benefit of creditors or take any other action for the benefit of creditors, become bankrupt or insolvent, or take the benefit of, or become subject to, any legislation in force relating to bankruptcy or insolvency;
- (d) MTS's equipment is destroyed or so substantially damaged by fire or other catastrophe that it is impracticable to continue to provide some or all of the Service; or

- (e) the operation or efficiency of the Service is adversely affected by the Customer's use of the Service.

Either party may terminate the Customer's receipt of the Service upon providing thirty (30) days prior notice to the other party. Termination shall not relieve the Customer from any liability, including amounts owing to MTS, accrued prior to or at the time that such termination becomes effective. Further, MTS shall be entitled to collect from the Customer the replacement cost of any Equipment not returned to MTS upon demand.

9 ACCESS AND MONITORING – MTS may limit in any way, or refuse, all or part of the Customer's access to the Service for any reason without notice or liability. MTS may exercise this discretion arbitrarily, unequally and unreasonably. Without restricting the generality of this discretion, MTS is not obligated to, but may monitor the Customer's use of the Service electronically from time to time, and may disclose or use any information obtained from such monitoring as necessary to satisfy any law, regulation or other governmental request, to provide and operate the Service, or to protect itself or its customers.

10 INFORMATION – Customer hereby acknowledges that MTS may retain and use any information, comments or ideas conveyed by Customer relating to the Service (including any products and services made available on the Service).

11 LIMITATION OF LIABILITY – MTS does not guarantee or warrant that the MTS TV Package will be error-free or uninterrupted, or that will perform in any particular manner. Any warranties, representations or guarantees not specifically contained herein are expressly disclaimed by MTS, to the maximum extent allowed by law, as are any other warranties, representations or conditions of any nature whatsoever, either express or implied, including, without limitation, any warranty, representation or condition of fitness for a particular purpose or merchantable quality. Without limiting the generality of the foregoing, MTS will not be liable to the Customer or to any party claiming through or under the Customer, for or in respect of:

- (a) the performance or non-performance of the MTS TV Package;
- (b) the contents or accuracy of any programming, information or data carried, transmitted or delivered by, on, or through the MTS TV Package;
- (c) the use or inability to use any of the MTS TV Package;
- (d) any interruptions, errors or delays in the MTS TV Package;

- (e) any fault in the MTS TV Package provided by MTS;
- (f) any damage to any equipment, wiring, or other service charged to or in any way affected by, directly or indirectly, the MTS TV Package; and
- (g) any indirect, special, consequential, incidental, economic, punitive or other damages of any kind, including, without limitation, loss of data or programs, business interruption, loss of income, loss of profit, or failure to realize expected savings; arising directly or indirectly from breach of contract (including fundamental breach or otherwise), negligence, any act or omission of MTS or its representatives, or under any other theory of law or equity, even if MTS has been advised of, had knowledge of, or reasonably could have foreseen, the possibility of such damages.

In no event shall the liability of MTS in respect of the MTS TV Package, other matter or claim whatsoever or howsoever arising, or in respect of any error, omission or delay in the provision of the Service, exceed the amount of the charges paid by the Customer in respect of the MTS TV Package, for the three months immediately preceding the incident.

12 INDEMNITY – The Customer shall ensure that all persons accessing the Service comply with the terms and conditions herein. The Customer shall be solely responsible and liable for, and shall indemnify and hold harmless MTS and its officers, directors, employees, agents and contractors, from and against all losses, damages, expense and costs, including reasonable attorney's fees, sustained by reason of the breach of any covenant, term or condition herein contained whether by the Customer or by any person accessing the Service with the Customer's permission (express or implied) including, without limitation, all losses, damages, expenses and costs incurred by MTS in attempting to enforce any provision hereof, or in recovering any charges or any damages for breach of any covenant, term or condition herein contained. All remedies conferred upon MTS shall be deemed to be cumulative and no one is exclusive of the other, or any other remedy conferred by law.

13 NOTICES – Any and all notices shall be sufficiently given if personally served or sent by mail or facsimile and sent or addressed as specified by the parties at the time the MTS TV Package is installed. Any such notices, if delivered personally, shall be deemed to have been received the same day; if sent by mail, shall be deemed to have been received three (3) business days after the date of mailing; or if sent by facsimile, shall be deemed to have been received on the next business day following the

date of transmission. Verbal notice also may be accepted by MTS.

14 PRIVACY – The Customer acknowledges that MTS collects, uses and discloses personal information for the purposes identified in the MTS Code for Fair Information Practices (the "MTS Privacy Code"). These purposes are: (a) to establish and maintain responsible relations with customers and to provide ongoing service; (b) to understand customer needs; (c) to develop, enhance, promote or provide products and services; (d) to manage and develop MTS's business and operations; and (e) to meet legal and regulatory requirements. The Customer hereby consents to MTS collecting, using and disclosing the Customer's personal information in accordance with the MTS Privacy Code. The entire MTS Privacy Code may be viewed on MTS's website at www.mts.ca, or will be provided upon request.

15 REGULATION – Should any competent regulatory authority determine that the Service must be regulated, then in such case, the parties shall observe the terms and conditions imposed by the regulatory authority, including any change to the rates set out herein. If, as a result of regulation, the rates set out herein are increased, you may terminate this Agreement without penalty or termination charge at any time following the effective date of such rate increase, upon giving 30 days notice of termination to MTS.

16 GENERAL PROVISIONS – The Customer shall not directly or indirectly assign the Customer's rights and obligations hereunder except with the prior written consent of MTS. MTS may assign all or part of its rights and obligations hereunder without the Customer's consent. These terms and conditions shall be binding upon, and shall enure to the benefit of, the parties and their respective successors and permitted assigns. These terms and conditions shall be governed by, and interpreted in accordance with, the laws of Manitoba and the laws of Canada applicable therein. MTS shall not be responsible for the performance of, or deemed to be in default of, any obligation or provision of these terms and conditions where delayed or hindered by labour disruptions, casualties, civil disturbances, acts of civil or military authorities, accidents, fires, acts of God, natural disasters or other catastrophes or events beyond MTS's control. Any provision herein that is unenforceable at law will be ineffective to the extent of such unenforceability without invalidating the remaining provisions herein. No failure by MTS to exercise any right under these terms and conditions or to insist upon full compliance by the Customer with the Customer's obligations hereunder will constitute a waiver of any provision of these

terms and conditions. This Agreement cancels, replaces and supercedes all existing agreements and understandings, written or oral, between the parties relating to the Service. The headings and sub-headings given to portions of these terms and conditions are intended for reference only and shall not affect the construction or interpretation of this Agreement.

17 GLOSSARY – In addition to the terms given meanings within these terms and conditions, the following is a glossary of terms used herein:

“Customer” means the person whose name appears in MTS’s monthly billing statement as the customer; or where no monthly billing statements are issued in respect of the Service, the person in possession of the premises within which the MTS TV Package is installed, and who is ultimately responsible for all activities with respect to use of the Service.

“DSL Modem” means the Digital Subscriber Line modem installed in the Customer’s premises to facilitate the provision of the Service by MTS to the Customer.

“Equipment” means the Home Gateway, any remote control apparatus, any Set Top Box and any other components provided by MTS to enable the Customer to use the Service.

“Inside Wiring” means the wiring installed in the Customer’s premises in order to facilitate the provision of the Service.

“Home Gateway” means the device housing the DSL Modem and/or any other components contained therein, to facilitate the provision of the Service which may or may not include the Set Top Box.

“Set Top Box” means the device which provides the television signal to the television set or sets within the Customer’s premises.

“MTS TV Package” means the Service, the DSL Modem, the Equipment and the Inside Wiring.

“Personal Information” means information about an identifiable individual including, but not limited to, name, physical address, e-mail address, birth date, gender and such other similar information as may be appropriate or required by specific circumstances. It does not include publicly available information or the name, title, business address or telephone number of an employee of an organization.

“Service” means: the television (TV) service and all features and functions that are complementary to the TV service, including but not limited to, and depending on availability such feature as video-on-demand, interactive TV, the ability to activate MTS’s call display feature on the Customer’s television set; any Home Gateway, Set Top Box or other necessary Equipment, and may include Inside Wiring, and any installation thereof where installed by MTS.

MTS FEEDBACK FORM

We would appreciate your feedback on your TV and/or MTS High Speed Internet service installation done in your home today.

INSTALLATION INFORMATION

- Service Installed (TV service and/or High Speed Internet service)
- Installation was completed in _____ hours

TECHNICIAN DEMONSTRATED

- Remotes / TVs
- Interactive Program Guide
- "Help" Options (Quick Reference Guide)
- MTS Video on Demand
- High Speed Internet service (if applicable)

COMMENTS:

I acknowledge and agree that the TV and/or High Speed Internet installation (defined on reverse) has been completed to my satisfaction and the Service (defined on reverse) is working to my satisfaction.

Per: _____ Date: _____
(CUSTOMER SIGNATURE)

Package Selection: _____

Additional Information: _____

Completed By: _____

Date: _____

Phone Number: _____ OFFICE USE ONLY

WAIVER AND ACCEPTANCE OF TERMS OF SERVICE

I, the Customer named below, understand and agree that:

1. I have requested and authorized MTS Allstream Inc. ("MTS") to install TV service (includes Set Top Box equipment and components) and/or MTS High Speed Internet service, (the "Service"), at the Address, as set out below.
2. The installation may be done by MTS or by one of its authorized agents (collectively "MTS"), and may include the installation of wiring, facilities, modem(s), network interface devices, and other equipment or software onto my television and/or computer. In the case of High Speed Internet service, it may include the transfer of Web content from one provider to another. (Referred to below as the "Installation".)
3. I will not hold MTS responsible for any damage caused during the Installation unless it is caused directly and solely by MTS's negligence and I will not hold MTS responsible for any damage caused during the Installation if it results in a claim for loss of data, loss of computer or software settings, or computer hard drive failures, or loss of telephone service, and will indemnify MTS against any such claims by third parties.
4. I accept MTS's standard terms and conditions of service applicable to the Service including limitation of liability conditions as they may exist at the time I sign this document, and as they are amended from time to time thereafter. A current version of MTS's standard terms and conditions of Service may be accessed at mts.ca or obtained upon request by contacting MTS at (204) 225-5687. I acknowledge receiving a copy of the terms and conditions of Service at the time of the Installation.
5. Unless I have authorized MTS to terminate my existing cable television service or Internet service with another service provider, and MTS has agreed to do so, MTS accepts no responsibility to give such notice on my behalf to my service provider. I have read, understood and agree to be bound by above.

MTS ALLSTREAM INC.

P.O. Box 6666 Winnipeg, Manitoba R3C 3V6

Fax No. (204) 956-1353

Customer Name (PRINT): _____

Signature: _____

Address: _____

Street City / Town Postal Code: _____

Date: _____

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MTS

12:19 PM

< Live TV >

Recorded TV

Video On Demand

Watch TV

Guide

Favourites

Search

I'll make the popcorn.



[This is your operations manual.](#) It gives you simple, straightforward instructions on how to make everything work, from how to use your Remote Control to MTS Video On Demand. This guide will help you get the most out of your TV service, quickly and easily. Should you have any questions that aren't answered here, simply call us at [225-5687](tel:225-5687) (CALLMTS).