



Consolidated Communications

SERVICE GUIDE

TV, Internet & Phone



...but you can call us CCI



Welcome to Consolidated Communications (CCI)

This guide to CCI services contains information on using your new entertainment services — Advanced Digital TV, High Speed Internet and Telephone. Although you'll find answers to many of your most common questions in this guide, our Web site is the best resource for learning about your new services. A wealth of information is available to you at **consolidated.com**.

If you need more assistance, please call Customer Care at **844.YOURCCI**.

About Us

Founded more than a century ago, Consolidated Communications is a family of companies providing advanced communications services to both residential and business customers in California, Kansas, Missouri, Illinois, Texas and Pennsylvania. CCI offers a wide range of services over its technologically advanced IP-based network, including local and long distance telephone, high speed Internet access and Digital TV.

We have a continuing commitment to offer innovative products; reliable, high-quality services and exceptional customer care. We also are dedicated to maintaining strong local ties in the same communities where our employees live and work.

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Advanced Digital TV

Remote Control

To view your Advanced Digital TV service, complete the following steps:

- A. Press the STB button on your remote control
- B. Press the Power button on your remote control, this will power on your TV and DVR/set-top box simultaneously
- C. Press the Menu button to display the main menu
- D. Use the arrow keys to select an option: Live TV, Recorded TV, Video On Demand, Extras or Settings

You are now ready to sit back, relax and enjoy a better TV experience!

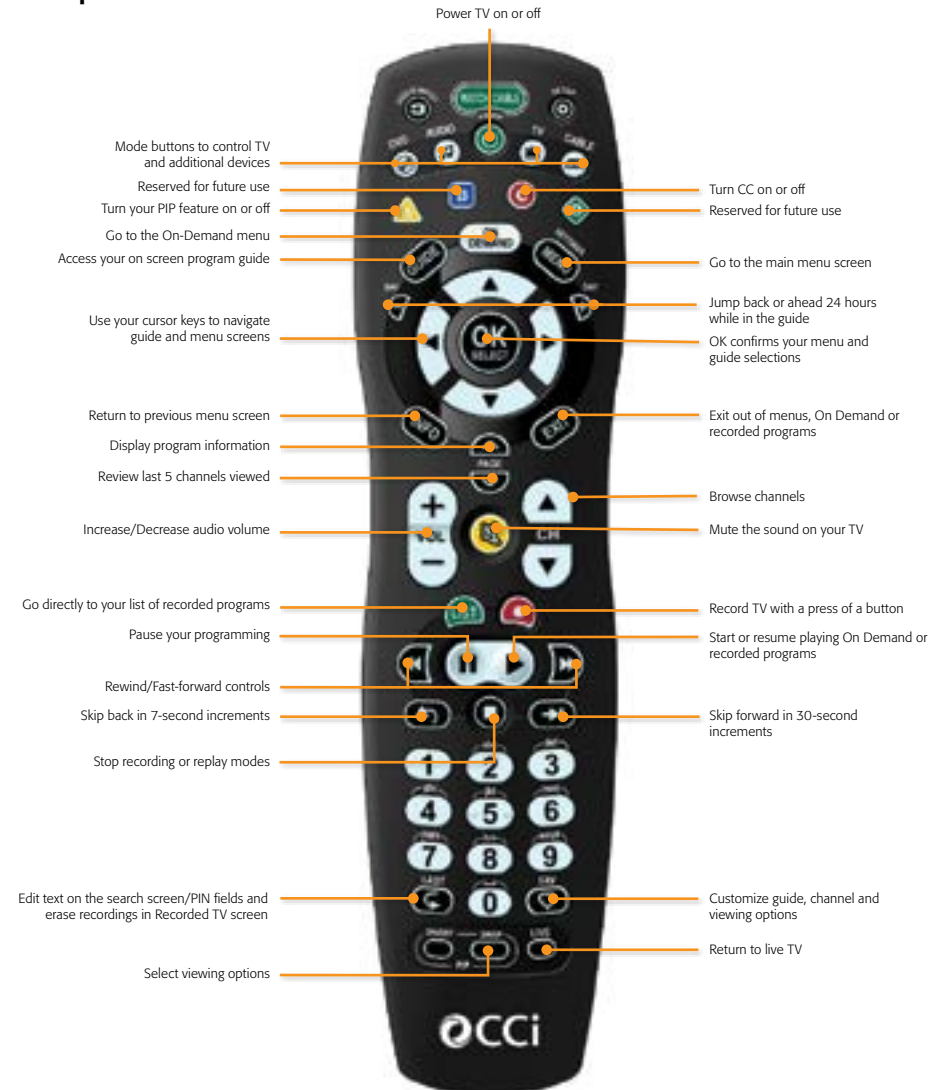
Batteries

To change the batteries, open the cover on the back of the remote. Press the cover tab gently and lift the cover up. Other ways of opening the cover may result in breaking the cover. The batteries should be installed observing the polarity indicated on the inside of the battery compartment.

Remote Control Functions

Use your remote to access programs, adjust volume, control your DVR/set-top box and On Demand selections as well as scroll through and confirm actions within the on-screen menus.

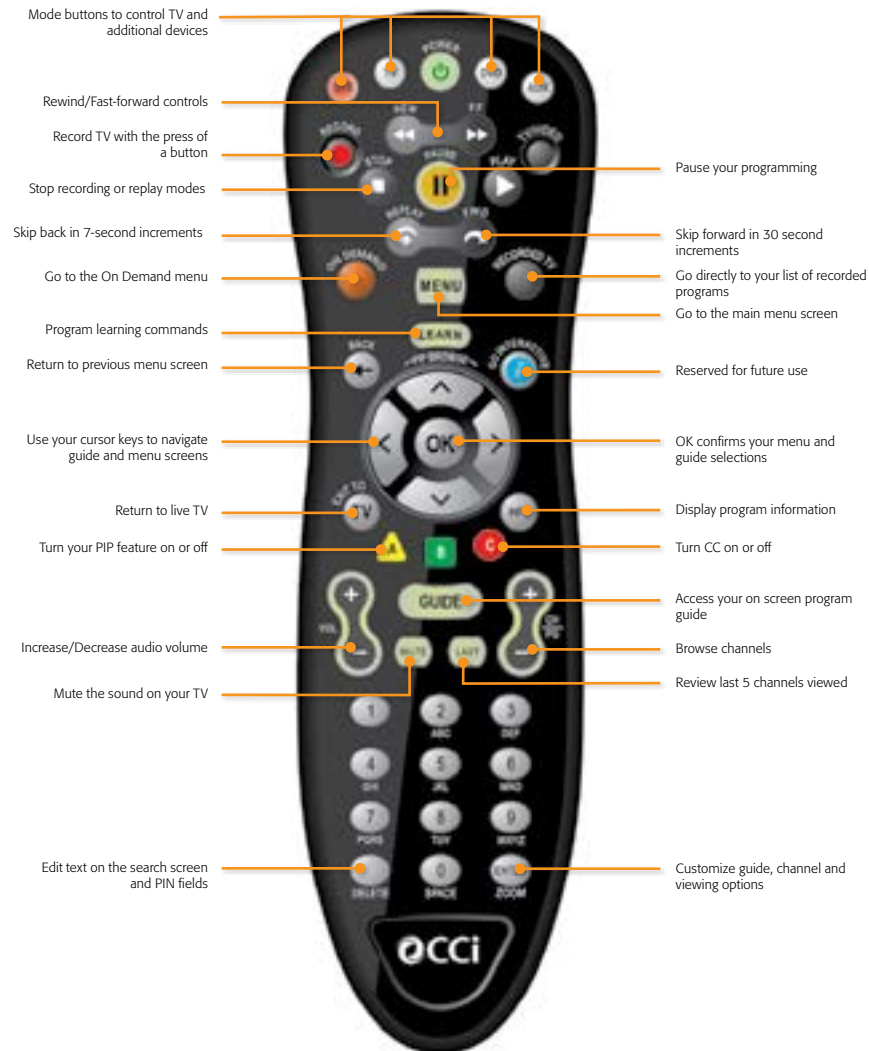
Eclipse



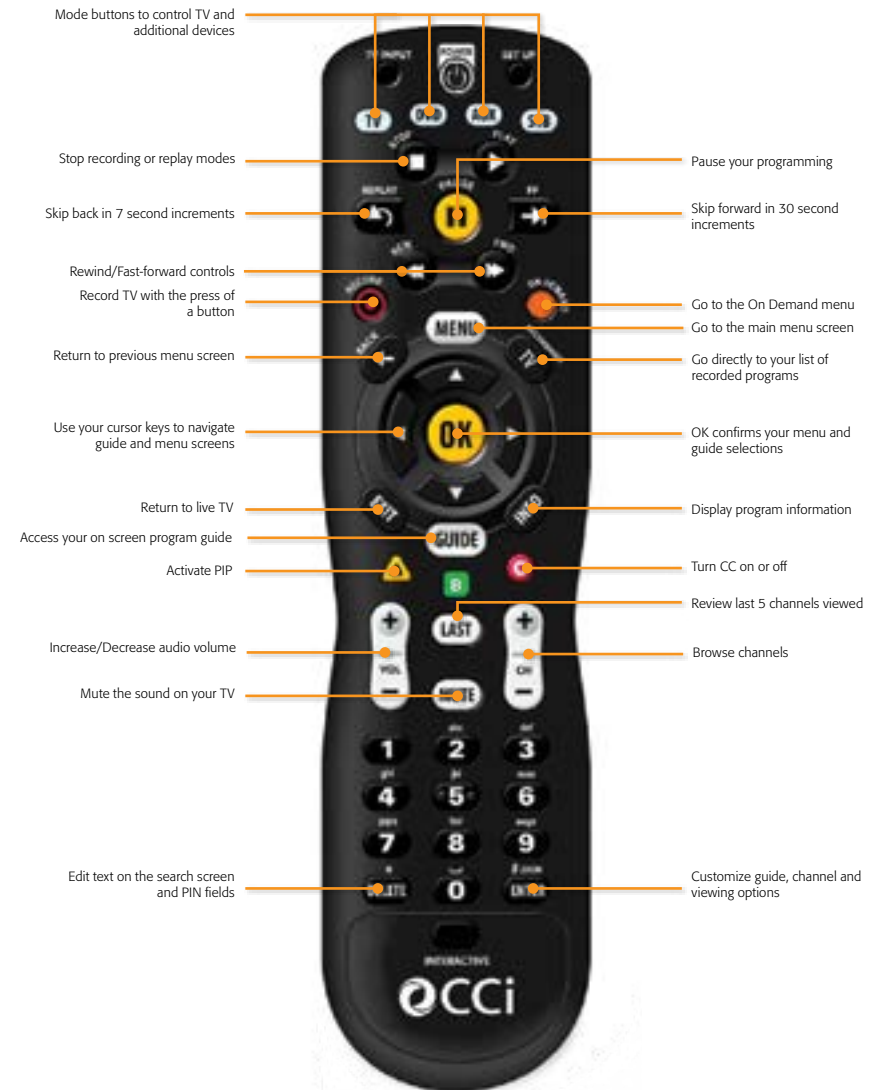
Advanced Digital TV

Remote Control Functions cont.

MXV 3



Nova



Advanced Digital TV

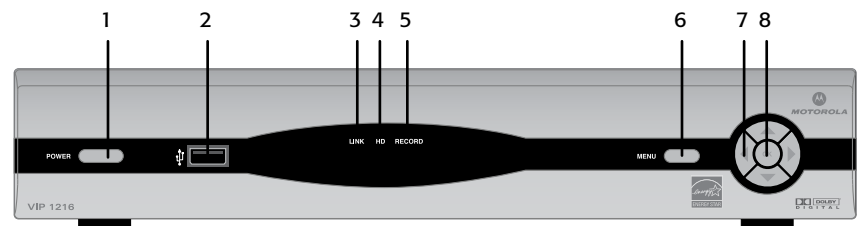
Get to know your Whole Home DVR/set-top box

Your Whole Home DVR/set-top box is a Motorola VIP 1232/1216/1200. It supports all of advanced digital TV services including Pay Per View, Video on Demand and HD.

Your DVR and set-top box must be handled much in the same way as a computer to reduce potential for damage.

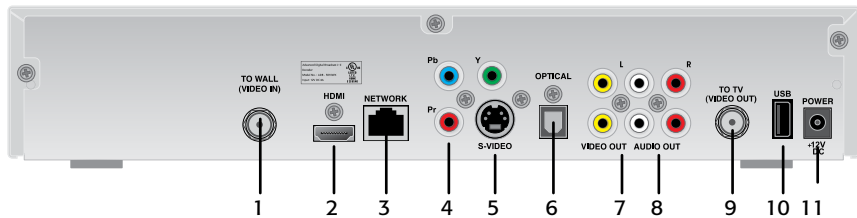
- Position it in an open space to allow airflow around the DVR/set-top box
- Do not place the DVR/set-top box in an enclosed entertainment unit or cabinet
- Do not place the DVR/set-top box on a soft surface such as a rug, sofa, bed or other similar surface
- The DVR/set-top box should not be next to an external heat source that could raise the temperature of the unit
- Connection into a surge protector along with your other audio/video equipment is highly recommended

Front Panel



Item	Description	Function
1	Power	The power button will turn the DVR/set-top box on and off. When held for more than 5 seconds the DVR/set-top box is restarted. Green lighting indicates the power is on
2	USB Port	USB 2.0 connector, not supported at this time, reserved for future use
3	Link LED	Green lighting indicates data or programming stream is being received
4	HD LED	Blue lighting indicates the DVR/set-top box is in HD mode (720p or 1080i setting mode)
5	Record	Red lighting indicates program recording
6	Menu	Press the Menu button to activate the on-screen menu
7	Up, down, left and right arrow keys	Up and down arrow keys allow you to change channels. Left and right arrow keys allow you to navigate through the guide and menu
8	OK	Confirms channels or menu options

Rear Panel



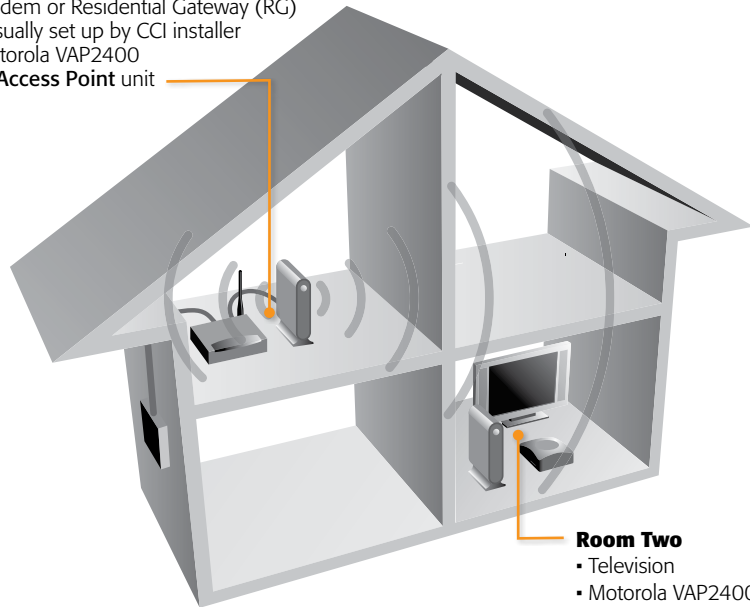
Item	Description	Function
1	To Wall (Video In)	Coax input for home video network
2	HDMI	Input for high-definition TV or home theater receiver with HDMI connection
3	Network	Ethernet port
4	Y PB PR	Components to connect video output to an HDTV
5	S-Video	Video output for VCR or TV with S-Video connections
6	Optical	S/PDIF audio output to a digital home theater receiver
7	Video Out	RCA output to connect to TV, VCR, DVD recorder or other device
8	Audio Out L and R	Left and Right RCA stereo audio output
9	To TV (Video Out)	Coax output for TV or VCR
10	USB	USB 2.0 connector, not currently supported, reserved for future use
11	Power +12V DC	DC power adaptor connection

Advanced Digital TV

Providing Wireless ADTV service with the Motorola VAP2400 Unit

Room One

- Modem or Residential Gateway (RG)
 - usually set up by CCI installer
- Motorola VAP2400 as **Access Point** unit

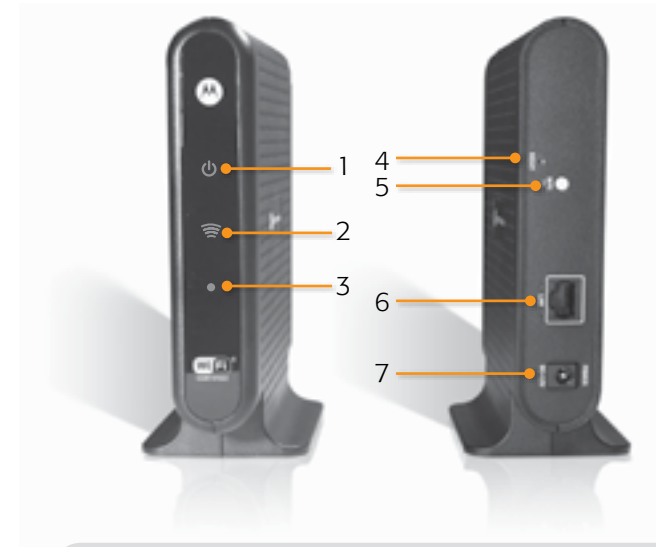


Room Two

- Television
- Motorola VAP2400 as **Client** unit
- Set-top box

Your Motorola VAP2400 Wireless Unit when equipped can act as an **Access Point** unit, which transmits a data signal out wirelessly through the home, or a **Client** unit which receives the wireless signal and sends it, via Ethernet cable, to a set-top box. The unit selects its role based on the order in which it is booted up.

Motorola VAP2400 Wireless Unit configuration



FRONT PANEL:

1. Power Indicator Light.
 - Green = VAP is on.
 - Amber = VAP is on standby.
 - Off = VAP is disconnected from power source.
2. Wireless Link Quality LED.
 - Solid Green = Wireless quality is good.
 - Flashing Green = Wireless quality is average.
 - Off = No wireless connection.
3. Operational Mode LED.
 - Solid Green = VAP is functioning as an Access Point.
 - Solid Amber = VAP is functioning as a Client.
 - Blinking Amber = There is an error.
 - Off = The automatic configuration process failed.

BACK PANEL:

4. Reset Button. Resets VAP back to default settings.
5. WPS Button. Establishes wireless connection to your home network.
6. Ethernet Port. When used as the Access Point unit, RJ-45 cable connects here from the Modem. For the Client unit, cable goes from here to set-top box.
7. Power Jack. Provides power to the VAP2400.

Advanced Digital TV

Installing an additional wireless unit to an existing system

With the Motorola VAP2400 system you can add standard or high-definition television into any room in your home without having to run wires or drill holes. If your home's video configuration already incorporates a Motorola VAP2400 wireless unit as a transmitting **Access Point**, you can easily create a video bridge to a secondary set-top box by adding a Motorola VAP2400 wireless unit as a receiving **Client**. The VAP2400 can only be connected to a set-top box and not your Whole Home DVR. Just follow these simple steps. Please read all the steps before beginning.

1. Connect your new Motorola VAP2400 to the secondary set-top box using the Ethernet cable provided with the VAP. Once connected, power on the Motorola 2400VAP using the supplied power adapter. The power indicator should light up in green on the VAP.
2. After the Motorola VAP2400 has been on for 60 seconds, press the WPS button on the back of the unit and hold for two seconds. The green LED below the WPS button will begin to flash.
3. You now have two minutes to return to the Motorola VAP2400 Access Point unit to press and hold its WPS button for two seconds. Pressing the buttons on both units enables them to establish a wireless connection.
4. If your connection is successful the operational mode LED on front of the Client VAP will be solid amber. If the green LED continues to flash the Client failed to make a connection to the Motorola VAP2400 Access Point. Repeat steps 2 and 3 to try to re-establish a connection.
5. You will see all green lights on the Motorola VAP2400 Access Point. And you will see all green lights on the the Motorola VAP2400 Client, and one amber light, the operational light, when everything is operating properly.
6. Power up the set-top box and TV programming will begin to display.

The Menu

Use the CCI menu to watch Live TV, view Recorded TV, access Video On Demand, manage your Caller ID on TV, or manage your Advanced Digital TV settings.



Access The Menu

1. Press the **Menu** button on your remote control (The menu displays on the TV screen)
2. Use the cursor keys to select an option
3. Press **OK** to access one of these options

Options	Use	Functions
Live TV	Watch live TV	View programming currently airing on live TV
	Guide	Access all programming. Channels, program titles and time frames are indicated. You may also press the Guide button on your remote control
	Favorites	Select Favorites to view the program guide with only your favorite channels listed. For more information on managing your favorite channels see the Favorites section on page 16
	Search	Use the search function to find programs in the guide or in the On Demand library by title, keyword or person
Recorded TV	View Recordings	Manage, edit, delete or view recordings by date or title on your whole home DVR
	Scheduled	Manage and edit your scheduled recordings and series recordings
	Add Recording	Schedule new recordings by using the Guide, search function or manually using the program channel and time
Video On Demand	Browse Videos	Browse from movie and program titles available On Demand (VOD)
	Current Rentals	View VOD titles that you have rented up to 72 hours after your initial rental confirmation (availability time varies by title)
	Search	The search function is available for you to search the entire On Demand library for content by program, text or person
Extras	Caller ID History	View and manage your Caller ID History.
	Caller ID Snooze	Snooze, Disable and Enable your Caller ID on TV feature.
Settings	General	Manage your guide, favorites and display settings
	Television	Manage your guide, favorites and display settings
	Audio	Manage your audio settings
	Parental Controls	Manage your DVR/set-top box parental controls
	Restart System	Use the Restart System function to automatically reboot your DVR/set-top box

Advanced Digital TV

Settings

Use the **Settings** menu to manage your DVR/set-top box settings.

Options	Use	Functions
General	System sound effects	Choose to allow or mute the sound effects you hear while navigating through your set-top box menus and program guide
	On Screen Language	Choose the language for your on screen displays. English is the only language supported
	Security	Allows you to change between enhanced and standard security settings when using an HDMI connection.
	System Information	View network and system information that applies to your DVR/set-top box
	Troubleshoot your broadband connection	Troubleshooting tips and guides for your system connection
Television	RF output channel	Select the channel your TV should be tuned to in order to view your Digital TV service. Channel 4 is the recommended output channel
	Customize channel guide	Choose the channels that you would like to have displayed or suppressed
	Set up favorites	Choose your favorite channels to create a favorites list
	Guide Style	Choose from a grid or channel line up style for your on screen program guide display
	Screen aspect ratio and high definition	Select the aspect ratio for your DVR/set-top box display. 1080i is the recommended selection for high definition TV's, 4:3 is recommended for standard definition, the default setting is 480i
	Closed Captioning	Choose to activate/deactivate digital or standard closed captioning
Audio	Audio language	Choose your preferred audio language.
	Secondary audio	Choose your preferred secondary language.
	Audio Description	Enable/Disable audio descriptions. Audio descriptions are secondary audio streams that provide descriptions of the visuals in the program to assist those with visual impairments
	Digital Audio Output	Choose from Stereo or Surround sound digital audio output
Parental Controls	Parental Locking	Activate and manage your parental controls
	Adult Locking	Manage your Adult content locking feature
Restart System		Use the Restart System function to automatically reboot your DVR/set-top box

ADTV Shortcut: To quickly activate or deactivate your Closed Captioning feature without going through all of the menus, press the red C button on your remote control.

System Information

The System Information option provides you with details on the status of your Advanced Digital TV system.

System Information	
Time	The information provided here is the current date and time and provides the amount of time since your box was rebooted.
TV 2 Client Version	This information lets you know what version of software is being used by your equipment.
Set-Top Box/CPU	This identifies the type of box in use, for example the Motorola 1200, Motorola 1216, or Motorola 1232.
MAC ID	This field provides the MAC address of your DVR/set-top box Ethernet port.
Client ID	This field provides ID information for provisioning your DVR/set-top box.
Network Information	
IPTV Status	This field advises whether or not your DVR/set-top box is connected to the SureWest network
System Resources	
Streams	This field verifies the level of provisioning on your DVR/set-top box.
Disk Usage	This field identifies the available capacity on your Whole Home DVR, this field will show "N/A" on the additional set-top boxes in the home as they do not have a hard drive.
Listings Information	
Data Version	This field identifies the version of guide data being used by your DVR/set-top box.
Download Time	This field provides the date and time of the last instance data was pulled to populate your on-screen program guide.
Network DVR information	
Number of TV Receivers	This field advises of the total number of set-top boxes in your home that are currently connected to the SureWest network including your DVR.
Last Local Node Status Time	This field provides the date and time of the latest node status update.
Last Remote Node Status Time	This field provides the date and time the latest node status update was received from a remote box, this time should be within three seconds of the Last Local Node Status Time.
Last Network DVR Packet Time	This field identifies the date and time of the last broadcast to other set-top boxes in the home.
Local Scheduled-Recording Version	This information reflects the local schedule version on your set-top box.
Latest Scheduled-Recording Version	This information reflects the schedule version of the server.
Recorded TV Version	The information in this field identifies the DVR file system version for recorded content that is used by the node boxes to update the recorded TV list.

Advanced Digital TV

Stand By Mode

Your Whole Home DVR/set-top box will go into Standby or Sleep mode in the following instances:

- The Menu or Guide screen is left up for an extended period of time
- A VOD program or DVR recording has reached the end and is waiting on a response
- Your DVR/set-top box is turned off when you press the Power button on your remote control to turn off your TV
- If you reach your network capacity you will be given the option to discontinue one of the functions, if you choose to continue on the current box, the others will go into Standby/Sleep Mode. If no action is taken, the current box will go into Standby/Sleep Mode.
- To bring your DVR/Set-top box out of Standby Mode press **OK** to begin watching TV.

The **Standby/Sleep** Mode is identified by a blue screen with a message which states **"Press OK to watch TV"**.



Note: If your DVR/Set-top box is in standby sleep mode, this does not mean the box is powered off. When the unit is in standby sleep mode, it is still pulling a data/video stream and is using bandwidth. In order to free up a stream you will want to power off the box by pressing the Power button. When the green light turns off, this indicates the unit is turned off.

Each Set-top box when in use or powered on counts as a program being watched. If you see a message that displays "Too many devices in use" on your TV screen, ensure that the Set-top boxes not in use are powered off by pressing the power button.

Set Parental Controls

CCI provides a parental control feature that enables you to limit the selections you or your family can watch. When a selection is blocked a lock image will appear on your screen with a message advising you to press **OK** to unlock the program. Even when the channel or program is locked by the parental locking feature, program titles and descriptions are still viewable through the program guide unless Adult Locking has been activated (for additional information see Adult Locking section on page 13).

Creating Parental Controls

1. Press **Menu** on your remote control
2. Scroll to **Settings**
3. Scroll to **Parental Controls** and press **OK**
4. Select the **Parental Locking** option
5. The first time you access this option you will be prompted to establish a 4-digit PIN, this PIN will be used to lock and unlock the parental controls
6. Enter the 4-digit PIN you would like to use and save the entry
7. Now you can choose whether or not to require a PIN on movie rentals by selecting the corresponding **Change** button
8. Choose to lock or unlock channels by selecting the Channels **Change** button
9. Choose what parental guideline rating to lock or unlock by selecting the corresponding **Change** button
10. Choose the Movie Ratings to lock or unlock by selecting the corresponding **Change** button
11. Choose to lock or unlock unrated content by selecting the corresponding **Change** button

You may choose to Lock all options in the parental locking menu by scrolling to the **Lock** option and pressing **OK** on your remote control.

To change your **Parental Locking PIN**, select the Change PIN option in the Parental Locking menu.

Important: the **Save** button must be selected after each parental locking feature is changed in order to save preferences.

Advanced Digital TV

How to Set Up or Change your PIN

To set up your PIN follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to the **Parental Controls** option and press **OK** on your remote control
4. Press **OK** on the **Parental Locking** option
5. You will be prompted to choose a 4-digit PIN, enter your choice of a 4-digit PIN and press **OK**
6. You will now be prompted to confirm your PIN, re-enter your new PIN and press **OK**



Your PIN has now been activated.

To change your PIN follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to the **Settings** menu
3. Scroll to **Parental controls** and press **OK** on your remote control
4. Enter your 4-digit PIN when prompted
5. Press **OK** on the **Parental Locking** option
6. Scroll to the **Change PIN** option and press **OK** on your remote control
7. You will be prompted to enter a new 4-digit PIN, enter your new PIN
8. You will now be prompted to confirm your new 4-digit PIN, re-enter your new PIN

Your PIN has now been changed.

Reminder: the **Save** button must be selected after each change in order to save your new PIN.

Adult Content Locking

The Adult Locking feature is automatically set on your account when your new Advanced Digital TV service is installed. You have the option to lock, unlock and change the PIN used for this feature. This feature will lock the adult content, which includes any programming rated AO, TV-MA or NC-17. When one of these titles is scrolled over in the on-screen program guide or in the programming information bar at the bottom of the screen, you will see a message that states "Locked Adult Content". This feature is automatically enabled to avoid any adult content descriptions or titles from appearing. To lock or unlock this content or to change your PIN, follow the steps listed below.

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll down to **Parental Controls** and press **OK** on your remote control
4. Scroll to **Adult Locking** and press **OK**
5. You will be prompted to enter your 4-digit PIN (default PIN upon initial installation is 1234)
6. To lock/unlock this feature press the **OK** button on your remote control while the Lock Adult Programs field is highlighted (a lock image will appear if content is locked)
7. Once you have made your selection scroll to **Save** or **Don't Save** to save or reset your selections

Once Adult Locking has been deactivated you can completely remove all Parental Controls by following the steps below:

1. Press **Menu** on your remote control
2. Scroll to **Settings** and select **Parental Controls**
3. Select the **Parental Locking** option
4. Enter your 4-digit PIN when prompted
5. Scroll to **Turn Off Locking** and press **OK**
6. Choose **Reset all parental locks** and press **OK**
7. Scroll to **Reset** and press **OK**

All Parental Controls have now been deactivated. To reactivate parental controls, please reference the Parental Controls section on page 11.

Advanced Digital TV

On the **Adult Locking** screen you will also have the option to change your PIN. To change your PIN follow the steps below:

1. While on the Adult Locking screen scroll to **Change PIN** and press **OK** on your remote control

2. Enter a new PIN when prompted

3. Confirm your new PIN by re-entering your selection when prompted



Your Adult Locking PIN has now been changed.

Note: Parental controls are automatically re-entered when service is turned on/off.

Reminder: For additional Parental Control information please see the Parental Controls section on page 11.

Guide

You can choose to view your on-screen program guide in one of two different formats, the grid style, which is the default setting, or a channel line up style. The grid style shows the current time block with a list of channels with the respective program information. If you select the channel line up style you will see the channel you are on with the current and upcoming program information. With both options you can scroll through the guide channel by channel to view the current and upcoming programming.

To change your guide format preference follow the steps below:

1. Press **Menu** on your remote control

2. Scroll to **Settings** and select the **Television** option

3. Scroll to **Guide Style** and press **OK** on your remote control

4. Select the guide preference of your choice and press **OK** on your remote control

5. Scroll to **Save** and press **OK**. Your on-screen program guide preferences have now been set, each time your press the **Guide** button on your remote control your on-screen program guide will appear in this format

While in the Guide you have many customization and short cut options. To access these options press the Zoom/Enter button on your remote control. Below is a list of the options available when using the Guide Options short cut with a description of each option.

Guide Options		
Jump To Day & Time	On Now	This option will take you to your guide with a list of programming that is on at the current time
	Tonight	This option takes you directly to prime time in the guide so you can quickly view the programming available during prime time of the current day.
	Tomorrow	This option takes you directly to the same time frame of the following day to enable you to quickly view the programming airing in 24 hours.
	Dates	This option lists the upcoming dates (48 hours out to 10 days out), by selecting one of these dates you will go directly to the list of programming available for the specified date to enable you to quickly find upcoming programming up to 10 days out.
View Style	Channel Lineup or Grid Style	Choose between Channel Lineup and Grid Styles for your guide
Display Channels	View Favorite Channels	By selecting this option you can easily navigate between your favorite channel list in the guide and a full listing of all channels you subscribe to.
Display	All Channels	Selecting this option will show you the guide with all channels in your chosen format (Channel Line up or Grid style)
	Favorite Channels	This option will display the guide in your selected layout style with only your Favorite channels listed. (For more information on Favorite channels see the Favorites section page 16)
Settings		
	Customize Channels	Selecting this option allows you to remove channels from your line up. This option is perfect when you don't want children to see channels in your channel line up or if you only want to see a certain subset of your subscribed channels when in the Guide.
	Change Favorites	This option allows you to edit and manage your favorite list of channels (for more information on Favorite channels see the Favorites section page 16).
	Set Guide Style	This option will allow you to change your preferred guide layout. This is a short cut for switching between Channel Line up and Grid styles.

Picture in Picture (PIP) Preview Feature

In addition to the customizable on-screen guide, you will see the picture-in-picture feature displayed. As you scroll through the different channels the programming currently playing on each channel will appear in the smaller picture at the bottom left side of your screen to preview.

You can also use the picture-in-picture preview feature by pressing the up and down arrow keys while viewing your current program, or when you press the **Last** button on your remote control.

Advanced Digital TV

Picture In Picture (PIP)

With PIP you get a true picture-in-picture experience. This feature allows you to view one program on a full screen with audio, while watching a second program on a mini inset screen, referred to as the PIP screen. The PIP screen does not have audio; however, you do have the ability to move the PIP screen to the location on screen that is the most convenient for your viewing. View the PIP in the upper and lower right and left corners of the screen.

To use the PIP feature, follow these easy steps:

1. Press the  button on your remote control; this will launch your PIP screen. Both pictures will be tuned to the same channel at launch.
2. Enter a new channel number on your remote control. The most recently entered channel number will be viewable in the main screen on your TV.
3. To swap the channel between the main screen and the PIP screen press the  button on your remote control.
4. Use the  button on your remote control to move the PIP from one corner of your TV screen to the other.
5. To change channels tuned on the main screen just use the **channel +/-** button or the number key pad on your remote control. Your PIP screen will remain viewable and on the original channel selected each time you change the channel on the main TV screen.
6. To exit the PIP screen, press the **Exit to Live TV** button on your remote control.

Note: While the PIP feature is active you will not see an inset PIP appear in the info bar when scrolling through channels or after pressing the last button. Once the PIP feature is deactivated the inset PIP will resume in the info bar and last button function. An important note to remember is your ADTV service enables you to utilize up to 6 streams of video at a given time, the PIP appearance on your TV screen utilizes a1 stream of video. This means while the PIP is in use you are using 2 video streams on 1 TV at the same time. For more information on video streams please see the [FAQ section](#) of your CCI Service Guide.

Channel Blocking

CCI gives you the ability to lock channels on your Digital TV service. Locking a channel will prevent the corresponding programming from being viewed. To lock channels follow the next steps:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Select the **Parental Controls** option
4. Press **OK** on the Parental Locking option
5. Enter your 4-digit PIN when prompted
6. Scroll to the **Change** button for the **Channels** option and press **OK** on your remote control
7. Scroll through the list of channels and press the **OK** button on your remote control for each channel that you would like to block
8. Once you are finished selecting channels, scroll to **Save** and press **OK** on your remote control
9. To **Unlock** all channels on the list choose **Unlock All** and press **OK**
10. Scroll to the **Save** button and press **OK**

Your channel locking preferences have now been set.

Note: To quickly view a list of the currently blocked channels, select the **view locked only** option in the channel locking menu.

Advanced Digital TV

Favorites

In addition to the default channel list, you can create up to five **Favorites** lists per set-top box. To create your Favorites list(s), follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Settings**
3. Scroll to **Television** and press **OK** on your remote control
4. Scroll to **Set up Favorites** and press **OK** on your remote control
5. Click **OK** on **Set up**.
6. Name your **Favorites** list and press **Continue**.
7. In the list of channels, press **OK** on each channel that you would like to add/remove from your **Favorites** list. You can either scroll through the channel list or input the channel number directly.
8. Scroll to **Save** and press **OK** on your remote control.

Your **Favorites** list has now been created.

Within your **Favorites** list you also have the option to Check/Uncheck all channels, view checked channels only or delete the list entirely.

To access your **Favorites** list press the **Menu** button on your remote control, select **Live TV**, scroll down to **Favorites** and press **OK** on your remote control. You can then choose to either view all channels or a specific Favorites list.

ADTV Shortcut: While in the on screen program **Guide** press the **ENTER** button on your remote control and scroll to **Favorites** lists to select an option to view all channels or a **Favorites** list.

Search

The **Search** feature has been created to help you find programming you want to watch by defined text or people's names. This feature helps you to quickly find programming without scrolling through the on-screen program guide channel by channel or by timeframes. The **Search** function will search all programming information available through the next 14 days or through the VOD library.

To search for programming follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Live TV**
3. Scroll to **Search** and press **OK** on your remote control
4. Using your remote control and the on-screen keyboard type the text that you would like to search for. As you type, the programming that matches your text criteria will begin to appear on the screen for you to choose from
5. Choose a program from the list and press **OK** on your remote control
6. Now you will be given a list of the time and location of the program. Using your remote control cursor keys, select a programming option
7. You can now choose to **Record episode, Record series or View more show times**
8. After choosing to record your program you will now be given additional recording options where you can choose how long to keep the recording or to change the scheduled end time for the recording
9. Once all options are selected your program will be recorded on your DVR

You will also have additional options such as searching titles only, video on demand only or to search people only. To access these options, while in the search detail screen scroll to the **Options** button and press **OK** on your remote control. Now select the search option you would like and press **OK** on your remote control.

ADTV Shortcut: While on the **Search Detail** screen press the **Zoom/Enter** button and choose to filter your search results by titles, video on demand or people only.

Advanced Digital TV

Video On Demand (VOD Storefront)

CCI On Demand provides access to thousands of hours of video titles, concerts, movies, free programs and special events. Ordering is simple and you can pause, fast-forward, rewind and stop the vast majority of the videos as needed. Most rentals are available for more than 24 hours; rental windows are based upon individual title and movie studio.

The easiest way to access the VOD Storefront is to press the **On Demand** button on your remote control. You may also access VOD by going to channel 995 or by pressing **Menu** on your remote control and scrolling over to **Video on demand**.

Access VOD Titles

1. Press the **On Demand** button on your remote control.
2. Choose one of the following selections:
 - **My Videos** – a listing of your or current rentals, saved videos or recently watched videos
 - **Movies** – here's where you'll find a listing of everything that is available in the VOD Storefront
 - **HD Movies** – here's where you'll find everything available in HD
 - **Subscription** – consists of only the videos that require subscription to a corresponding premium TV package (i.e. HBO or Showtime) or a select VOD package (i.e. Disney Family Movies)
 - **Free Movies** – a selection of movies that can be enjoyed at no cost
 - **TV Shows** - consists of only the videos that require subscription to a corresponding TV package (i.e. Digital Choice) which includes the specific TV channel (i.e. AMC or Discovery)
 - **Events** – here you'll find education videos, ring sports, special events and others
 - **Spanish** – popular releases with Spanish audio
 - **Adult** – Mature adult videos
 - **Search** – use search to find videos in the VOD Storefront



- **Display Style** – choose your preferred display option from either a **Grid View** that shows program posters or a **List View** that shows videos as scrollable lists



3. Use the navigation buttons to view the VOD Storefront. You can scroll up and down to search through the different video categories.
4. Click on the **VIEW MORE** posters and you'll dive deeper into the category sub-groups and will find videos sorted by genre, channel or series.
5. Scroll to the video you want to rent and press **OK** on your remote control. This action brings up the VOD rental screen. From here you can view video details such as **Cast & Crew** or read a video **Summary**. You can also rent the video, add it to your **Saved Videos** for a future viewing date or watch a **preview** from this screen.
6. Select the rent option and press **OK** on your remote control. A confirmation option will appear, prompting you to choose the rent or don't rent option. You'll need to confirm your rental twice and once confirmed the video will begin to play. If the **PIN required** option has been enabled through the parental controls menu you will be required to enter your PIN after selecting the rent option.
7. Use the play, fast-forward, skip-ahead, rewind, stop, and pause buttons to view your selection.



To verify a VOD purchase or access a saved video, press the **On Demand** button on your remote control and select **My Videos**.

Note: If watching a rented video from additional set-top boxes in your home the movie will only be viewable from the beginning. To skip ahead to where you previously left off, use the fast-forward or skip ahead buttons on your remote control.

Advanced Digital TV

Rented VOD

To access rented videos press the **On Demand** button on your remote control and scroll up to **My Videos**. All videos available for viewing will be listed. From this screen you'll be able to select and view **Current rentals**, view or clear **Saved videos** and access **Recently watched** videos.

Replay or Restart VOD

From the **My Videos** screen and using your remote control, scroll to the desired video and click **OK** on it. From the video details screen you can choose to scroll through your **Current rentals** and once you select a video click on the icons at the bottom of the screen to **Resume** play, **Start over**, **Preview**, **Add to Saved Videos** and **Remove from Recently Watched**. Within in this screen you'll also be able to access the video **Summary**, **Cast & Crew and Details**. You'll also be able to see when the video rental ends.

Subscriptions, TV Shows & Events

TV channel episodes, premium channel content and Subscription VOD packages are found in these folders. To view videos in these category you'll need a subscription to the corresponding TV package (i.e. Digital Choice) which includes the specific TV channel (i.e. AMC or Discovery) the particular Premium TV package (i.e. HBO or Showtime), or a select VOD package (i.e. Disney Family Movies)

Note: On next-day VOD (non-replay episodes that are available for viewing the day after the live showing) the fast-forward and skip-ahead buttons are disabled as required per our TV channel partners. Three days after the live showing the fast-forward and skip-ahead buttons are enabled.

If you click on a video and you receive an error message you'll need to subscribe to that channel or package in order to view the video. To subscribe, please call us at **844.YOURCCI**.

Search

Using **Search** within the VOD screen will only search for videos in the video store. Using the keypad, type the name of the video, TV show or person you are looking for. Clicking on **Search Options** will provide you with **Filter Results** for a more detailed search.

Note: To search for shows or videos on VOD and TV channels you'll need to use the main Search function located under the main **Menu**.

Advanced Digital TV

Program Disclaimer

We receive programming from various cable and non-cable networks and we are not responsible for the content of programs aired by these networks.

Refer programming complaints or questions to the cable or broadcasting networks.

Note: Be sure to take advantage of the parental control options available with this service.

Visit our Web site at consolidated.com/supportpage for additional information.

Advanced Digital TV Online DVR Manager

Advanced Digital TV with whole home DVR now offers an Online DVR Manager. This means you can access your DVR manager and recordings from anywhere with internet access! Online DVR Manager enables you to schedule recordings, manage existing recordings, view your program guide and channel line up right from your PC.

It's simple just log in to **MyCCI** (mycci.net), click on the **My Services** link and choose **Online DVR Manager**.



Advanced Digital TV

To schedule recordings with the Online DVR Manager:

1. While in the program **Guide** screen click on a program title that you would like to record.
2. In the pop up dialogue box that appears choose to **Record this episode only** or **Record Series**. If you choose Record Series the following options will be available:
 - a. **Time:** this will enable you to choose if you would like episodes to record **any day around the same time, any day any time, or any day any time only once per day.**
 - b. **Episode:** This drop down enables you to select **First run and rerun** or **First run only.**
3. Next choose when you would like to stop the recording, you can choose to stop it **On Time** as scheduled in the guide or extend the recording past the scheduled end time in case the program runs over. You may choose from the extended recording times listed below:
 - a. 15 minutes after
 - b. 30 minutes after
 - c. 1 hour after
 - d. 2 hours after
 - e. 3 hours after

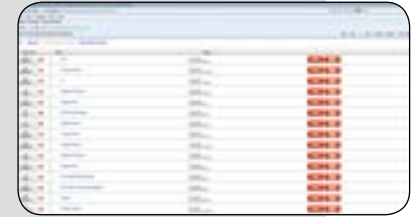
To schedule recordings with the Online DVR Manager continued:

4. Choose how long you would like to keep the recording from the **Keep Until** drop down. The keep options available are:
 - a. Keep until space is needed
 - b. Keep until you delete
5. Click on the **Record** button, red dots will appear next to the programs indicating that the recording is scheduled. Your program will now be scheduled to record on your Whole Home DVR and will be accessible from all set-top boxes in your home.



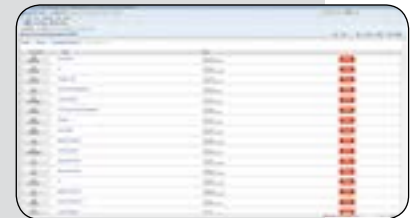
To Manage your scheduled programs:

1. Click on the **Scheduled Shows** header, a list of all programs scheduled to record will appear on the screen.
2. From the **Scheduled Shows** screen you may choose **Delete** to delete a single recording or **Delete Series** to delete an entire series. *Please note: No confirmation box will be displayed once Delete or Delete Series is selected, recordings will be automatically cancelled.*
3. You may also choose to edit the recording **end time** from the Scheduled Shows screen by clicking on the program title. Once you click on a title and the dialogue box appears, select your preferred **Stop** time and click **Update**.



To Manage your recorded programs:

1. Click on the **Recorded Shows** header, a list of all programs stored on your DVR will appear.
2. To **Delete** a recorded program click the red delete button to the right of the program title and information. *Please note: No confirmation box will be displayed once Delete is selected, recordings will be automatically deleted.*
3. From the **Recorded Shows** screen you may view your recording preferences for a particular recording. Just click on the title, a dialogue box displays reflecting your **Stop** and **Keep Until** preferences. From this dialogue box you can only view your **Stop** and **Keep Until** preferences; however, you may choose to Delete a recording from this dialogue box. *Please note: No confirmation box will be displayed once Delete is selected, recordings will be automatically deleted.*



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You may also choose to Search for programs using your Online DVR Manager.

1. To search for a program to record, click on the **Search** header.
2. From the **Search** screen type the program title you would like to search for in the search box and click on the **Go** button.
3. All available programs that match your search criteria will be displayed below the search box. Click on a title to record one episode only or to record the series, a dialogue box will appear. Choose your recording preferences then click on the **Record** button. Your preferences for this recording will be saved and will be recorded on your SureWest Whole Home DVR and will be viewable from all set-top boxes in your home.

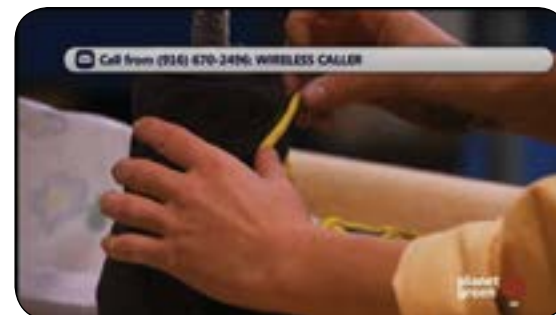


Helpful hints for your Online DVR Manager

- To navigate to different time blocks while in the program guide, click the blue left or right arrows at the top of the program guide grid on each side of the time slots.
- To jump to a different date or time in the program guide click on the Date or Time drop down menus at the top of the screen and select the date or time that you would like to jump to.
- Parental controls are not applied to nor are they accessible through the online DVR manager.
- The program guide reflects all CCI channels even those that you may not subscribe to, prior to scheduling a recording you may want to confirm that you subscribe to the applicable channel.

CCI Caller ID on TV for ADTV

With Caller ID on TV you take control of your incoming calls. Caller ID on TV lets you decide whether an incoming call will be an interruption.



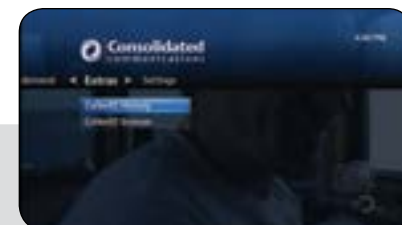
When a call comes in to your home phone a banner will appear at the top of your TV screen with the caller's name (when available) and phone number. You can now see who is calling right from your TV!

Manage Your Caller ID on TV feature

To manage your Caller ID on TV feature you will use the Extras tab in the main menu on your Advanced Digital TV service. The menu options in this tab will enable you to view your Caller ID history, temporarily snooze the feature for a specified period of time or completely disable the feature.

To view your Caller ID history:

1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID History** and press **OK** on your remote control
4. Your Caller ID history appears on the screen, on this screen you can browse the calls to your home phone by pressing the up and down arrow keys on your remote control. Or scroll to the **Next** tab on the screen and press the **OK** button on your remote control to scroll through multiple pages of call history.



Advanced Digital TV

On the Caller ID History screen you can manage your Caller ID History listing by saving or deleting records, or you can also choose to delete all records. To manage your Caller ID history listing:

1. Press the **Menu** button on your remote control

2. Scroll to the **Extras** tab

3. Scroll down to **Caller ID History** and press **OK** on your remote control

4. While in the **Caller ID History** screen scroll to a record on the screen by using the arrow keys on your remote control

5. Once you have scrolled to the record you would like to save or delete press the **OK** button on your remote control

6. A pop-up box will appear with call record details which include the caller's name if available, the date and time of the call. Here you will have the option to **Delete Record**, **Save** or **Delete All History**. Scroll to the action you would like to select and press **OK** on your remote control. When selecting the **Delete Record**, or **Save** options no confirmation prompt will appear. When you choose the **Delete All History** option you will receive a confirmation prompt asking: **All call history will be deleted. Are you sure?** To confirm select **Yes** or **No**.

You also have the option to **Snooze**
-
- or **Disable** your Caller ID on TV feature. The **Snooze** feature allows you to temporarily disable the on screen call displays for a specified number of minutes; this feature is perfect for watching movies. You may also choose to completely **Disable** the feature, if this option is selected you will not see the feature working again until you **Enable** the feature.
- To Snooze the Caller ID on TV displays follow these easy steps:
1. Press the **Menu** button
- on your remote control

2. Scroll to the **Extras** tab

3. Scroll down to **Caller ID Snooze** and press **OK** on your remote control

4. Using the arrow keys on your remote control, scroll to the **Minutes** box and enter the number of minutes you would like the feature to be disabled for (i.e. 30 minutes for a TV program or 120 minutes for a movie)

5. Scroll to **Snooze** and press **OK** on your remote control

6. The Caller ID on TV displays will not appear when a call is received at your home until the specified **Snooze** period has expired. To cancel the Snooze period follow **steps 1-3**, then select the **Reset** option and press **OK** on your remote control.

To completely Disable the Caller ID
-
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on TV feature follow these easy steps:

1. Press the **Menu** button on your remote control
2. Scroll to the **Extras** tab
3. Scroll down to **Caller ID Snooze** and press **OK** on your remote control
4. Scroll to the **Disable** option and press **OK** on your remote control
5. The feature will now be disabled until you choose to **Enable** the feature. To **Enable** the Caller ID on TV displays **repeat steps 1-3**, press **OK** while the **Enable** option is highlighted.



Galaxie Music Channel App

Included in your subscription to Digital Choice and Digital Encore are the Galaxie Music Channels. As part of the Galaxie Music Channel offering you also get unlimited access to the Galaxie Music App.

The Galaxies Music App provides you with features such as:

1. Album cover art
2. Song and album title
3. Artist information
4. The last 10 songs played on a given channel
5. The duration and time remaining of the current song playing
6. The ability to navigate through various channels while listening to your favorite
7. View the next song scheduled to play
8. Channel selection by genre



To access you Galaxie Music App, follow the steps below:

1. Press the **Menu** button on your remote control
2. Scroll to **Extras**, then down to **Galaxie** and press **OK**. Your Galaxie app will automatically launch taking you to the genre tab (i.e. Rock, Pop, etc.) that you were last listening to when watching the Galaxie Music Channels. Here you will have access to the features listed above.
2. **Viewing Available Music Genres** — Using your left and right arrow keys you can scroll through all available genres, which include: **Galaxie Plus, History, Rock, Country, Pop, Decades, Latin, Classical, Urban and Jazz**. Each time you scroll to a genre you will get a listing of each channel available in that genre, if you click on of these channel names your TV audio will automatically tune to that channel while continuing to display the Galaxie App on screen.
3. **Previous song played, current song playing and next song to be played** — Once you select a genre you will not only have the option to select a channel, you will also have visibility to the Previous song played including the song and artist name, the Current song including the song, artist name, album title and music label, and the Next song scheduled to play including the song and artist name.
4. **Album art for previous, current and next song** — You can also choose to view the album cover for the previous, current and next song by scrolling to **Cover View** and pressing **OK** on your remote control. Once you have selected this option you can scroll through the album cover art for the last 10 songs played on your selected channel by navigating to the previous song's album cover then scrolling left or right using the corresponding arrow buttons on your remote control.

Advanced Digital TV

Galaxie Music Channels by Genre

Galaxie Plus

811	Holiday Hits
834	The Chill Lounge
835	The Spa Lounge
842	Celtic
850	Kids' Stuff

Pop

801	Hit List
802	Pop Adult
803	Swinging Standards
808	Maximum Party
809	Grove Disco & Funk
810	Dance Clubbin'
825	The Light
826	Gospel
836	Easy Listening
843	Jammin'

Urban

827	Soul Storm
828	Urban Beats
829	Classic R 'n' B Soul
830	Hip Hop

Decades

804	Jukebox Oldies
805	Flashback '70s
806	Everything '80s
807	Nothin' but '90s

Jazz

817	The Blues
831	Jazz Masters
832	Jazz Now
833	Smooth Jazz

Rock

812	Classic Rock
813	Rock Alternative
814	Rock
815	Heavy Metal
816	Alternative Rock Classics
818	Adult Alternative

Latin

844	Latino Tropical
845	Today's Latin Pop
846	Retro Latino
847	Latino Urbana
848	Latino Tejano
849	Regional Mexican

Country

819	Folk Roots
820	Alternative Country/Americana
821	Hot Country
822	No Fences
823	Country Classics
824	Bluegrass

Classical

837	Pop Classics
838	Classic Masters
839	Chamber Music
840	Broadway
841	EC

Questions about your DVR/Set-Top Box

Where can I find details on how to install my DVR/set-top box?

Installation information is found in the Let's Get Started section of your DVR/set-top box manual. It is also available in the DVR/set-top box Self-Install section of surewest.net/support.

Can I direct my DVR/set-top box questions to a Technical Support representative?

Yes. Just call **844.YOURCCI** and follow the prompts for current customers.

How many hours of programming can I store in my DVR/set-top box?

The total number of recording hours will depend on the mix of SD (standard-definition) or HD (high-definition) programs you have recorded. With the standard Whole Home DVR (Motorola 1216) you can store up to 40 hours of HD programming or up to 100 hours of SD programming. With the Whole Home DVR Plus (Motorola 1232) you can store up to 80 hours of HD programming or up to 200 hours of SD programming.

Can I view and record HD programming with my DVR/set-top box?

Yes. Your DVR/set-top box supports both SD and HD formats. A subscription to CCI True HD and Digital Choice or higher is required to view and record HD programming.

Do I need to have my DVR/set-top box connected to a telephone line?

No. Your DVR/set-top box updates through the Ethernet connection.

What happens if my DVR/set-top box temporarily loses power?

All recordings saved prior to the power loss will be saved, as well as your future recording schedules. Recordings that are set to record during the power loss will be missed.

If the power goes out, will my Parental Control, Favorites and Users Settings be lost?

No. These settings should not be lost if your DVR/set-top box loses power.

Why do I see the "too many devices are in use" message when only one Set-top box is in use?

Each set-top box when in use or powered on counts as a program being watched. If you see the "too many devices in use" message on your TV screen ensure that the set-top boxes not in use are powered off by pressing the power button.

Advanced Digital TV

Questions about Recording and Replaying Programs

How many channels can I watch and record at the same time?

Depending on your service area you may be able to record up to 4 programs at once. If all HDTV services are in use a message will display asking if you prefer to watch the channel in SD if or if you want to stop an HD recording.

Can I watch a show I'm recording before the recording has completed?

Yes. You can either watch the program live as it is being recorded, or you can access the program through the recorded TV menu as it continues to be recorded.

Can I record On Demand programs?

No. Your DVR/set-top box does not record On Demand (VOD and SVOD) programs. Keep in mind that On Demand programming can be watched over a specified period of time and you have the ability to start it any time you choose.

If I have a home theater will my DVR record a program in Dolby Digital 5.1®?

Yes. If the program is broadcast in Dolby Digital 5.1® the program will be recorded with Dolby Digital 5.1®. If the program is broadcast in analog sound, the recording will also be in analog sound despite your home theater's audio connection to your DVR/set-top box.

What picture format will my DVR record programs in?

Your DVR will record the programs in the same format they are broadcast.

Can I increase the rewind and fast-forward speed?

Yes. Your DVR has the ability to rewind and fast-forward at three speeds when viewing live TV or recorded programming: 15X indicated by two arrows, 60X indicated by three arrows or 300X indicated by four arrows. The indicator arrows appear in the status bar on the screen while in rewind or fast-forward mode.

You may also skip back in 7-second increments by pressing the **Replay button** or skip ahead in 30-second increments by pressing the **FWD** button on your remote control.

Does my DVR record any of the menu bar, on-screen program guide, audio volume changes or anything else that appears on the screen when I am using my remote control?

No. Your DVR only records the audio and video of the program you are recording.

A recording may start a minute or more after the program has begun. Why is this?

Your DVR is synced with the TV listing and if a network starts a program earlier than on the program guide the DVR will miss that time unless you program your DVR to record earlier.

Only a part of my program was recorded. Why?

If the beginning of the program did not record, you may have tuned in after the program had begun. If the end of the program did not record, it could be your DVR has reached its content storage capacity. Another reason could be loss of power or digital TV signal during the recording.

Questions about Managing your Recordings

How long can I keep my recordings?

You can keep them as long as you want. Lock the programs you do not want auto-deleted. You may need to erase some locked recordings if storage capacity becomes an issue.

Does my DVR automatically erase programs to make room for new ones?

Yes. Your DVR will automatically erase programs when space is needed. Your DVR will delete the oldest recordings first.

Can I erase part of a recorded program?

No. Your DVR can only erase the program in its entirety.

How many future recordings can I schedule?

You can set as many future recordings as you want provided you have the necessary storage capacity.

Do Parental Controls work with my DVR/set-top box?

Yes. Your Parental Controls will restrict what is viewed or recorded. If you schedule a recording for a program or channel that is blocked the program will record but the video will not appear and the audio will be muted. You will need to disable your parental lock feature to view the program while it is being recorded.

High Speed Internet

CCI E-mail

Depending on your Internet service package, your account may include 6-15 e-mail accounts. The size of the individual mailbox varies from 500 MB to 2 GB. To set up additional accounts, log on to MyCCI at mycci.net. Click **My Services** then click **Manage E-Mail Addresses**.

POP3, SMTP, and Newsgroup Server Names

- POP3 (incoming mail server): **pop.surewest.net**
- SMTP (outgoing mail server): **smtp.surewest.net**
- Newsgroup server: **news.surewest.net**

Set Up Other E-mail Programs (Microsoft Outlook, Windows Live Mail, etc.)

You can use the CCI Webmail program to manage your e-mail, but you also have the option of using a different e-mail program, such as Microsoft Outlook. You will need your CCI e-mail address and password in order to set up and use another e-mail program.

Use these general instructions to set up other e-mail programs. For detailed instructions, see the CCI support site at support.consolidated.com.

1. Open your e-mail program and locate the e-mail configuration settings.
2. When prompted for Display Name, enter your name.
3. When prompted, enter your complete e-mail address (e.g., jsmith@surewest.net).
4. When prompted for incoming mail or POP3 Server, enter **pop.surewest.net**.
5. When prompted for outgoing mail or SMTP Server, enter **smtp.surewest.net**.
6. Enter your username, which must be the same as your complete e-mail address (e.g., jsmith@surewest.net).
7. Enter your e-mail password.

Other E-mail Accounts

Continue to access your Yahoo!®, Hotmail, etc. accounts as you normally do.

Traveling with CCI E-mail

You can access your e-mail account when you are not at home from any Internet connection:

1. Access: **consolidated.com/webmail**.
2. Enter your complete e-mail address.
3. Enter your password.

Controlling Spam

Spam is unwanted advertising e-mail.

1. To activate the spam filter on your e-mail account, log on to **consolidated.com/webmail** using your full e-mail address and password.
2. From the top right menu, select **OPTIONS** then **MESSAGE FILTERS**.
3. Press the **EDIT** button (looks like a pencil).
4. Select a Filter Condition: **Normal**.
5. Select a Filter Action: **Move to Junk Mail** folder.
6. Press **OK** then **CLOSE**.

The **Junk Mail** folder is located in CCI Webmail in My Folders. It is a system-created folder that receives mail that the anti-spam scanning utility has determined is junk mail.

You should periodically check the messages in your **Junk Mail** folder for mail that really is not spam.

To learn more about spam handling tips, select **HELP** from the webmail top right menu.

High Speed Internet

Kaspersky Internet Security

Protect your family and computer by downloading Kaspersky Internet Security – included with your high speed Internet service (\$79.95 value). Kaspersky Internet Security delivers innovative Hybrid Protection to keep you safe from today's complex, ever-evolving threats. Whether you're banking, shopping, or social networking online, you can have complete confidence that your account details are secure, you won't stumble onto dangerous websites, and you'll only receive safe messages from your friends.

- Hybrid Protection, Combining the Power of the Cloud and Your PC
- Internet Safety Checks
- Easier-to-Use Interface
- Rapid, Real-Time Reaction to New Threats
- Secure Online Banking and Shopping
- Advanced Identity Theft Protection
- Secure Social Networking
- Advanced Parental Controls

To download the software, log in to mycci.net. Go to the My Services page, then Kaspersky Internet Security.

Wireless Home Networking

Wireless home networking is included as part of your CCI Internet service. The service includes a wireless router plus 24x7 support for router and connectivity of up to 4 computers. Self-install and technician-install options are available. We will supply you with the wireless network and password information, and you can connect your other mobile devices, game consoles, printers and more.

For more information, visit consolidated.com/Internet/home_networking.php.

Personal Web Space

CCI provides free personal web space to all of our high-speed Internet customers. Depending on your Internet service package, your account includes from 1 – 50 GB of personal web space storage. Suitable for hobbyists, our personal websites are simple, shared-domain sites. Each personal web space account includes an FTP account for uploading files.

High Speed Internet – Minimum System Requirements

While CCI's high-speed Internet service may function on systems not meeting the minimum system requirements below, these are the minimum system configurations that operate on our network at optimal speed.

	PC	Macintosh (Apple)
Operating System	Windows 7, Vista, XP, 2000, ME, 98	Mac OS 10.X, Mac OS 9
Network Card / Ethernet	10/100 NIC or wireless network adapter	10/100 NIC or wireless network adapter
Free Hard Drive Space	25 MB of free disk space	25 MB of free disk space
Processor	486 or better PC (Pentium recommended)	PowerPC (G3, G4, G5)
Memory	Minimum of 32 MB of RAM (64 MB RAM for Windows 2000)	Minimum of 64 MB of RAM (64 MB RAM for OS 9.0)

Additional Charges

- Customers who do not meet the minimum requirements by the date of service may incur additional charges.
- If CCI on-site technical support is required, additional charges will apply.

Safety

For your safety and the protection of your equipment, CCI recommends the use of surge protectors at all times. Surges in electrical power, like lighting strikes and power outages (when the power returns), can occur anytime and unprotected equipment can be permanently damaged.

Telephone

Getting Started – Voice Mail Guide – Option 1: For Customers in the Greater Sacramento Area/Fiber-Optic Network

To set up your Basic or Enhanced Voice Mail for the first time:

- 1. Dial your home telephone number.
- 2. Press # when you hear the voice mail greeting.
- 3. Enter your temporary passcode (1234). You will now be asked to replace your temporary passcode with your own private passcode. Passcodes can be 4–10 digits long. For security reasons, we strongly advise you to change your passcode at this time.
- 4. Follow the tutorial to navigate through your voice mail setup. If you ordered an Enhanced Mailbox with Extension Mailboxes, please read the setup instructions for extension mailboxes before you record your main (host) message.

Important: You must complete the entire setup process for your personalized features to take effect. If you hang up before the process is complete, you will have to complete the setup process again. You are now ready to receive and use your voice mail.

How To Access Your Voice Mail Without Calling Your Home Phone Number

- 1. Dial access number for Sacramento/Elk Grove/Lincoln 916.359.MAIL (6245)
- 2. Press # when you hear the voice mail greeting.
- 3. You will be asked to enter your mailbox number. Your home telephone is your mailbox number.
- 4. Enter your passcode.
- 5. Follow the instructions to navigate through your voice mail.

How To Access Your Voice Mail Using Your Home Phone Number

- 1. Dial your home telephone number. (Note: If you live in a metropolitan area in which 10-digit dialing is required, you must dial all ten digits.)
- 2. Press # when you hear the voice mail greeting.
- 3. Enter your passcode.
- 4. Follow the instructions to navigate through your voice mail.

How To Access Your Voice Mail from Your Own Phone

- 1. Call the Voice Mail Message Center (see instructions above.)
- 2. Enter your passcode.
- 3. Continue following the prompts for your selection.

How To Access Your Voice Mail from Another Phone or Accessing a “Stand Alone Mailbox”

- 1. Call the Voice Mail Message Center (see instructions on page 46.)
- 2. Press *.
- 3. Enter your mailbox number.
- 4. Enter your passcode.
- 5. Continue following the prompts for your selection.

Voice Mail Guide – Option 2: For Customers in the Greater Roseville Area

To access your mailbox, call the Voice Mail Message Center from a touch tone telephone. There are three telephone numbers available:

- Roseville/Rocklin/Granite Bay (916) 773.2700
- Citrus Heights/Sacramento (916) 721.9900
- Davis (530) 747.2200

Telephone

The first time you call the Voice Mail Message Center, you will be asked to set up your mailbox. Use the temporary passcode, 6789. You will then be asked to enter your personal passcode, record your name and a personal greeting. The prompts (voice instructions) will guide you through the steps:

1. Call the Voice Mail Message Center. Note: If you are not calling from your own telephone, press * then enter your 7-digit telephone number.
2. Enter the temporary passcode, 6789.
3. Press #.
4. The prompts will ask you to select a new passcode. Using your telephone key pad, enter your personal passcode. It will be played back for you to review with an opportunity to change if necessary. Note: If you make a mistake entering your new passcode (or at any time), do not hang up. The Voice Mail service will repeat the information you entered and let you try again.
5. The prompts will ask you to record your name. Simply state your name ("Mary Clark") without saying any other words. After you record your name, press #. The Voice Mail service will play it back for you to review with an opportunity to change if necessary.
6. When asked, record your personal greeting. Press# when you are finished. The greeting will be played back for you to review with an opportunity to change if necessary.

Your mailbox is now set up and ready to use.

You can change your personal greeting, name announcement and passcode at any time by pressing 9, for Mailbox Options, at the Main Menu.

If you have a "Greeting Only" mailbox, follow Steps 1-6 to enter your personal greeting.

Caller ID – To See Who's Calling

When receiving a call, wait until your telephone completes the second ring; with call waiting ID, you will hear a distinctive call waiting tone. The telephone number of who's calling will appear on your caller ID display screen.

* For Caller ID on TV, refer to page 26.

Call Waiting – To Answer a Second Call

1. A short tone lets you know that a second call is waiting.
2. If you want to end the first call, let the first party hang up, then press the Flash key on your telephone.
3. If you want the first party to hold, press Flash. This will connect you to the second call. You can alternate between the two calls by pressing the Flash key.

Other Telephone features available

- Anonymous Call Rejection
- Call Forwarding All Calls Fixed
- Call Forwarding Busy Fixed
- Call Forwarding Busy Variable
- Call Forwarding Do Not Answer Fixed
- Call Forwarding Do Not Answer Variable
- Call Forwarding Variable
- Call Hold
- Call Return
- Call Transfer
- Call Waiting/Cancel
- Caller ID
- Priority Ringing
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Six-way Calling
- Speed Calling 8
- Speed Calling 30

Visit our Web site at **consolidated.com/voice** for a full list of available phone features and additional information.

Phone Service Disclaimer

For both Digital Phone Service and for any Traditional Phone Service provided over optical fiber, Customer acknowledges disclosures related to limits on access to 911 and other emergency service, including the fact that Customer, and not CCI, must provide electrical power for its telephone and other equipment and for connection from the Service location to the CCI network, and that electrical outages may affect 911 and other emergency access. Customer also acknowledges receipt of stickers/labels for phones, noting 911 limits. Location-based 911 assistance is available only at the location where Service is installed by CCI.

If Customer uses a security or alarm system, Customer is responsible to notify its system provider of the new service, to assure the system is operational before installation, to determine whether the system can operate using the new service, and then to test and confirm system operability periodically after installation.

Digital Phone

Set Up Your Digital Phone Mailbox

The first time you call the Digital Phone voice mail service, you will be asked to set up your personal mailbox. You can complete these steps in one phone call.

Set Your Voice Mail PIN

1. **From your home phone:**
 - Dial **749.7700** (customers in the 916 area code).**From a remote phone:**
 - Dial **749.7700** (customers in the 916 area code).
 - Press the # key.
 - Enter your 10-digit telephone number (mail box number).
2. When prompted to enter your PIN, enter your temporary PIN (**6789**) and press the # key.
3. When prompted to change your PIN, enter a new PIN (4 to 10 digits) and press the # key.
Note: Choose a PIN that you will remember.

Record Your Greetings (Busy/No Answer)

1. Press **1** to set your **busy greeting** (the greeting callers hear when your line is busy).
2. Press **2** to record a personalized greeting.
3. When prompted, say your greeting clearly and press the # key.
 - Press # if satisfied.
 - Press **1** to replay your greeting.
 - Press * to (re)-record your voice mail greeting.**Option:** Press 1 to accept the standard greeting. Callers will hear a generic voice mail service greeting when your line is busy.
4. Press **2** to set your **no answer greeting** (the greeting callers hear when you do not answer your line).
5. Press **2** to record a personalized greeting.
6. When prompted, say your greeting clearly and press the # key.

Record Your Greetings (Busy/No Answer) *continued*

- Press # if satisfied.
 - Press **1** to replay your greeting.
 - Press * to (re)-record your voice mail greeting.
- Option:** Press 1 to accept the standard greeting. Callers will hear a generic voice mail service greeting when there is no answer on your line.

Record Your Name

1. Press **1** to record your name.
2. When prompted, say your first and last name clearly and press the # key.
 - Press # if satisfied.
 - Press **1** to replay your name.
 - Press * to (re)-record your name.**Option:** Press # if you want the voice mail service to provide callers with your telephone number instead of your name.
Note: You will hear a confirmation message, along with tutorial information, when voice mail setup is complete.

How to access your voice mail using home phone number

1. Dial your home telephone number.
2. Press # when you hear the voice mail greeting.
3. Enter your passcode.
4. Follow the instructions to navigate through your voice mail.

Digital Phone

Manage Your Digital Phone Features Online via the Digital Phone Manager

1. Go to MyCCI (www.mycci.net).
2. Click the **Log In** link.

Result: Log In window opens.



3. From the Log In window:
 - Enter your **Username**
 - Enter your **Password**
 - Click the **Log In** button



Result: Upon successful log in you will be taken to MyCCI Homepage.

4. From the MyCCI homepage select the **My Services** link.



Result: My Services page opens.

5. Click on the **Digital Phone Manager** button.



Result: Digital Phone Manager opens.

6. Manage your Digital Phone features online via the Digital Phone Manager.

You can manage the following features online through the Digital Phone Manager:

Anonymous Call Rejection	Online Call Logs
Call Forwarding	Selective Call Acceptance
Call Waiting	Selective Call Forwarding
Do Not Disturb	Selective Call Rejection
Find Me/Follow Me	Speed Calling 8
Simultaneous Ring	Ring Pattern
Multiple Directory Number	

Help

You can access help information from two different locations within the Digital Phone Manager. Clicking on these links will open the Digital Phone support web page at **consolidated.com/digitalphonesupport**.

Click the **Help** link in the upper right-hand corner of any Feature box in the Digital Phone Manager.



Digital Phone Support web page (consolidated.com/digitalphonesupport).

You can manage your Digital Phone features using the Digital Phone Manager at surewest.net or your telephone keypad. Click the appropriate link below to view detailed instructions.

• [Digital Phone Manager Instructions](#)

• [Digital Phone Feature Management by Telephone Instructions](#)

You can manage your voice mail through your telephone keypad. Click the link below to view detailed instructions.

• [Voice Mail Management by Telephone Instructions](#)

Note: All the instructions linked above apply to CCI's Digital Phone Service only, and not to our traditional telephone service.

Manage Your Digital Phone Features via Your Telephone Keypad

In addition to managing your Digital Phone features online, you can manage many features via your telephone keypad.

Feature	* Commands	Feature	* Commands
6-Way Calling	N/A	Call Waiting	*70 to cancel for one call
Anonymous Call Rejection	*77 On/*87 Off	Do Not Disturb	*78 On/*79 Off
Automatic Recall	*69 On	Selective Call Acceptance	*64 Activate/*84 Deactivate
Call Forwarding Busy	*90 Activate/*98 Deactivate	Selective Call Forwarding	*63 Activate/*83 Deactivate
Call Forwarding No Answer	*92 Activate/*93 Deactivate	Selective Call Rejection	*60 Activate/*80 Deactivate
Call Forwarding All Calls	*72 Activate/*73 Deactivate	Speed Calling 8	*74
Caller ID Blocking	*67 Conceal/*82 Reveal	Voice Mail	Call (916) 749-7700 (916 area code)

* For Caller ID on TV, refer to page 26.

Manage Your Digital Phone Features via Remote Access

You can even manage features from any phone, anywhere by calling our Digital Phone Remote Access service. You will need your Remote Access PIN, which was set up for you when you ordered Digital Phone service. If you have forgotten your Remote Access PIN, please call us at **844.YOURCCI** (844.968.7224).

1. Dial **916.749.7100** to connect to Remote Access.
Note: Customers in the 530 area code must dial 530.302.5100.
2. Enter your 10-digit telephone number and press the # key.
3. Enter your Remote Access PIN and press the # key.
4. Use the star commands listed above to activate or deactivate features, but be sure to press the # key after each command. The # key is always required after each star command when connected via Remote Access.

Example: To activate Call Forwarding All Calls, press *72 followed by the # key.

MyCCI

MyCCI

MyCCI is your own personal dashboard to the Internet and your CCI services. Use the Google search bar or get the latest news, weather, and much more! You can also check your CCI e-mail, customize your homepage layout, and add quick links to your favorite web sites. Plus, you can view your CCI services, pay your bill online, check your e-mail, and manage your Digital Phone features.



Benefits of Logging In to MyCCI

These are just some of the benefits of logging in to MyCCI. You don't even have to be a CCI Internet customer to enjoy these benefits!

- View, pay and manage your bill & choose paperless billing
- Download your FREE Internet security software from CCI
- Remotely program your DVR
- Manage your Digital Phone features – online!
- Add single-sign-on access to your FaceBook page
- Redeem CCI Rewards
- Customize your page with live news, weather, stocks and more!
- All Mail – ALL your email ALL in one place
- TV Everywhere – watch your favorite programs online!

Logging In to MyCCI

Anyone can access MyCCI. As a valued customer, we recommend you log in so you can enjoy all the benefits of MyCCI. You will need a MyCCI online account to log in to MyCCI.

Note: If you do not have a MyCCI online account, you will need to create one. You will need your account number and verbal password to create your account. For more information on creating an account, go to the Create Account instructions.

For detailed instructions, go to **MyCCI Log In instructions**.

Homepage Tour

We recommend you take the MyCCI homepage tour after logging in. Familiarize yourself with all the capabilities of MyCCI: search, news, e-mail, homepage preferences, weather, and more.

1. Click the **Homepage Tour** tab on the MyCCI homepage, and click the **Tour This Homepage Now** button.
2. Click on a tab on the tour page to learn more about that section of MyCCI.

Create a MyCCI Online Account

You will need two pieces of information to complete the create account process:

- **Account number**
- **Verbal Password** – your account password that was established when you signed up for CCI service

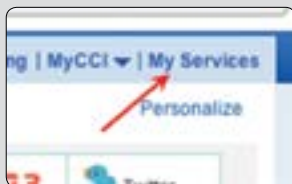
Note: If you do not have this information, please call us at **844.YOURCCI** (844.968.7224) to set up an account.

For detailed instructions, go to **Create Account instructions**.

My Services

My Services allows you to manage the online components of your CCI services. Explore speed upgrades and additional features that enhance your Internet experience, manage all your Digital Phone features here, or use the online DVR manager.

1. Click **My Services** on the MyCCI homepage.



2. Click on a button to manage an online service component.



Note: You will only see components for services you currently have with CCI.

Online Billing & Payments

For your convenience, CCI offers a secure online billing and payment support service 24 hours a day, 7 days a week to fit your schedule. This is a free service and when used with the paperless billing option can provide you with an easy and convenient way to manage your CCI account. It's quick, it's easy, and it's secure!

Online Payment Support: Pay your bills using the secure payment options. Make one payment at a time each month using your checking or credit card accounts, or use our automatic recurring payment option for convenient transactions that will pay on time each month.

For detailed instructions, go to **Pay Your Bill Online instructions**.

Online Billing Support: You can view a history of your bills online, which means you do not have to save your paper bills. Plus, you can go green and stop paper bills from being mailed to your home. View all your bills online and print what you need, when you need it.

Each month you will receive an e-mail advising you that your new bill is ready to view.

For detailed instructions, go to **View Your Bill Online instructions**.

Paperless Billing

Save time, money and the environment by receiving your bill online rather than via the U.S. mail. You can view your bill online at your leisure on our secure site. It's easy!

For detailed instructions, go to **Set Up Paperless Billing**.

Account Management Settings

Account Management Settings is where you can set access privileges for your MyCCI online account, create or change usernames, passwords, and security questions for all users on your account, and manage your email notification preferences.

Note: Some of the Account Management settings are ONLY available to the primary account user.

1. Click **Account Management** on the MyCCI homepage.
2. Click on a button to manage access, passwords, or email notification preferences.



Personalize Homepage Layout

You can create the homepage layout and experience that is right for you!

Note: Some of the Personalize homepage layout settings are ONLY available to the primary account user.

1. Click **Personalize** on the MyCCI homepage. Add desired components to the homepage.



2. Some components on the homepage are moveable. These components will have a small grey box with an "x" (see below). To move these components around on the page, hover your mouse over a movable component until a two-way arrow appears (see below). When you see that arrow, you can click and drag the component up or down, right or left within the moveable area.



Note: Some components of the homepage are locked. You will not be able to move these components.

Contact Us

Help

Here are some tips on where to get help logging in and using MyCCI.

- Click on the help links throughout the MyCCI screens.

Note: In the example below, you can find out what a cookie is, or get help logging in to MyCCI.



- Go to our online support site at mycci.net by clicking the **MyCCI** drop-down menu, then click on **Support**. Find the MyCCI section with a complete listing of help topics.

If you are still having issues logging in to or using MyCCI, please call us at **844.YOURCCI** (844.968.7224).

The Support Web Site

Customer Service: Use the CCI support web site for all your customer service needs 24 hours a day, 7 days a week. Go to mycci.net and click on the My Services drop-down, then click on Support. Find the answers to your questions regarding new accounts, billing, FAQs for all of our products, as well as the most common technical support issues you can resolve on your own.

The site also provides an overview for reading your monthly invoice and understanding the first bill, which may contain prorated or fractional charges.

If you need additional help from Customer Service or have Technical Support needs, you can go to the main page and click on Email Us to send us your questions or comments on any product or service. We will return your e-mail within 1 business day of your request.

To access our telephone Self Help options, call us at **844.YOURCCI** (844.968.7224) and select option #1 to enter our Self Help Options. If you still need Technical Support, you may contact us by:

E-mail: Go to **consolidated.com/contact**.

Telephone: For direct contact with Technical Support 24 hours a day, 7 days a week, call us at **844.YOURCCI** (844.968.7224).

When contacting our support desk, the following actions may be necessary:

- Your account will be accessed.
- You will be asked a series of questions to pinpoint the problem.
- The representative may attempt to troubleshoot the problem with you over the phone.
- Additional remote testing may be required.
- If the problem cannot be resolved remotely, a technician may be dispatched to your home. The representative will set up a service call date and time convenient for you.

Customer Care

For your convenience, CCI offers many self-help Customer Service and payment options.

Should you still need Customer Service Support, you may contact us by:

E-mail

Go to **consolidated.com**, select **Contact Us** Via **Email** and under Category select the most appropriate listing for your request.

Telephone

For direct contact with a CCI Representative, call us at **844.YOURCCI** (844.968.7224) and select the option from our menu that most meets your needs.

By Mail

Send all payments by mail to:
Consolidated Communications
P.O. Box 30697
Los Angeles, CA 90030-0697

Send all letters and requests to:
Consolidated Communications
P.O. Box 969
Roseville, CA 95678

Customer Communication Centers

Visit one of our Customer Communication Centers to pick up or drop off digital set-top boxes:

Roseville

8150 Industrial Ave., Building D
Mon-Fri 9-6, Sat 9-5, Closed Sun
*closed most holidays

Town & Country

2805-2 Marconi Avenue
Sacramento, CA 95821
Mon-Fri 9-6, Sat 9-6, Closed Sun
*closed most holidays

Elk Grove

9766 Waterman Road
Mon-Fri 9-6, Sat & Sun Closed
*closed most holidays

In the unlikely event that you are not satisfied with the answer or resolution provided by our Customer Care team, you may contact:

Sacramento Metropolitan Cable Television Commission

901 H Street Suite 206
Sacramento, CA 95814
916.874.6661
sacramento@sacounty.net

City of Lincoln

640 Fifth Street
Lincoln, CA 95648
916.645.3314

Billing

Online Billing & Payments

For your convenience, CCI offers a secure online billing and payment support service 24 hours a day, 7 days a week to fit your schedule. This is a free service and when used with the paperless billing option can provide you with an easy and convenient way to manage your CCI account. It's quick, it's easy, and it's secure!

Online Payment Support: Pay your bills using the secure payment options. Make one payment at a time each month using your checking or credit card accounts, or use our automatic recurring payment option for convenient transactions that will pay on time each month.

For detailed instructions, go to **Pay Your Bill Online instructions**.

Online Billing Support: You can view a history of your bills online, which means you do not have to save your paper bills. Plus, you can go green and stop paper bills from being mailed to your home. View all your bills online and print what you need, when you need it.

Each month you will receive an e-mail advising you that your new bill is ready to view.

For detailed instructions, go to **View Your Bill Online instructions**.

- Paperless Billing
- Save time, money and the environment by receiving your bill online rather than via the U.S. mail. You can view your bill online at your leisure on our secure site. It easy!

For detailed instructions, go to **Set Up Paperless Billing**.

Telephone Payments, Payment Arrangement and Account Balance

Our automated telephone customer service system is available 24 hours a day, 7 days a week for your convenience.

Call us at **800.640.9549** to check the balance on your account or to make a full or partial payment using your credit card.

Contacting Technical Support

Many common Technical Support questions can be answered for you 24 hours a day, 7 days a week at our web site Support Center or by our telephone Self-Help options.

To access our web site Support Center, go to **consolidated.com/supportpage**.

Billing

Billing Inquiries

Visit our Web site at **mycci.net**. Click on **Support** for any billing questions.

Call: 844.YOURCCI (844.968.7224)

Monday – Friday, 8 a.m. to 6 p.m.

Bill Features

Combined Bill

CCI offers you the advantage of all your communications services from one source, on one bill — and the opportunity to save with our bundled discounts. You will receive a single bill for all your services, which will display the following:

- Applicable installation charges.
- Prorated charges covering the service period, from the date of installation to the first day of your new billing period.
- Charges for the first full month of service.

Prorated Charges

CCI bills you for your service from the day it begins until the day service is discontinued. This results in prorated (partial-month) charges appearing on your first bill. Examples of prorated charges:

Adding a service

When any service or piece of equipment is added to an account, the change in service will be reflected on the next month's bill. The bill will include a prorated charge for the service connected during the previous billing period and the applicable monthly recurring charge for the current billing period.

Removing a service

When any service or piece of equipment is removed or discontinued, it will be covered as a single-line item adjustment that will credit the account from the date that the service was removed through the end of the billing period. If the service is discontinued but the equipment is not returned, a debit may be made to the account on the final bill.

Billing Policies

- All monthly recurring charges are billed in advance.
- Nonrecurring charges and usage fees (for long distance calls, video on demand, etc.) are billed in arrears for service(s) rendered since the prior billing cycle.
- Any changes made to your service options will be reflected on your next month's bill.

Understanding Your Bill

(See sample on pages 68-69.)

Your Account Information

When you receive your first bill, please verify the name (person responsible for payment of the bill) and address on your bill.

Your account number, invoice number, service period and invoice date

- Your account number should be included on your check or money order and on all correspondence.
- The invoice date is the first day of your monthly service period.
- Future invoices will be processed on the same day of each month.

Payment due date

Payment needs to be received on or before the payment due date in order to avoid late charges. Our Customer Care Center phone number and address are provided on the invoice for your convenience.

Feature announcement area

This section contains monthly information bulletins and updates.

Remittance slip

Include the remittance portion of your invoice with your payment. For billing address changes, complete the reverse side of the payment remittance portion of your invoice.

Previous balance

This includes:

- All service charges reflected on your previous month's invoice.
- Any current credits and/or applicable adjustments.
- Any payments received since your last invoice period.

Monthly recurring items

- Recurring charges include all monthly service charges for telephone, high-speed Internet, and digital television service.
- If your service was installed, or if you made changes to your service, this amount may also reflect prorated charges.

Service connection/change charges

These charges include all nonrecurring charges (installation fees, etc.).

Usage charges and pay-per-use services

These charges include all local and long distance usage charges and pay-per-use services (video on demand and pay-per-view movies).

Taxes, surcharges and regulatory fees

Please see your bill for details.

Total amount due

This calculation includes any previous balance and your current monthly charges.

Optional payment methods

You may pay your bill with a check, money order, credit card or automatic payment.

Payment return address

Be sure this address shows through the window of the return envelope. If you need more information please go to our web site: **consolidated.com**

Consumer Tips

Avoiding Late Fees

CCI reserves the right to charge applicable late fees if payments are not received by the due date.

Ensuring a Good Credit Rating

- Payment received on or before the "payment due" date ensures uninterrupted service and a good credit rating.
- Remember to put your customer account number on your check or money order and enclose the bottom portion of your statement with your payment.
- Make checks payable to Consolidated Communications. Include your CCI account number on the check to assure your payment is credited to the correct account.

Moving to a New Location

- If you are moving and need to disconnect or transfer your CCI service, call us as far in advance as possible before your move date. If you want to continue CCI service at your new home (within our service area), we can schedule a convenient transfer appointment.
- If you are moving out of our service area, please call one of our Customer Care representatives to place your disconnect order and to make arrangements for the return of any equipment supplied by CCI.

Sample Bill

		Date Due: May 30, 2010 Account ID: 776052-0001 TOTAL DUE: \$268.25	
☐ Check here and see reverse for address correction		Amount Enclosed: _____ Please make check or money order payable to SureWest and put your account number on the check.	
John Q Sample 8150 A Industrial Ave Roseville, CA 95678		 SureWest P.O. Box 30687 Los Angeles, CA 90030-0687	

00007760520001000000000268252

		Page 1					
John Q Sample		<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Account ID</td> <td>776052-0001</td> </tr> <tr> <td>Bill Date</td> <td>May 1, 2010</td> </tr> </table>		Account ID	776052-0001	Bill Date	May 1, 2010
Account ID	776052-0001						
Bill Date	May 1, 2010						
Account Summary Thank you for being a SureWest customer. Bundle your services and save! Get super fast High Speed Internet, Digital TV and Home Phone for your home or business all from one regional provider. Thanks for making SureWest a part of your life.	PREVIOUS CHARGES No Balance Owed		\$0.00 \$0.00				
	CURRENT CHARGES SureWest Telephone *** SureWest Broadband - Internet *** SureWest Broadband - Digital TV *** SureWest Long Distance ***		\$0.52 77.76 913.02 17.85				
	*** Includes One Time Provisional Charges						
	CURRENT CHARGES DUE BY May 30, 2010		\$268.25				
	TOTAL DUE Basic Service Amount due this bill \$40.04		\$268.25				

Late Payment charges may apply. See pages 2 and 3 for details.

Questions about this bill or your account? Go to www.surewest.com/support and access information about understanding your bill from the Accounts and Billing section.

For Assistance Please Contact Us At:

- Customer Care:
- Technical Support:
- Online Support:

(916) 786-6161 or 1-866-SUREWEST
 811 or (888) 438-1811
www.surewest.com/support/

00007760520001000000000268252

A ACCOUNT ID

Otherwise known as the "Customer ID" this unique number allows CCI to quickly identify your account and process your requests in a timely manner. This number consists of your Account ID plus your Bill ID. Some customers could have more than one bill or end with bill 0002.

B CURRENT CHARGES

The current charge for monthly recurring charges for each service including prorated charges as well as toll and video pay-per-view charges.



John Q Sample

Page 3

Account ID	778052-0001
Bill Date	May 1, 2010

Telephone	MONTHLY CHARGES May 1, 2010 - May 31, 2010	1.90
	PRORATED CHARGES/CREDITS In Service to Bill Date (04/19/2010 - 05/01/2010)	0.80
	SURCHARGES California High-Cost Fund B Surcharge California Relay Service and Communications Devices Funds CPUC Funding Surcharge Rate Surcharge Universal Lifeline Telephone Surcharge	0.01 0.01 0.01 0.28 0.04
	TAXES 911 State Tax Federal Excise Tax	0.02 0.00
	Subtotal for Telephone Service	3.25
Telephone (916) 786-4038	SERVICE LOCATION 9150 A Industrial-Rue Roseville	
	MONTHLY CHARGES May 1, 2010 - May 31, 2010	
	Access Line(s) - Unmeasured **Call Return **Call Waiting/Cancel **Caller ID **Selective Call Forwarding **Three-Way Calling **Residential Zone Calling Plan **Local Select (DISCOUNT) Network Access for Interstate Calling	19.90 3.90 4.90 4.90 3.90 3.90 19.90 33.90CR 6.90
	PRORATED CHARGES/CREDITS In Service to Bill Date (04/19/2010 - 05/01/2010)	13.80
	California High-Cost Fund A Surcharge California High-Cost Fund B Surcharge California Relay Service and Communications Devices Funds California Teleconnect Fund Surcharge CPUC Funding Surcharge Federal Universal Service Surcharge Rate Surcharge Universal Lifeline Telephone Surcharge	0.06 0.20 0.08 0.01 0.09 1.29 3.91 0.40

C PRORATED CHARGES/CREDIT

This charge covers the time from the date you started service to the beginning of your first billing cycle. You may also see this charge after a service change or on your last bill.

E CALLING PLAN

These features are all included in your select calling plan. The long distance toll charges appear under the SureWest Long Distance section.

D SURCHARGES AND TAXES

For a complete listing and description of the surcharges and taxes please go to surewest.com/taxesandsurcharges.

F NETWORK ACCESS FOR INTERSTATE CALLING

FCC access fee – Please refer to page 2 of your bill for more details.

Maintenance

Battery Backup for Telephone Service

Your telephone service requires electrical power from your home to operate and in case of a power outage a battery backup is used to provide this service. You will not be able to make any calls, including 911 calls, during a power outage if your battery backup unit is not operational. CCI only provides a backup battery option for use during a customer's commercial power outage. While other backup power solutions exist, CCI does not have specific knowledge of these alternate backup solutions. If you decide that you want additional backup power during a commercial power outage, you should contact an appropriate energy contractor/dealer that specializes in the design and installation of power backup systems.

Battery Life:

The battery backup unit will provide phone service for up to 8 hours during a power outage. Use your telephone sparingly during a power outage because the more you use it, the faster your battery backup power will be used up. This will reduce the time available for emergency calls. For those living in areas where long power outages occur, we recommend that you have other available means (e.g. cell phone) of contacting help in an emergency, or that you keep a spare battery handy for replacement.

Some battery backup units have an emergency reserve to protect you in an emergency. Once your telephone and battery powers off after a power outage and you need to make an emergency phone call, press the Battery Emergency Use button once to have up to one hour of extra battery life for talk time. After the button is pushed, all remaining battery life is used once the battery power is drained.

Alerts:

In the event of a power outage, some battery backup units will alert you with an audible alarm that they are supplying power from the battery. You can silence this alarm by pushing the alarm silence button.

Placement:

You will be provided options regarding where to place the battery backup unit, subject to the following conditions:

- Distance
- Home utility entry points
- Services ordered

Cordless Phones:

Cordless phones need electrical power to operate and thus will not work during a power outage because the cordless phone base unit will not have any power. Your backup battery power does not back up your cordless phones or other equipment you may have connected to the telephone line that require electrical power. We recommend keeping a corded phone (one that does not need electrical power to operate) either plugged into a telephone outlet or have one handy to plug in during a power outage. Or have other backup power on hand to supply electrical power to your cordless phones or other equipment you may have connected to the telephone line.

Warranty:

CCI provides a 90-day warranty on the battery, during which time we will replace it for free. If your battery fails during this 90-day period, please call us at: **844.YOURCCI** (844.968.7224).

After the 90-day warranty period, it is your responsibility to monitor and replace the battery when necessary. Expected battery life is 3 to 5 years. Note that battery age and the temperature of the environment in which it operates both affect battery life. The battery alarms will indicate when the battery needs to be replaced.

Replacement:

Battery replacement is a safe procedure, isolated from electrical hazards. You may leave the battery backup unit and connected equipment on for this procedure.

- **Replacement batteries can be purchased at:**
 - **Any Consolidated Communications customer service center for \$34.99**
 - **Retail stores such as:**
 - BatteriesPlus
 - Fry's Electronics
 - Radio Shack
 - **Online from numerous companies' websites, including the stores listed above**

If you go to a battery store, we recommend taking your old battery with you to ensure purchase of an exact match.

Recycle:



When you replace the sealed lead-acid battery in your battery backup unit, dispose of your old battery properly. All batteries are considered hazardous waste. California law requires that they must be recycled, or taken to a household hazardous waste disposal facility, a universal waste handler, or an authorized recycling facility. In most situations, except purchases made online, wherever you purchase your replacement battery will accept your old battery for recycling. If needed, visit the Call2Recycle website to find a recycling location near you: **call2recycle.org**

Maintenance

Types of Battery Backups:

As a CCI customer you will have one of the following Battery Backups:

- 1. Allied Telesis DUPS-1232GI (AT-IMG008)



- 2. APC ES 750



- 3. APC PowerShield CP24



- 4. APC PowerShield CP27U13 U12



- 5. APC PowerShield CP24D12



Please see below for instructions and information on the Battery Backups listed above.

1. Allied Telesis DUPS-1232GI (AT-IMG008)

Indicator Signals:

	System Status	
	Battery Power	
	Replace Battery	
	Auxiliary Power	
	Alarm Silence	
	Battery Emergency Use	

TYPE	SYMBOL	CONDITION	ALARM ACTION
System Status		System ON and normal, idle or discharging	ON GREEN
Battery Power		Battery Charging	OFF
		Battery Discharging	ON
		< 45% capacity remaining	FLASH GREEN
Replace Battery		Battery failed self test	ON RED
Auxiliary Power		Aux source connected to unit	ON GREEN

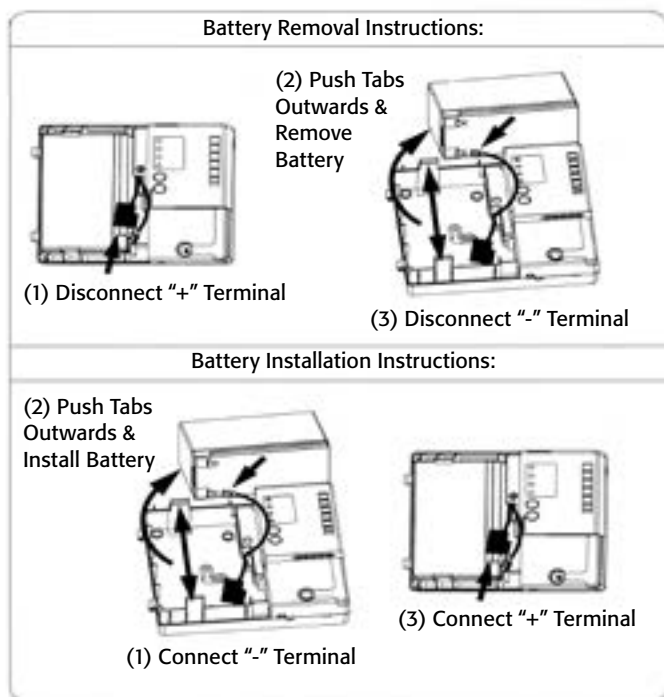
The ALARM SILENCE button is used to silence the battery backup unit's alarm. The BATTERY EMERGENCY USE button provides power for an emergency call in the event of a lengthy power outage.

TYPE	CONDITION	BUZZER
Input Power Fail	Loss of input power	None
Replace Battery	Battery failed self test	Beep once every 15 minutes
Low Battery	< 45% capacity remaining	None
ON Battery	Battery being discharged	None
Battery Missing	No battery installed or battery disconnected	None

Maintenance

Battery Replacement:

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover



2. APC ES 750

In order to maintain maximum emergency telephone service capability, avoid plugging any other devices into the top row of 5 battery backup outlets. You can use the bottom row of 5 surge-protected outlets as a power strip for any devices you may wish to connect.

Indicator Signals:

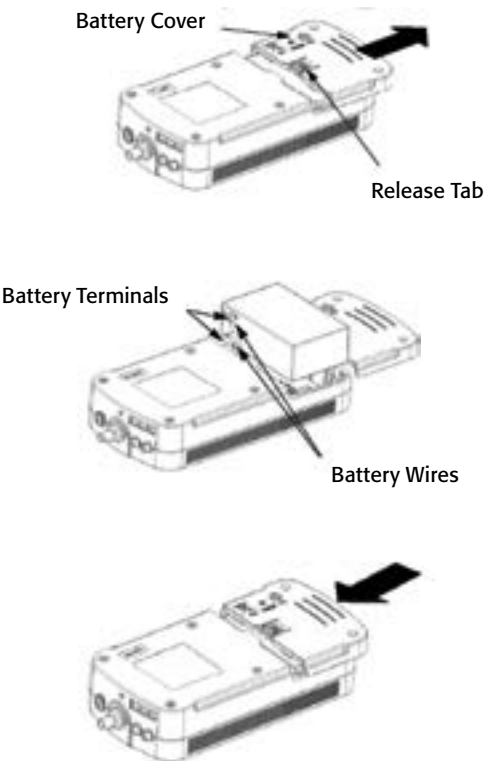
Status	Visual Indications (Power On- Green Replace Battery- Red)	Audible Indication	Alarm Terminates When
Power On - UPS is supplying conditioned utility power to the load.	Power On LED - ON	None	Not applicable
On Battery - UPS is supplying battery power to load connected to Battery outlets	Power On LED - ON (off during beep)	Beeping 4 times every 30 seconds	UPS transfers back to Power On operation, or when UPS is turned off.
Low Battery Warning - UPS is supplying battery power to the load connected to the Battery outlets and the battery is near exhausted	Power On LED - flashing (every 1/2 second)	Rapid beeping (every 1/2 second)	UPS transfers back to normal operation, or when UPS is turned off.
Replace Battery - The battery is disconnected. The battery is in need of charging or is at the end of its usual life and must be replaced	Power On and Replace Battery LEDs - flashing(alternating) Replace Battery LED - flashing	Constant tone Constant tone	UPS is turned off with the power switch
Overload Shutdown - During On Battery operation a battery power supplied outlet overload was detected	None	Constant tone	UPS turned off with the power switch
Overload Alarm - Online power exceeded Back-UPS capacity.	Power On LED - ON	Constant tone	Equipment power plugs are moved from Battery Backup outlets to Surge or Client outlets.
Sleep Mode - During On Battery operation the battery power has been completely exhausted, and the UPS is waiting for utility power to return to normal.	None	Beeping once every 4 seconds	Utility power is restored, or if utility power is not restored within 32 seconds, or the UPS is turned off.
Building Wiring Fault - Your building wiring presents a shock hazard that should be corrected by a licensed electrician.	Building Wiring Fault LED (red) - ON	None	UPS is unplugged, or is plugged into a properly wired outlet.

Maintenance

Battery Replacement:

Replace the battery when the Replace Battery Indicator light is flashing.

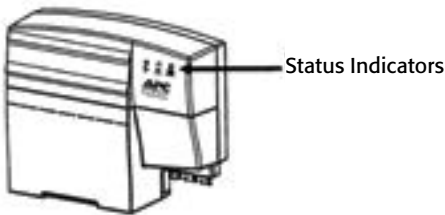
1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation



3. and 4. APC PowerShield CP24U12 & CP27U13

Then only difference in the CP24U12 & CP27U13 is the alarm silence indicator. CP24U12 does not have this feature.

Indicator Signals:



Indicator	Description
Utility 	Solid green indicates the unit is on utility power. Solid yellow indicates that utility power is not present and the unit is on battery power. Flashing green LED indicates the unit is fast-charging.
Output 	Green indicates the unit is working properly and DC output power is provided by the battery or the utility power.
Replace Battery/ Alarm Silence  / 	Red indicated that the battery must be replaced or that the battery is disconnected. See Battery Replacement . Pressing this button will silence the audible alarm. See Alarm Silence Button .

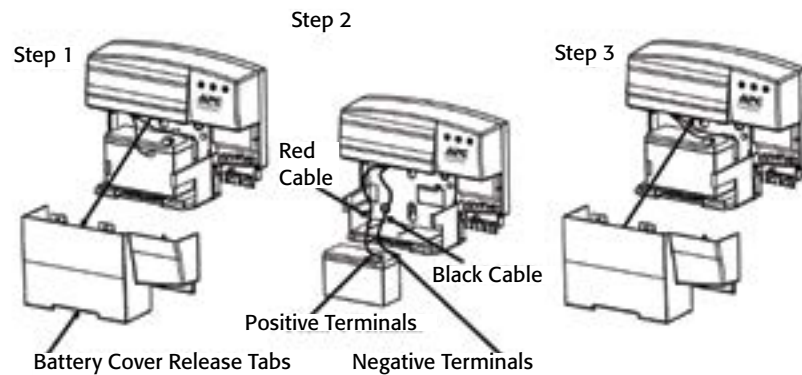
Audible Alarm

Explanation	Description
On Battery	Four beeps in four seconds will be emitted one time only. This alarm will sound when the utility power is lost and the unit goes on battery power.
Low Battery Voltage	Every five minutes, four beeps in four seconds will be emitted. This alarm will sound when operating on battery and the battery voltage has dropped below threshold, indicating that less than 20% of available runtime remains.
Replace Battery	Every fifteen minutes, there will be a quarter-second beep when the battery fails the automatic self-test.

Maintenance

Battery Replacement:

1. Use the indicator lights to confirm that battery replacement is required
2. Open the battery compartment cover
3. Remove the old battery from the battery compartment
4. Remove the positive (red) and negative (black) leads from the old battery
5. Attach the negative (black) and positive (red) leads to the new battery
6. Insert the new battery into the battery compartment
7. Close the battery compartment cover
8. Use the indicator lights to confirm proper battery operation



5. APC PowerShield CP24D12

If your battery needs to be replaced on the APC PowerShield CP24D12 battery backup unit, call SureWest at **844.YOURCCI** (844.968.7224). We will replace your entire battery backup unit for free.

Troubleshooting

Digital TV Troubleshooting

Important Note: If all your CCI services are down, please check the power to the CCI equipment in your house.

By performing basic troubleshooting before you call our Technical Support team, you can often resolve the problem immediately and save time. Try using the following steps:

- **Check power to equipment** – Verify the electrical outlet has power and power cord is securely plugged in to TV, set-top box, DVR, etc.
- **Check cables and connectors** – Make sure all cables and connections are securely connected to your TV and each piece of equipment.
- **Power cycle the set-top box** – The black power cord must be unplugged from the back of the set-top box for 10 seconds and then plug it back in. Wait for the setup to complete until you see a picture.
- **Verify TV is on the correct input channel** – Press the TV/Video button on the remote until you see a picture.
- **Verify TV is on the right channel** – Channel 3 or 4.
- **Remote Issues – Replace batteries** – Verify the batteries are not dead/low.

Internet/Data Troubleshooting

If you are unable to connect to the internet or access the web:

1. Check cables and connectors – Verify that the cord coming from the wall to your router/computer is securely plugged in.
2. Power cycle your DSL modem router (Linksys, Netgear, D-Link, etc.) and/or your computer. Turn OFF the power to these devices. Wait 10 seconds. Follow this sequence when turning ON the power – DSL modem, router and then your computer.
3. Disable any firewall/security software – Norton firewall, Norton Security, McAfee, Zone Alarm, etc.
4. Connect your computer directly to the data wall jack/DSL modem – disconnect any personal routers/switches.

Troubleshooting

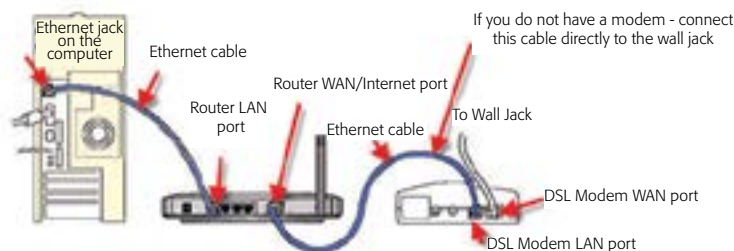
Internet/Data Troubleshooting (cont.)

If you are having speed issues:

1. By having a wired or wireless router this will reduce your Internet speeds (10% - 20% estimate) depending on the condition/model of your equipment.
2. Power cycle your DSL modem router (Linksys, Netgear, D-Link, etc.) and/or your computer. Turn OFF the power to these devices. Wait 10 seconds. Follow this sequence when turning ON the power – DSL modem, router and then your computer.
3. Run a speed test at speedtest.surewest.net and keep a note of the test results. Check your SureWest bill to verify which Internet speed package you are subscribed to. If the speed test results are significantly slow, disconnect the wired/wireless router and connect your computer directly to the wall jack or DSL modem. Run the speed test again.
4. Check your computer for viruses/spyware. Free scan is available on www.trendsecure.com/portal/en-US/

If you are installing a personal router:

- Turn off the power on your computer, router and/or DSL modem.
- Securely connect an end of an Ethernet cable to your computer, as shown.
- Securely connect the other end to any of the router's four LAN ports.
- Connect a second Ethernet cable from the router's single WAN/Internet port to the SureWest DSL modem or data wall jack.
- Follow this sequence when turning ON the power – DSL modem, router and then your computer.



Voice/Phone Troubleshooting

No dial tone, static or hum on the line:

- Unplug each piece of equipment you have plugged into the telephone jack for this line.
 - Begin with computers, cordless phones and answering devices
 - After each phone is unplugged, check for dial tone on the next piece of equipment before unplugging it.
 - If dial tone is working, then the last piece of equipment (that was unplugged) most likely caused the trouble.
- When you get to the last piece of equipment, if you still have no dial tone, unplug it and plug one of your other phones back in to check for dial tone.
- If you still have no dial tone, run a simple test on the Standard Network Interface (SNI). It is a gray box about 6" by 9". It is usually located outside your house and normally near the electrical panel. Here you can determine whether the problem involves the inside wiring of the house or outside wiring.



*The SNI test only applies to customers in the Roseville, Citrus Heights and Antelope areas who have traditional standard access line service.

Once you locate the SNI, you can open it with a flat head screwdriver in order to gain access to the test jack. Inside you should find a test jack for every phone line within the house; each line should be labeled with the corresponding phone number. The test jack has a small cord with a modular plug inserted. Unplug this cord from the test jack and plug your working phone directly into it.



Listen for dial tone and quality of the line through the phone's earpiece. If the connection shows no improvement or you still have no dial tone, call our technical support department at **844.YOURCCI**. If the test is good at the SNI, that means the problem is with the inside wiring or jacks.

If you have the CCI Inside Wire maintenance plan, we will make the repairs for you.

If you do not have the CCI Inside Wire maintenance plan, you may do your own repair work, hire someone to do the repair work for a fee or hire SureWest to do the repair work for a fee.

There are many other voice-related trouble types, e.g., can't call long distance, calling party gets a recording, can't hear or be heard, etc. When you call to report such trouble, it is important to provide as much detail as possible. "What number were you dialing", "what recording are you reaching", etc.

If you have recently purchased new phones and they aren't working or certain features aren't working, then please be ready to provide us with the make and model of the phone and whether it is corded or cordless.

Troubleshooting

Digital Phone Troubleshooting (for customers in greater Roseville area)

If you are experiencing no dial tone or noise on the line, follow the instructions below depending on the piece of equipment installed in your house:

**Comtrend 5631T or
Nexus 5361T DSL modem with Innomedia/ATA**



RG634



1. Unplug the power cable from the equipment above.
2. Wait 30 seconds then plug the power cable back in and ensure it is secure.
3. Test your phone to verify if you have dial tone now.

Verify all the physical connections are good

Ethernet cable from WAN port on Innomedia/ATA should be connected to Comtrend DSL modem LAN 3x (if you have CCI video service) or LAN 4x (if you do not have CCI video service)

Your computer/router should be directly plugged into Comtrend DSL modem LAN port 1x or 2x.

If service is still down...

Disconnect the existing cable from Phone 1/Phone 2 on Innomedia. Connect a hardwire phone directly into that same jack. Check for dial tone.

Disconnect the existing cable from Tel 1/Tel 2 on RG634. Connect a hardwire phone directly into that same jack. Check for dial tone.

Note: If a dial tone is present when the phone is directly connected to Innomedia/RG634 that would indicate a problem with the house inside wiring. If there is no dial tone that would indicate a problem with the SureWest equipment.

Please contact our Technical Support Department (open 24 hrs) at **844.YOURCCI** (844.968.7224) for additional assistance.



...but you can call us CCI



844.YOURCCI | consolidated.com