

Attention: Premium Channel Customers!

MCV Broadband is replacing the current premium channel delivery system with a new addressable set-top box system. If you subscribe to one or more of the following channels, you will need to stop by the MCV Broadband office on the 2nd floor of the Marianas Business Plaza and pick up a cable box:

Channels that will require a box:

- HBO**
- Cinemax**
- Showtime**
- The Movie Channel**
- STARZ!**

The person picking up the boxes **must be the account holder** and present a picture ID. There is no installation charge. Each account gets the first box at no monthly charge; additional boxes are \$3.64/each per month. If you have questions or concerns, please call MCV Broadband at 235-4MCV or go online at www.mcvcnmi.com.

*KACV (Korean Channel) and GMA Pinoy TV channel customers are already on the addressable box system. These customers do not need another box for the above premium channels.

Frequently Asked Questions

Q: Is there an install charge or monthly charge for the box?

A: There is no installation charge if you come in to pick up a box. The first box has no monthly charge; each additional box is \$3.64 per month.

Q: Why would I need more than one box?

A: You will need a box on any TV that you wish to see the listed premium channels.

Q: Do I have to get the box? Can't I just keep it the way it is now?

A: You will need a box to view any of the listed premium channels. You will not be able to view the channels without a box.

Q: Do I need a box to just get Basic Cable service only on my TV?

A: No, our Basic Cable service does not require a box. Only TV's that have the listed premium channels require a box. However, the box will control both premium and basic channels on the TV when it is installed.

Q: How big is the box? Does it come with remote control?

A: Our box is about half the size of a standard VCR. The remote control function comes with the service.

Q: Can I use my own remote control instead of MCV Broadband's?

A: You can use your remote for all functions except changing the channels. The channels will be controlled by the box, which comes with a remote. A universal remote could work with the system.

Q: What about hooking up the VCR, video games, and DVD players. Will they work with the box?

A: Yes.

Q: I don't want my kids watching premium channels while I am away. Does it have parental control?

A: Yes, you can block any channels on the box, premium or basic.

Q: How long does it take to install the box?

A: Normally, just a few minutes. There is some paperwork that needs to be filled out.

Q: What if I lose the box or don't return it? Is there a deposit?

A: Customers will be responsible for all boxes they sign for. If the box is stolen or unreturned, the customer will be charged \$250 per box. There is no general box deposit charge at this time.