



Welcome



SHENTEL[®]

Always connected to you

1-800-SHENTEL

Visit our website at **www.shentel.com** for the most up-to-date channel line-ups and product information.

WELCOME TO SHENTEL

Dear Customer:

On behalf of the entire Shentel team, I welcome you to Shentel. We are excited you have chosen to be part of the growing number of satisfied customers who are receiving their High-Speed Internet, Home Phone and Digital Television services from Shentel.

Shentel takes great pride in being a customer-oriented company that puts you first. This is a job we have been doing since 1902.

Whether you are a brand new Shentel customer or are upgrading your services, we look forward to the opportunity to serve you. We recognize that you have options when considering your TV, Internet and Phone services, and we appreciate that you chose Shentel. It is our goal to give you the best value for your dollar. We strive to provide you with the reliable services and product offerings you expect. We are committed to giving you exceptional customer service. If you do have a problem, please call 1-800-SHENTEL or contact us through our website, www.shentel.com. We are available to take your call 24 hours a day, 365 days a year.

Welcome to Shentel. We look forward to serving you.

Sincerely,



Julie Wagoner
Vice President, Customer Service & Technical Support

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Shentel PowerHouse Internet brings you Internet service that is easy to set up, easy to use and is always connected. All speeds not available in all areas. Actual speeds may vary and are not guaranteed

WITH SHENTEL POWERHOUSE INTERNET, YOU'LL ALSO EXPERIENCE:

- Ultra fast downloads
- Speeds from 50 Mbps up to 1 GIG (1,000 Mbps)
- WebMail
- Technical support 24 hours a day, 7 days a week

WE OFFER MANY LEVELS OF POWERHOUSE INTERNET SERVICE TO LET YOU WORK, PLAY AND EXPLORE FASTER.

- **1 GIG (Data Allowance 3 TB)**:** Download HD content instantly and stream services like Netflix and Hulu on multiple devices at the same time. Hard core gamers can take on real-time challenges and large file sharing is a breeze. Includes Wall to Wall WiFi for free! Great for 12+ devices.
- **300 Mbps (Data Allowance 1.5 TB):** Everyone can go online at the same time and you'll love the ridiculous speed. Good for heavy usage activities such as streaming and online gaming. Great for 9 to 11 devices.
- **150 Mbps (Data Allowance 1 TB):** Ideal for telecommuting or for busy homes using multiple devices at the same time. Great for 6 to 8 devices.
- **50 Mbps (Data Allowance 500 GB):** You can do homework, office work, and surf the web. If you take advantage of real time streaming programming, you will love 50 Mbps! Great for 2 to 5 devices.

**Actual speed may vary based on number of connected devices, device age, device hardware capabilities, external routers, malware/viruses, internal wiring, and other issues which are outside of Shentel's control and are not guaranteed.*

***1 Gig speed claim represents maximum network capabilities through a wired Internet connection. Wirelessly connected devices will see an additional reduction in Internet speed. Download speeds are typically up to 940Mbps to the modem for 1 Gbps Internet due to overhead capacity reserved to deliver the data. All in-home equipment must be Gig-E capable to receive full benefits of 1 Gbps speed on that device. Subject to eligibility guidelines and other restrictions may apply.*

HOW TO CONNECT A CABLE MODEM

1. Connect the coaxial cable, power and Ethernet or USB cables to the cable modem in the ports labeled for each.
2. When the “Online” light on the front of the modem is steadily lit, this means you are connected and can proceed.
3. Connect the USB cable or Ethernet cable to your PC.



HOW TO RESET YOUR MODEM

1. First, make sure your computer is turned completely off.
2. Disconnect the power cord from the back of the cable modem or from the electrical power source/outlet.
3. Disconnect the power from the router. If you do not have a router, disregard this step and continue to step
4. After waiting approximately 30 seconds, reconnect the power to the cable modem.
5. Wait another minute to allow the modem to acquire a signal or reconnect.
6. Reconnect the power to the router. If you do not have a router, disregard this step and continue to step
7. Then restart your computer. The modem connection light will be solid.
8. Attempt to surf to two web pages to verify good connectivity.

Many of our customers choose to install home networking devices. While Shentel does not provide set-up or service support for this option, the following information provides an overview if you are thinking about home networking.

A home network allows you to share your Internet connection on all of your PCs, game consoles, smart phones and printers. This allows you to have devices in multiple rooms of your home and still have the ability to connect to the Internet.

You can connect your computers and all of your devices together either through cables (wired) or through a wireless modem. A wired connection will give you the maximum speed your Internet plan allows. However, a wireless connection will always suffer a slight reduction in Internet speed as compared with a wired connection. Information travels over the cables or radio frequencies, allowing network users to share a High-Speed Internet connection, play interactive games, exchange files, and print to the same printers.

WIRED TECHNOLOGY

The most popular wired technology is called Ethernet and connects computers and other equipment (e.g., printers or other computers) together with cables (wired). These cables are called Ethernet cables or Category 5 cables.

WIRELESS TECHNOLOGY

This technology connects computers together without wires. Wireless networks are currently the fastest growing type of networks in the U.S. because users can set them up without running cables between their computers. They also allow a user with a laptop the freedom to roam about their house, or in some cases, their front or backyard, and still maintain access to the Internet and the rest of this network.

You must have a home WiFi router that will support wireless services for your PCs and other home devices such as game consoles, iPads, iPods and smartphones. Wireless network adapters (also known as wireless NICs or wireless network cards) are required for each PC on a wireless network.

Most newer laptop computers incorporate wireless adapters as a built-in feature of the laptop. Separate add-on adapters may be required for desktop computers.

In order to take advantage of a wireless network in your home, you'll need to make sure your computer has the right gear. Most new laptops and some of the new desktop computers come with built-in WiFi transmitters to support wireless home networking.

Your WiFi signal is broadcast equally in all directions, starting at the modem. We recommend placing your modem in a central location in your home to give you the maximum reach.

Many things in your home can interfere with your WiFi signal. Avoid placing your modem near items such as large metal objects, home appliances, mirrors, aquariums, TVs or game consoles. You should also keep the modem as far from concrete or brick walls as possible.

INTERNET SECURITY & DATA PROTECTION

Your Internet service comes with Internet protection services through Tech Home Security. Now you can protect your data and your device against the latest online threats and back up some of your most cherished memories on the cloud. The Tech Home Protect plan includes:

- Security for one computer and one mobile device
- Antivirus and Web Security
- 50 GB File Backup
- Password Keeper
- Virus Removals
- Parental Controls

For more information visit www.shentel.com/techhome

Home Networking details are not currently supported by Shentel and are listed here for informational purposes only. Equipment listed is not currently available for purchase or leasing from Shentel.



THE WAY WIFI IS MEANT TO BE

This is more than WiFi, it's whole home coverage. Wall to Wall WiFi is a full coverage Wireless Internet option for your house. Do you have a nook? What about a cranny? Wall to Wall WiFi has it covered! This enhanced system will cover your house like never before, helping to eliminate those pesky dead zones and buffering videos.

Wall to Wall WiFi also gives you and Shentel the ability to better diagnose any problems you may be having with your signal in the home. Let's face it, who isn't tired of calling in and being told to restart the modem? Wall to Wall WiFi will take you a step in the right direction to fixing the connection and signal without all of the guess work. You'll be able to use an app, on a mobile phone or tablet, to see any devices (even problematic devices), distance from signal, the ability to add or kick users from the network and so much more.

IT'S NOT JUST WIFI

- Certified WiFi coverage for your entire home.
- Mobile App to monitor your WiFi network.
- Details about the connectivity of each device.
- Whether devices are too far from the router.
- Manage who has access to your wireless network.
- Parental controls and timers to limit internet usage.

You can find out more information about Wall to Wall WiFi at www.shentel.com/walltowall

Shentel Home Phone service provides reliable phone service to your home over our fiber optic/coax network. With our Phone service, you'll get crystal-clear calls every time — even on international calls.

LOCAL HOME PHONE

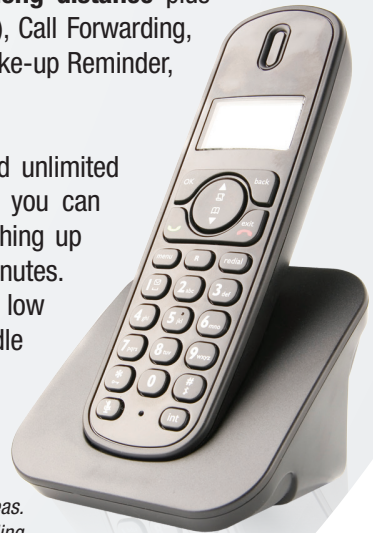
- Large local calling area, plus in-state and out-of-state long distance for just 4¢ per minute.
- Easy to switch — Keep your existing phone number, or choose a new one.
- Great call clarity — Thanks to our fiber-optic enhanced network.
- 911 service.
- VoiceMail — Callers can leave you a message and you can access it easily from anywhere.
- 4 popular calling features: Caller ID, Call Waiting, Caller ID with Call Waiting and 8 Speed dials.

We make the switch easy — you can keep your current phone number and phones.

HOME PHONE—UNLIMITED

Get everything above with **unlimited long distance** plus additional features like Speed Dials (30), Call Forwarding, 3-Way Calling, Caller ID Blocker, and Wake-up Reminder, and more.

At Shentel, we offer unlimited local and unlimited local with long distance packages, so you can spend as much time as you want catching up and never worry about counting minutes. We promise your bill will be the same low rate month after month. Also, if you bundle your phone service with your TV and Internet services, you can enjoy even more savings!



Unlimited Long Distance is not available in all areas. Pricing subject to change. Unlimited long distance calling applies to direct-dialed calls from home to locations in the U.S. and Canada. Unlimited local applies to direct-dialed local calls from home to locations covered by the plan. Contact Shentel for applicable coverage areas. Service (including 911/emergency services) may not function after an extended power outage. Transfer of existing telephone number not always available.

USING YOUR VOICEMAIL

Never miss a call again! Whether you're on the phone already or unable to answer the ring, callers can leave you a message in your voicemail box.

SETTING UP YOUR VOICEMAIL BOX:

- Dial *96 from your home phone.
- You will need to enter your PIN and press #. The default PIN is the last 4 digits of your phone number. You will be prompted to change your password during your first login. To change your PIN follow the prompts to enter a new PIN.
- The first time you access voicemail you'll be asked to set up your greeting and select voicemail options. Please follow the prompts to complete your set up.

ACCESSING MESSAGES:

- You'll know you have a message when you hear a stutter dial tone on your phone. Some phones may have a voicemail indicator light.
- Dial *96 from home. If you are away from home, dial your home phone number, wait for your voicemail greeting to start and press *, followed by your PIN and #.
- Follow the prompts to listen to your message. Other options are available to forward, save or delete messages.

USING YOUR CALLING FEATURES

Caller ID with Call Waiting works together to let you know a second call is on your line. You can also switch between the two callers. When a second call comes in, you will hear a tone. If your phone has a Caller ID display, you will see the name and phone number.

- When you hear the tone, you can put the first caller on hold and switch to the second caller by simply pressing the flash button or by quickly tapping the hang-up button on your phone. Press it again to switch back to the first caller.
- If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call. When you hear this ringback, simply pick up your phone, and the original caller is still on your line.
- You can also ignore the second call and, after three tones, the second caller will be directed to your voicemail.

DISABLE CALL WAITING:

- Call Waiting is always on, but you can disable it on a per-call basis if you wish.
- Before you make your call, press *70 to disable Call Waiting during your next phone call.
- Call Waiting is active again with your next call.
- If you wish to disable Call Waiting while already on a call, press the flash button or quickly tap the hang-up button on your phone and then dial *70 during your call.
- If you have 3-way calling, press *70 during your call to disable Call Waiting.
- Call Waiting is active again with your next call.
- Enhanced Caller ID — See who is calling you before you answer the phone.

Speed Dial — Program any numbers you frequently call directly into your phone for easy access.

8 SPEED DIALS:

Dial *74, listen for a tone, then dial the single digit code followed immediately by the phone number. The single digit code ranges from 2 to 9 and designates a phone number. For example, dial 5 and then 555-0000 to designate 555-0000 as Speed Dial 5. You must listen for a confirmation tone and a second of silence before hanging up the phone. You can continue programming in the rest of your favorite phone numbers, up to eight.

30 SPEED DIALS:

Dial *75, listen for a tone, then dial the two digit code followed immediately by the phone number. Two digit codes range from 20 to 49. For example, dial 25 and then 555-0000 to designate 555-0000 as Speed Dial 25. Listen for a confirmation tone and a second of silence before hanging up the phone. Continue programming in the rest of your favorite phone numbers, up to thirty. Remember to record your speed dial numbers in a convenient location.

CALL FORWARDING

Forward all your incoming calls to any other phone, anywhere, whether it's your cell phone or a friend's house that is down the street or across the country.

TO FORWARD ALL INCOMING CALLS:

- Dial *72, listen for a tone, then dial the phone number you wish to have your calls forwarded to.
- To stop forwarding calls, dial *73 from your home phone.
- Note, if you forward your calls to a number that is outside your local calling area, calls will be measured and billed as a long distance call.

TO FORWARD INCOMING CALLS ONLY WHEN YOUR PHONE IS BUSY:

- Dial *90, listen for a tone, then dial the phone number you wish to have your calls forwarded to.
- To stop the forwarding, dial *91 from your home phone.
- Note, if you forward your calls to a number that is outside your local calling area, calls will be measured and billed as a long distance call.

3-Way Calling— Add another caller for one conversation between three people. This is a great feature for catching up with friends and family together on one call.

TO ACTIVATE:

- While on the phone with one caller, simply press the flash button or quickly tap the hang-up button on your phone, listen for a dial tone and dial the other phone number. Once the other person answers, press the flash button or quickly tap the hang-up button on your phone to bring both of you back to the original call.
- If the other person does not answer or their line is busy, simply press the flash button twice or quickly tap the hang-up button twice to rejoin the original call.
- If you hang up while a call is on hold, you will receive a ringback reminding you to reconnect the call. When you hear this ringback, simply pick up your phone and the original caller will be on your line.

INCOMING CALLS:

The name and phone number of incoming callers is automatically sent to your phone with Shentel's Home Phone service. Your phone's display screen or external Caller ID display shows this information.

OUTGOING CALLS:

As a default, your name and phone number will be displayed on outbound calls made from your phone.

Caller ID Blocker—You can disable your name and number from being displayed on outbound calls on a per-call basis. Dial *67, listen for the short double tone and then dial the number you want. Once you hang up, your Caller ID is no longer blocked for the next call.

Wake-up/Reminders—Easily program your phone to ring at a specific time of day or even to ring at a specific time daily or weekly. This is a great feature to use as a wake-up alarm or to help remind you of appointments.

INDIVIDUAL REMINDER ACTIVATION:

- Dial *310, listen for the prompt, then dial in the time you would like your phone to ring (in a 24 hour format), followed by #. An announcement will then confirm that the reminder has been set.
- When you dial in the time, use a 24 hour format. Example: For noon dial 1200, for 1pm dial 1300, for 1:30pm dial 1330, for 6am dial 0600, etc.
- You can have an unlimited number of reminder calls.
- To hear a list of all active individual reminders, dial *313 and follow the prompts.

TO CANCEL INDIVIDUAL REMINDERS:

- To cancel ALL individual reminders, dial *311 and confirm.
- To cancel ONE individual reminder, dial *312 and select the reminder you would like to cancel.

DAILY OR WEEKLY REMINDER ACTIVATION:

- Dial *314, listen for the prompt, then dial in the time you would like your phone to ring (in a 24 hour format), followed by #.
- Listen for the next prompt and select the frequency in which you would like your reminder to ring.

TO SELECT:

- Every Monday, dial 1#
- Every Tuesday, dial 2#
- Every Wednesday, dial 3#
- Every Thursday, dial 4#
- Every Friday, dial 5#
- An announcement will then confirm that the reminder has been set.
- Note, two reminders cannot be set up to ring at the same time.
- To check daily/weekly reminder settings, dial *317.
- Every Saturday, dial 6#
- Every Sunday, dial 7#
- Every weekday, dial 8#
- Every day, dial 9#

TO CANCEL DAILY OR WEEKLY REMINDERS:

- To cancel ALL daily and weekly reminder settings, dial *315 and confirm.
- To cancel ONE daily or weekly reminder setting, dial *316 and select the one you would like to cancel.

VOICEMAIL

To access messages from home, dial 96*. If you are away from home, dial your home phone number and press * and enter your PIN.

FEATURE	ACTIVATE	DEACTIVATE
Caller ID with Call Waiting	*65	*85
Call Waiting	Default active	*70
Call Forwarding (all calls)	*72	*73
Call Forwarding (busy)	*90	*91
Speed Dials (8)	*74	Empty until programed
Speed Dials (30)	*75	Empty until programed
3 Way Calling	Flash	Flash
Caller ID Blocker	Default active	*82
Caller ID Blocker (single call)	*67	
Do Not Disturb	*78	*79
Anonymous Call Rejection	*77	*87
Selective Call Rejection	*60	
Wake-up / Reminder (individual)	*310	*311 (all), *312 (one)
Wake-up / Reminder (daily or weekly)	*314	*315 (all), *316 (one)
Call Forwarding - Selective	*63	*83
Call Forwarding - No Answer	*92	*93

PHONE BATTERY BACKUP

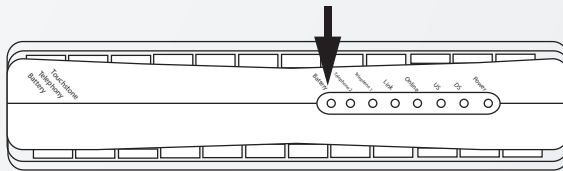
In the event of a power outage, your home phone will NOT operate unless your modem contains a battery. This includes unpowered, corded phones. You may purchase 8 or 24 hour battery backups for your modem which will allow an unpowered, corded phone to function during an outage when connected directly to the modem.

It is your responsibility to monitor the telephone modem battery. If the battery does expire, you will be unable to make or receive calls on your home phone during a power outage.

Your modem will tell you when the battery needs to be replaced. Under normal conditions, most modem batteries should not need to be replaced for several years. Your modem should have an indicator on the front panel which will start blinking when the battery needs to be replaced. For more detailed information on backup battery storage, use and handling, please visit hello.shentel.com/battery.

HOW TO ENSURE YOUR MODEM BATTERY IS WORKING PROPERLY.

To ensure that the battery in your modem is working properly, please take a moment to check the battery indicator light on the front panel of your modem (see diagram below). If you find that your battery needs attention, you may purchase a new 8 or 24 hour battery backup from your local Shentel store.



*See Page 30 for an important note about power outages.

BATTERY INDICATOR LIGHT

- ON = Battery Good
- OFF = Battery Missing
- Flashing = Battery Bad

HOW TO RESET YOUR MODEM

Please go to Page 3 for a complete set of instructions on how to reset your modem.

Everyone has a different opinion when it comes to watching TV. Some people like being able to choose from hundreds of channels. Others want to be sure that the picture on their new flat-screen TV looks great. With Shentel, you can have both! From Nickelodeon and Discovery to FOX News Channel and HGTV, you are sure to find plenty of entertainment for everyone in your household. You'll get the widest selection of Sports, Movies, Educational, and Kids programming available. Not only do we offer a wide variety of programming, it's all at an affordable price.

Shentel brings you more choices and more entertainment! We offer tons of channels, features and packages including:

- Starter
- Advanced
- Ultimate
- Premium Movie Channels
- High-Definition TV (HDTV)
- Pay-Per-View Movies and Events
- Parental Controls
- On-Screen Guide
- Digital Video Recorder (DVR)

PREMIUM CHANNELS

Some of the most exciting shows these days are found on the premium networks. If you subscribe to HBO®, Cinemax®, Showtime®, TMC®, Starz Encore®, you don't have to leave the comfort of your home to get the DVD, and there are no late fees. And if you're a sports fan, subscribe to Fans Choice to watch all your favorite sports!

Not all services are available in all areas. Basic service subscription required to receive other levels of service. Certain services available separately or as part of other levels of service.

Pair your HDTV set with our large and growing selection of HD channels, and you'll be amazed by the crystal-clear picture and digital sound. High-Definition television (HDTV) is a digital television format that delivers sharper, wider and more life-like pictures plus Dolby® Digital 5.1 Surround Sound. HDTV offers an increase in picture quality by providing up to 1,920 active horizontal pixels by 1,080 active scanning lines (1080p), representing an image resolution of more than two million pixels. This means you get to watch television like never before! Watch widescreen versions of movies, enjoy sports like you're right there in the stadium, and experience the true colors and crisp details of landscapes, travel programs and documentaries!

TO RECEIVE HDTV YOU MUST HAVE THE FOLLOWING:

- Your High-Definition television set
- A Shentel HD capable set top box and either a HDMI or component cables.

Shentel is proud to offer a wide variety of High-Definition channels.



HD service is not available in all areas. HD programming limited to programming provided to Shentel in HD format. Monthly HD equipment charge applies.

SO MUCH MORE THAN A DVR

We have partnered with TiVo to bring you a TV experience like never before! With TiVo, you can use the integrated search feature to find your favorite shows, movies, actors, musicians and songs on any channel or in any app on the TiVo. It's features like this that put the TiVo on a whole other level!

TIVO GIVES YOU ALL NEW CAPABILITIES:

- **VOICE CONTROL:** Say it. Watch it. It's that easy. With a voice-control remote, you can speak naturally to manage your TiVo. Try saying "Show me comedy movies," or "Football games on right now."
- With a single search, TiVo will always find what you are looking for, even if it's through a streaming service like Netflix or Hulu.
- Use TiVo to access music, online videos, view your personal content and much more!
- Record up to 6 shows at one time & save up to 1,000 hours of programming.
- Pause a show in one room, and pick it up in another.

TIVO GETS YOU

TiVo learns the types of shows and entertainment you truly enjoy and helps cuts through the clutter to help find new things you'll enjoy.



TIVO[™]



*For a complete TiVo Guide or more details regarding TiVo,
visit shentel.com/tivosupport*

WATCH TV ON YOUR TERMS

With Shentel DVR (Digital Video Recorder), your remote might start feeling like a magic wand! That's because a DVR gives you the power to control what and when you watch TV. You'll never miss a big sports play or your favorite program ever again! Pause live TV if you need to answer the phone or let the dog out. When you're ready, simply click your remote and the live action resumes right where you left off. Recording an entire series of your favorite television show has never been easier — all without tapes or timers.

SHENTEL DVR GIVES YOU THE ABILITY TO:

- Pause live TV and never miss another great play or important plot point!
- Replay live TV—think the ref made a lousy call? Just hit the Replay button and see it again!
- Pre-scheduled recording has never been easier with the touch of a button.
- Record one show while watching another and you'll never have to battle over the remote again.
- Record up to 80 hours of your favorite programming.

SKIP 30 SECOND FEATURE:

Want to skip over the commercial? Shentel now has the option to skip 30 seconds on recorded programs.



See connection diagram on page 23

DVR service is not available in all areas. Monthly DVR service fee applies.

HOW DO I RECORD A PROGRAM?

You can set a recording with just one touch of the remote.

1. While in the Guide, highlight the program you want to record and press Record.
2. A red dot appears in the Program Information window to indicate the program will be recorded.
3. While watching live TV, simply press Record. A “Recording Started” notice appears to indicate recording has begun.

HOW DO I RECORD A SERIES?

1. Highlight the TV series you want to record in the Guide and press Record twice to view the Overlay screen.
2. Select the Create a Series Recording icon and specify your recording options, such as the type of episode you want to record and how many episodes you want to save.
3. Select Record with these Options to record the series with these options.

HOW DO I WATCH A RECORDING?

Press List to view a list of your recorded programs. Highlight a program and press OK. Select the Play icon or hit the Play button on your remote.

HOW DO I VIEW A LIST OF PROGRAMS SCHEDULED TO RECORD?

1. Select DVR from the Quick Menu.
2. Select Future Recordings.

HOW DO I PAUSE, REWIND OR INSTANTLY REPLAY LIVE TV?

Press Pause, Rewind or Instant Replay on the remote while watching live TV.

HOW DO I CHANGE CHANNELS WHEN I AM WATCHING A SHOW THAT I AM RECORDING?

Press the Swap button to change tuners. You may now watch another program without interrupting your recording.

HOW DO I PLAY IN SLOW MOTION?

Press Pause, then press Fast-Forward to view slow motion in forward mode. Or press Pause, then Rewind to view slow motion in reverse mode.

HOW DO I START A RECORDING EARLY OR EXTEND THE END TIME?

1. Select a program from your list of Scheduled Recordings.
2. Select the Recording Options.
3. Arrow down to adjust start and end times.

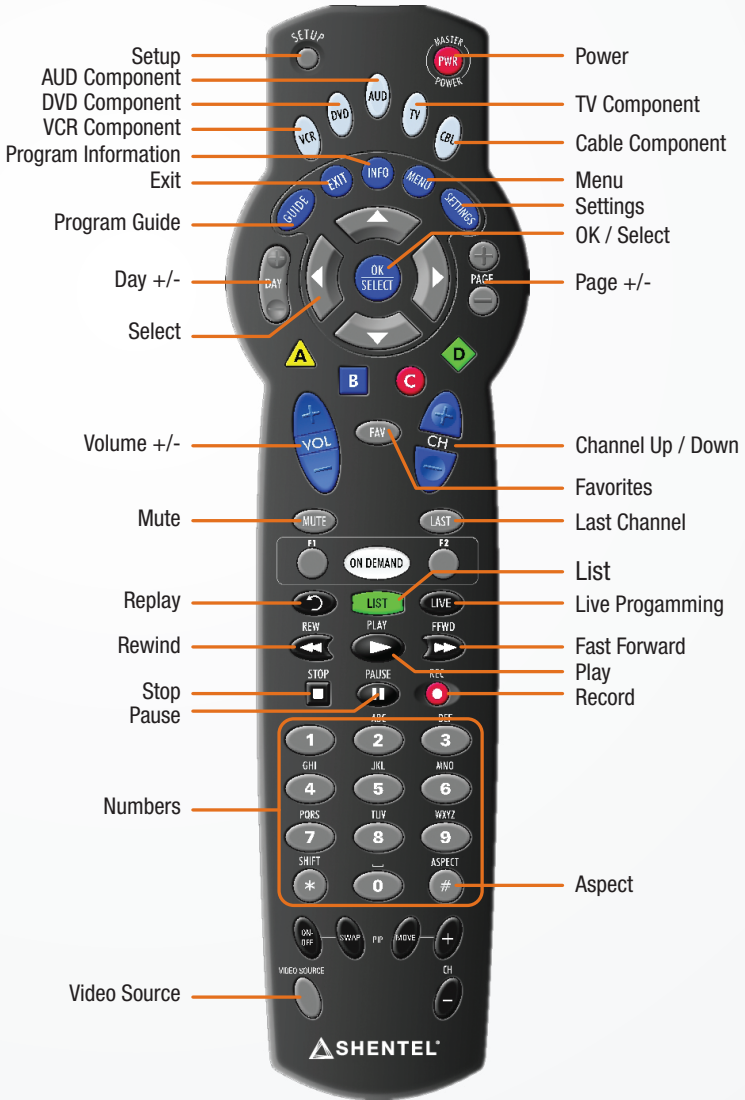
HOW DO I MODIFY MY SERIES PRIORITY LIST?

1. Select DVR from the quick menu.
2. Choose DVR Schedule.
3. Select Series Priority List.
4. Highlight a listing and use Page \pm to modify the priorities.

IMPORTANT NOTES

- DVR is set to save programs until “Space is Needed.” You can change the delete priority to “1 Delete” for all programs or for individual programs.
- You can easily determine how much disk space is available by accessing DVR Recordings.
- Parental Locks will not prevent a program from recording; however, the audio is muted and no video appears while it records.
- You can record audio music channels. However, the playback controls are not functional for recorded music.
- In order for programs to be recorded, DVR must be turned on. Powering down DVR may result in missed future recordings.

REMOTE QUICK TIPS



NOTE: Your remote may vary slightly from the one pictured here. However, basic functions should remain the same.

REPLAY

Use the Replay button to replay the previous 15 seconds of the current program.

REWIND

Press the Rewind button to search through the recorded portion of the program you are watching.

PAGE

Use the Page Up and Page Down buttons to scroll through a particular listing, one page at a time.

SWAP

Press the Swap button while recording a program to swap to the other tuner and continue watching other programs.

OK

While in a menu, press the OK button to select the highlighted item. While watching a program, press OK to display or remove the Flip Bar or Mini Guide.

GUIDE

Press the Guide button to quickly jump to your TV listings, organized by time.

INFO

Press the Info button to see a description of the highlighted program, if available.

LIVE TV

Press the Live TV button at any time to return to viewing the last live broadcast you were tuned in to.

TV CONTROLS

If you program your remote, you can use the TV Power, Volume, Mute and Input buttons to control your TV and A/V Equipment.

HOW TO CONNECT A DIGITAL BOX

1. Connect the coaxial cable from the cable outlet to the cable-in port on the back of the digital box.
2. Connect the small piece of coaxial cable (“jumper”) to the cable-out port on the back of the cable box to the
3. in-from-antenna port on your TV.
4. Put your TV on channel number 3 or 4.
5. Power on your cable box and enjoy your service!
(Note: You will change channels on your cable box not your actual television set)

HOW TO CONNECT A DIGITAL BOX TO A DVD PLAYER OR VCR

1. Connect the coaxial cable from the cable outlet to the cable-in port on the back of the cable box.
2. Connect the small piece of coaxial cable (“jumper”) to the cable-out port on the back of the cable box to the in-from-antenna port on your DVD.
3. Connect a 2nd small piece of coaxial cable (“jumper”) to the out-to-TV on the back of the DVD to the cable-in/antenna-in port on the back of your television set.
4. Put your TV and DVD player on channel number 3.
5. Power on your cable box and enjoy your service.
(Note: You will change channels on your cable box not your actual television set)

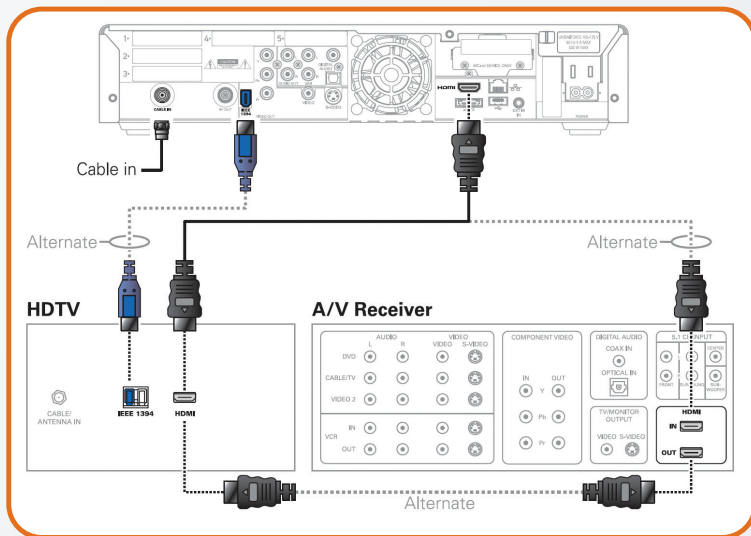
HOW TO PROGRAM YOUR REMOTE CONTROL

Your digital box remote can be programmed to operate the power and volume of your TV, as well as other devices (such as your DVD player).

1. Turn device on,
2. Press device key (TV, DVD, etc.),
3. Press and hold SETUP (LED blinks twice),
4. Press 9-9-1 (LED blinks twice),
5. Press CH+ repeatedly until device turns off,
6. Press SETUP when device turns off.
7. You should now be able to use this remote to control the device. Enjoy.

HOW TO CONNECT A HD/DVR BOX

1. Connect the coaxial cable from the cable outlet to the cable-in port on the back of the cable box.
2. Connect the component cable from the YPbPr ports on the cable box to the YPbPr ports on the HDTV.
3. Success Tip: Match the color on the component cable receptors with the corresponding color on the HDTV ports. (Red to red, blue to blue, green to green)
4. If your TV has an HDMI input you can use an HDMI cable to connect from the HDMI port on your cable box to your TV. This eliminates having to use component cables and simplifies your TV connection by using only one cable.
5. Put the HDTV on the correct input to view the component input. Both HD and standard definition programming will be viewed on this input.
6. Familiarize yourself with the HDTV's picture size features in order to "fill in" picture size on the HDTV when you are not viewing HD programming.
7. Put your TV on channel number 3.
(Note: Only required when you are not using the component or HDMI inputs for an HDTV connection.)
8. Power on your Cable box and enjoy your service.
(Note: You will change channels on your cable box not your actual television set)



TROUBLESHOOTING HIGH-SPEED INTERNET:

ISSUE: The cable light on the modem keeps flashing.

SOLUTION: Check all cable connections. Reset your modem by powering off your modem, computer and anything else that may be connected. Wait 30 seconds, power the equipment back on — one at a time starting with the modem and ending with the computer. If the problem persists contact us.

ISSUE: I cannot get online.

SOLUTION: Check all cable connections and confirm that your browser is configured correctly.

ISSUE: I can connect to the Internet, but it doesn't seem to be working as fast as usual.

SOLUTION: Has your anti-virus software been updated recently? Make sure your computer is virus free.

If you are using a router, try connecting your computer directly to the Internet and bypass the router. This will help determine if the router is causing an issue.

TROUBLESHOOTING PHONE:

ISSUE: The modem is plugged in, but the power light is off.

SOLUTION: Check all power connections. Is the power cord plugged in firmly at both ends? If you plugged the power cord into a power strip, make sure the strip is switched on. Avoid using an outlet controlled by a wall switch, if possible. Check the outlet by plugging in another device (such as a lamp). Finally, check the fuse or circuit breaker panel.

ISSUE: I don't have a dial tone when I pick up my phone.

SOLUTION: In order for telephone service to be functional, telephone service must have been purchased from Shentel and configured on your modem. The following steps should help in identifying the source of the problem.

STEP 1:

1. Is the Power LED lit?

If not, check to make sure the modem is plugged in and the outlet has power. If the LED is lit, go to the next step.

2. Is the online LED lit?

If not, check the coax connection at the modem and the wall. Ensure they are connected tight. If they are and you do not have a dial tone, contact Shentel.

3. If the LED is lit, go to the next step.

STEP 2:

1. Is the Telephone (Telephone 1 or Telephone 2) LED lit?

If not, phone service has not been authorized on that line contact Shentel. If it is blinking, there is a phone off hook somewhere in the house. Find that phone and hang it up. If you only have one line, the LED 2 light will always blink. This is normal.

2. If it is lit, go to the next step.

STEP 3:

1. Is the phone plugged directly into the modem?

Make sure the phone is plugged into the port on the back of the modem labeled “Tel1/2” (TM602G) or “Tel 1” (TM602A/B/H) for line 1, and “Tel 2” for line 2. If so, try a different phone. Make sure the new phone is a working phone. If a good phone is used and you still don’t have a dial tone, try a different phone cord. If a new phone and cord do not restore dial tone, contact Shentel.

2. *Is the modem plugged into a wall outlet?*

If so, unplug the RJ-11 connector at the back of the Port and plug in a known working phone. If you now have dial tone, the problem is with the house wiring, and you will need to contact Shentel. You should always contact Shentel if there is an issue with your wiring, but please be aware that if you do not have a maintenance plan, there could be an additional service charge.

TROUBLESHOOTING CABLE TV:

ISSUE: My TV screen is completely blank and there is no sound.

SOLUTION: Your TV set is probably not receiving electrical power. Make certain the TV set is turned on, plugged in and is not controlled by an “on/off” wall switch. Also, try making sure the DVD/Blu-ray player is turned off.

ISSUE: My TV is on, but I have no picture and no sound or my screen is fuzzy and scrambled.

SOLUTION: This could be caused by a variety of reasons.

STEP 1:

Do you have a digital box? If a digital box is connected to your TV, try these steps:

1. Be sure the TV is on channel 3.
2. Make sure the digital box is connected to a “live” electrical outlet. If there is power coming to your digital box but it still does not work, your converter needs to be exchanged. Give us a call or stop by your local office and we’ll switch out your equipment at no charge to you.
3. Make sure the TV is plugged into the power outlet on the back of the digital box. If it is, try plugging the TV into a different “live” electrical outlet. If this corrects the problem, your converter needs to be exchanged. Again, we will do this for you at no charge.
4. If the digital box has power but the channel number display is blank, your converter needs to be exchanged.
5. A power surge may have automatically reset the digital box. Unplug your converter and then plug it back in. This should restore service.

STEP 2:

Is your DVD/Blu-ray Player connected to your TV? If so, try these steps:

1. Shut off the DVD/Blu-ray player. If the problem clears up, the DVD/Blu-ray player is not properly “fine-tuned.” Turn DVD/Blu-ray player on and troubleshoot the DVD/Blu-ray player’s problem.
2. If a converter is connected, the DVD/Blu-ray player needs to be on CHANNEL 3.

3. The DVD/Blu-ray player may not be “fine-tuned” to channel 3. Locate and adjust the fine-tuning mechanism until the picture comes in clearly.
4. Try making sure that the <3/4> switch is in the correct position. Locate the switch on the back of the DVD/Blu-ray player and verify it is on <3>.

ISSUE: I am getting a scrambled picture.

SOLUTION: Try these three steps:

1. If the TV is connected to a DVD/Blu-ray player, try these options:
 - A) Make sure the DVD/Blu-ray player is on channel 3 or 4.
 - B) Confirm that the <3/4> switch is in the correct position. Locate the switch on the back of the DVD/Blu-ray player and set it to <3>.
2. Finally, if a converter is connected to your TV, make sure the TV is on channel 3.

ISSUE: There is snow on all of my channels.

SOLUTION: First, try tightening any loose connectors on the cables connected to the TV and DVD/Blu-ray player. Also, make sure that the DVD/Blu-ray player is turned off. If this does not solve your problem, just give us a call, and we will have a service technician come to your home to fix the problem.

ISSUE: My power has gone off recently and I am now missing some of my channels.

SOLUTION: This could be a TV programming problem. Go to the Menu on your television set. Select auto program or set up. Your TV will search for all available channels.

ISSUE: My remote control doesn't work.

SOLUTION: Make sure you are aiming the unit at the TV/CONVERTER. Also, check the batteries to make sure they still work. Finally, try checking the "cable" setting on your TV and make sure it is set to "cable" or "CATV."

ISSUE: I'm only getting channels 2–13.

SOLUTION: Your TV set is probably programmed to receive only "off air" or "antenna" signals. Try re-programming it to receive "CATV" or "cable". Or, you can try running the "auto-program" feature on your TV set to correct the problem.

ISSUE: I have no sound with the converter.

SOLUTION: Check the mute button on the remote control. Also, if you are trying to increase the volume, make sure you are using the converter remote and not the television remote.

ISSUE: The TV is on a blue or black screen while the set top box is on.

SOLUTION: Make sure that your TV is on the correct input setting (ANT 1, ANT 2, HDMI, etc.)

INTERNET FAQs

What is a Cable Modem?

A cable modem is an external box that connects your computer to the Internet via your local cable television provider. A cable modem has two connections, one that leads to the cable lines outside your home and an Ethernet connection to your computer.

How fast will a cable modem download and upload data?

Speed will depend on the service level to which you subscribe. For comparison, Shentel High-Speed Internet downloads up to 1 GB (1,000 MB) per second. Compare that to standard DSL which downloads at 768 KB per second. Would you rather drive at 95 MPH or at 5 MPH?

Is a telephone line still required when using a cable modem to access the Internet?

No, you will not need a telephone line when using a two-way cable modem. The cable line carries both upstream and downstream signals.

Can I watch television and browse the Internet at the same time?

Yes, since the television and the cable modem operate on separate frequencies of the available cable bandwidth, you will be able to watch television and browse the Internet at the same time.

PHONE FAQs

How will Shentel customers benefit from Shentel's local phone service?

Shentel customers will have the benefit of having all of their entertainment and communication needs from one provider and will get a better price for phone service than from the local phone company.

Do I need to purchase new telephones?

No. Your existing telephones will work.

Can I make a phone call, search the web and watch TV at the same time?

Of course you can. Shentel's network allows you to surf the web, talk on the phone and watch TV at the same time.

If my power goes out, will I still have phone service?

In the event of a power outage, your home phone will NOT operate unless your modem contains a battery. This includes unpowered, corded phones. You may purchase 8 or 24 hour battery backups for your modem which will allow an unpowered, corded phone to function during an outage when connected directly to the modem.

Can I keep my existing phone number?

Yes. In nearly every case you will be able to keep your existing phone number. It is still possible in some minor exceptions that it will not be possible to keep your existing number. In these cases Shentel can provide you with a new phone number.

Can I make long distance calls with Shentel Home Phone service?

Yes. Digital Phone allows you to call anyone, anytime, anywhere in the United States, Canada and Puerto Rico for one low monthly price.

What is the difference between intra-state and inter-state?

Intra-state refers to calls that originate and terminate within the state. Inter-state calls originate in one state and terminate in another.

For example, a call from Radford to Richmond is considered intra-state, while a call from Radford to Las Vegas, is inter-state. With Shentel unlimited long distance you'll never have to worry. It's all included in your monthly price.

Can I make international calls with Shentel phone service?

Yes, international calls will be billed at a specific rate per minute. Our discounted rate table for each country can be found on our website, www.shentel.com.

Can I call 911 with Shentel phone service?

Absolutely. Safety is an important consideration and Digital Phone service provides 911 service.

CABLE TV FAQs

How do I order Pay-Per-View movies and events?

To order Pay-Per-View movies or events, highlight the channel and program you wish to purchase. Hit the “OK/SELECT” button on your remote. The screen will then ask if you wish to purchase for the cost listed. You will then hit the “B” to buy the selected movie. The purchased movie will only be available to view on the set-top box that it was purchased on. If you wish to view the movie on multiple TVs, you will need to follow these instructions per TV. Keep in mind, your account will also be billed per TV as well. *TiVo does not support Pay Per View functionality through the remote.

If there are any issues with the above process you can call our 24 hour Tech Support at 1-800-SHENTEL, option #3 for further assistance.

How can I cancel a Pay-Per-View order?

Once the purchase has been made, there is no way to cancel the purchase. Please contact the Customer Service Department in the case you need further assistance.

What is a digital box?

A digital box is a set top box that converts digital programming channels to be viewed on your television set. Services available through this converter include many Digital Music Channels, inDemand Pay-Per-View Channels and access to digital networks and multiple channels of your favorite Premium Networks (i.e., HBO®, Cinemax®, Starz® and Showtime®).

Do I need a Digital TV to get Digital Cable?

No, the digital box will be installed by one of our technicians on your current cable ready television.

As Shentel provides products and services to you, we gather information about the technical configuration, quality, type, destination and amount of products and services you use, as well as other information found on your bill—Customer Proprietary Network Information or CPNI.

Under federal law, you have a right, and Shentel has a duty, to protect the confidentiality of your CPNI. To serve you in the most effective and efficient manner, we may use your CPNI for purposes of determining and offering other products and services that may benefit you. Shentel may also disclose, share or permit access to your CPNI on a limited, as-needed basis with trusted agents and contractors that assist us in providing you with communications related services.

Contractors and agents, as well as Shentel, share a duty to protect your CPNI. Shentel will not disclose or sell CPNI, unless required to do so by operation of law.

However, if you so desire, Shentel will not use or share your CPNI to offer products and services that are unrelated to the services you currently receive from us. Examples of such services include Long Distance, Internet or Digital TV. If you prefer that we not use your CPNI for this purpose, you may opt-out by calling 1-800-SHENTEL.

Shentel will not use your information for 30 days after mailing this notice to give you time to make your choice.

Your decision to opt-out will not have any impact on your current services. Your decision on whether or not to opt-out is valid until you decide to change it. As such you may, at any time, opt-out or revoke your previous decision to opt-out by calling 1-800-SHENTEL.

Shentel provides service to you on a month-to-month basis. Charges for service begin the day the service is installed. The charges for one month's service, any deposit and any installation or equipment lease fees are payable when service is installed. Subsequently, we will bill you each month in advance for service (except in certain situations such as pay-per-view movies or events, which are billed after they are provided to you). If your monthly account balance for pay-per-view movies or events exceeds \$100, we reserve the right to limit or discontinue that service until your account balance is paid.

CONTACT US

Shentel
PO Box 459
Edinburg, VA 24824
1-800-SHENTEL

EQUIPMENT

If you discontinue your service, you are responsible for returning our equipment to us. If you move, do not leave our equipment in your vacant home or with anyone else. Our equipment must be returned to us in working order, normal wear and tear accepted, or you will be assessed an unreturned equipment charge. You are responsible for repair/replacement cost, damage fees and other charges if you do not return our equipment to us in an undamaged condition.

To see terms of service, please visit www.Shentel.com.

WHEN IS MY PAYMENT DUE?

Payment is due by the due date indicated on the front of your bill. If you have not paid your bill by the due date, a late fee will be applied to your account on the following business day. Customers who enroll in Auto Pay can expect their accounts to be drafted 10 days prior to due date. You agree to pay us monthly, in full, by the due date for your services and for all other charges due to us, including any past due amount, late fees, State and Federal fees, returned check fees and other additional charges. You may avoid any late or non-payment fees by making sure your payment is received by us on or before the due date.

Shentel bills for one month of service at the start of your bill cycle. Any changes you make to your service during the month will be reflected in your next month's bill in a prorated format. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. The following month your bill should reflect the normal charges for the services that you subscribe to unless additional changes are made.

WHAT ARE MY PAYMENT OPTIONS?

- Pay online at www.shentel.com
- Pay over the phone (at an additional fee) with a Customer Service Representative: 1-800-SHENTEL
- Mail personal check or money order
- Checking Account Auto Pay
- Credit Card Auto Pay

If you have a question about your bill, you must contact us within 20 days of receiving the statement in question, and you must pay the undisputed portions of the statement by the due date in order to avoid a late fee and possible disconnection of service. We will not report your account as delinquent or take any action to collect the disputed amount while your dispute is under investigation.

PAYMENT LOCATIONS: VIRGINIA

STORES WILL BE CLOSED FROM 1PM-2PM FOR LUNCH HOUR

Bedford

1525 Longwood Ave., Suite D
Bedford, VA 24523
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Radford

1200 Tyler Ave. L
Radford, VA 24141
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Covington

370 W. Main St.
Covington, VA 24426
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Rocky Mount

842 Tanyard Rd.
Rocky Mount, VA 24151
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Edinburg

57 N Main St
Edinburg, VA 22824
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Rustburg

94 Ewing Dr.
Rustburg, VA 24588
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Farmville

1427C South Main St.
Farmville, VA 23901
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Wytheville

800 East Main St., Suite 360
Wytheville, VA 24382
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Lebanon

1766 East Main St.
Lebanon, VA 24266
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

PAYMENT LOCATIONS: MARYLAND & KENTUCKY

STORES WILL BE CLOSED FROM 1PM-2PM FOR LUNCH HOUR

Oakland

13149 Garrett Hwy
Oakland, MD 21550
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Van Leer

510 KY-302
West Van Lear, KY 41268
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

PAYMENT LOCATIONS: WEST VIRGINIA

STORES WILL BE CLOSED FROM 1PM-2PM FOR LUNCH HOUR

Summersville

5245 Webster Rd.
Summersville, WV 26651
Mon. – Thurs.: 10am – 4pm
Fri.: 8am – 5pm
Closed Sat. and Sun.

Weston

395 Rt. 33 E.
Weston, WV 26452
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

Welch

Indian Trails Complex
9113 Welch/Pineville Rd.
Pineville, WV 24874
Mon. – Fri.: 8am – 5pm
Closed Sat. and Sun.

DOLLAR GENERAL:

You may pay your bill at any Dollar General location. Present the portion of your bill with the barcode to the cashier at a participating store in your area to pay the bill in full using cash, credit or any other Dollar General accepted payment method. There is a \$1.95 convenience fee for this service.



1-800-SHENTEL | shentel.com | 500 Shentel Way, Edinburg, VA 22824

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