

Service Tips And Troubleshooting

We Can Help

You can expect your service to be up and running whenever you tune in. There may be times when a brief interruption of service occurs due to thunderstorms or power pole accidents even when your electric service may be working. Restoring your service is our immediate priority. However, if you find that your neighbors are not experiencing a service outage, you may be able to troubleshoot your own service problem yourself.



Before You Schedule An Appointment, Make Sure:

- ✓ Your TV is “on” and set to Channel 3.*
- ✓ The power switch controlling electricity to your TV is “on.” (If not, wait 20 minutes for the converter to reprogram once you turn the power back on.)
- ✓ Your power cords are in good condition.
- ✓ The cable connectors in the back of your TV are securely tightened.
- ✓ Your remote control batteries are good.
- ✓ The switches on your A/B Switch or television remote control are in the Cable or “CATV” position and the switch on your VCR is in the “TV” position.
- ✓ Power is still on in other electrical appliances. If not, there is a temporary power interruption in your home.
- ✓ Your reception problem occurs on all channels. If it is only on one channel, it is likely a temporary station problem.

*In some areas, you will need to tune to channel 2 or 4.

For Your Protection

Home Wire Maintenance Plan

If there's ever a problem with our equipment, we'll repair it at no charge. However, the problem may be with your inside wiring, TV or VCR, and we have to charge for our time and work. You can protect yourself from unexpected service charges with our Home Wire Maintenance Plan. Call us at **1-888-333-4039** for details.

Unauthorized Use of Service

There are state and federal laws prohibiting the unauthorized reception of cable and the use of equipment (or tampering with equipment) that permits unauthorized reception. Mediacom actively assists in the enforcement of these laws regarding cable theft. Illegal activities not only affect us but also the honest consumer. Cable theft can cause reception problems and signal leakage that can interfere with police and fire emergency radio frequencies.

Penalties for cable theft can be severe. Fines range from \$1,000 and/or six months imprisonment to \$50,000 and five years imprisonment.

Customer Service Is Our Top Priority



On-Time Guaranteed

Mediacom will arrive at your home for an installation appointment within the scheduled period or your installation's free. We'll arrive at your home for a service appointment within the scheduled period or you'll receive a \$20 credit.

Our Pledge to Prompt Service

We pledge to answer your call within 30 seconds on average... handle a repair problem within 24 hours... answer your written inquiries within two business days... and make morning and afternoon appointment options available.

Call Mediacom if your picture looks like this...



Herringbone pattern



Picture with snow



No picture with snow



Picture pulling left or right.
Adjust horizontal hold on TV.
If limited to 1 or 2 channels,
call us at 1-800-333-4039.

Make adjustments or contact a TV repair service if your picture looks like this...



**Sound doesn't match picture,
no color, loss of sound.**
Reset to Ch. 3 and fine tune your set.



Color problems.
Adjust hue, tint or fine tuning on your TV.
Make sure color controls are not on.



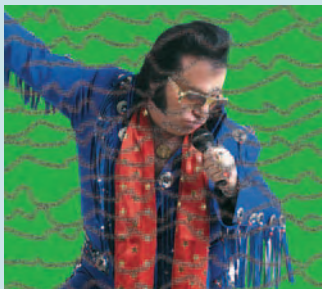
Picture too dark on all channels.
Slowly adjust either the brightness
or contrast control.



Picture rolling on all channels.
Adjust the vertical hold on TV.

No picture and no sound, check your power and connections. If still no picture, you have a TV set problem.

You have a temporary power shortage if your picture looks like this...

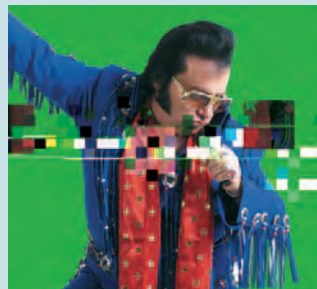


Speckled bands.
You have a heavy-duty appliance
running in the house.



Picture does not fill screen.
Power may be experiencing a
"brown out." Or, electrical appliances
may be overloading circuits.

You may have a poor digital signal if your picture looks like this...



A checked image.
(tiny shifting squares/tiles) on the TV
screen may indicate a poor digital signal.
Check other digital channels as well.

If you have more than one cable outlet in your home, determine if the problem is on all TV sets. If not, the problem may be with your television or video equipment and not the cable signal.