

# WELCOME TO S.GO VIDEO & INTERNET

## FREQUENTLY ASKED QUESTIONS

### **What is S.GO Video & Internet?**

S.GO Video & Internet is digital television and high-speed internet brought to you through your telephone line. With S.GO Video, you can watch television, surf the internet and talk on the telephone all at the same time.

### **Can I make payments on my installation fees or have them billed to me?**

Installation is due with application. Applications will not be processed without a full payment.

### **Do I have to be home for the installation?**

A homeowner must be present during the entire installation.

### **What happens if I need to cancel my installation appointment?**

We require 24 hour cancellation notice for all missed appointments. If you do not notify us within the required time frame and have to miss your appointment, you will be charged a \$50.00 cancellation fee.

### **What if I signed up for a package and I don't want the voicemail and/or long distance?**

Both the voicemail and the long distance calling plan are optional. The package price remains the same whether or not you elect to use these services. If you elect not to take either service, you **MUST** make an indication on your video application that you are opting out. Any charges which may be accrued as the result of an unwanted long distance change **WILL NOT** be re-rated unless an indication was made in writing on the video application. Verbal notification to a customer service representative will not be sufficient to prevent a change in service.

### **How do I know if my computer is capable of running the ADSL internet service?**

Your computer must have an Ethernet card in order to use ADSL internet. You may experience problems trying to run ADSL on a computer that is using Windows 98 First Edition or any other system prior to Windows 98. For best results, upgrade your computer. S.GO is not responsible for setting up or maintaining any customer owned equipment.

### **Will the technicians program my computer at the time of installation?**

S.GO installers are not certified computer technicians. They will get a signal to the ADSL modem and then show you where to plug the modem into your computer, but will not change your settings. For computer assistance, contact our technical support by dialing **776-5500, option 2**. If you are still having problems with your computer, contact your computer manufacturer for additional technical support.

### **Will the technicians program my DVD/VCR/Home Theater components?**

S.GO technicians may have to unhook a component that is currently connected to your television in order to ensure that your Digital service is operational at the time of installation. **They leave the set top box connected to your television when installation is complete.** The set top boxes come with an instructional booklet which contains information on how to set up your home entertainment components. Please refer to this booklet, found in the packaging for the set top box, to decide which setup would best suit your needs. S.GO is not responsible for setting up or maintaining any customer owned equipment.

**What is my pin number?**

You will need a pin number to change settings and to order pay-per-view or Video-On-Demand. This is initially set as the last four digits of your telephone number and will remain so unless you contact customer service to change it at 776-5500, opt 3 or 4.

**Can I set my parental controls?**

To access the parental controls, press the "MENU" button on your remote control. Scroll using the arrow keys in the center of your remote to "SETTINGS" then press "OK" to select. You will have to enter your pin number to change settings. Scroll down to the "Parental Control" option, then press your right arrow key to highlight the "EDIT" button. Press "OK" to select. This should bring up another screen which will list your customizable options. These settings can also be changed from our office. If you encounter a problem while trying to adjust your settings to suit your needs, please contact S.GO at 776-5500 opt. 2 for assistance.

**What if I have problems with my television service?**

For television problems, please check all connections to ensure that everything is fastened tightly. If problems persist, please take note of exactly what is occurring (pixels, black screen, snowy picture, etc.) and what time it occurred. Then, contact S.GO technicians at **776-5500, option 2**. Digital television service is dependent upon settings specific to each location. These settings may need multiple adjustments after installation before your television service will run uninterrupted and clear. Please continue to report any problems you may experience so that S.GO can ensure that you have the correct technical settings for optimum service. We appreciate your patience and cooperation while we make our best effort to provide you with the highest quality service available to you.

For remote control problems, please confirm the batteries are good and that they are installed correctly. To program your remote control for use with your television, please refer to the instruction sheet provided to you at installation. Please be aware that not all televisions will synchronize with your remote control. If you have completed the programming steps provided on the instruction sheet and your remote control will not control your television, please continue to use the remote control that belongs to your television set to control it.

**What if I signed up for a package and wanted the voicemail and long distance, but they aren't working?**

Neither option will be added until the date of your television and/or internet installation. If your services are not working by 5:00pm on the date of installation, please call your local telephone company to have those services programmed.

**What if I have problems with my Internet service?**

Please verify that all connections are secure to the modem, to the computer and to the phone jack. You may need to unplug each connection one at a time and plug it directly back in to ensure that it is securely fastened. Try to bypass any additional equipment, such as a filter, surge protector or router, by plugging your modem directly into the phone jack and then to the computer with the Ethernet cable. Please verify that your computer is plugged into port #1 on your modem, this is the only port on your modem configured for usage with the internet. If the problem persists, please call for technical support at **776-5500, option 2**.

**What if I am not satisfied with my service and want to cancel?**

You will be responsible for paying for the installation fees and the first 30 days of service regardless of whether or not you decide to keep it. You will be responsible for any monthly charges that have accrued if you decide to cancel after the first 30 days of service.

**If I cancel my service, what do I do with the equipment?**

You are responsible for returning your equipment to the central office in Seneca, MO. Upon disconnection, your account will be charged \$150.00 for unreturned modems, \$250.00 for each unreturned set top box, \$400.00 for each unreturned DVR set top box, \$10.00 for each unreturned remote control, and \$10.00 for the connection cables provided with your equipment. If you bring the equipment back, charges may be removed from your account at that time if all equipment is functional and undamaged in any way. All outstanding balances, including equipment charges, would have to be paid before you would be permitted to reestablish telephone, television, or internet service with Seneca, Goodman, and Ozark Telephone Companies and/or S•GO Video & Internet.

**Is there a penalty if I am temporarily suspended for non-payment?**

If your account is suspended due to non-payment, there is a charge of \$25.00 to restore the ADSL and the Digital TV. **The reconnection fee must be paid in advance before service will be restored.**