

S-GO VIDEO & INTERNET INSTALL & SERVICE MAINTENANCE POLICY

Installation of the Digital Television service includes running the wiring from the Network Interface Device (the protector on the outside of your home) to the set top box located at each television. S-GO technicians do not program any of your other components (VCR, DVD, home theater, etc. which may currently be in use) to be used in conjunction with the Digital Television service.

Installation of the ADSL Internet**, **when purchased with a package**, includes running the wiring from the Network Interface Device to the ADSL modem in your home. It is your responsibility to ensure that your computer is ADSL compatible prior to the date of install. This may include upgrading your computer browser to a version that is later than Windows 95 or 98 and/or installing an Ethernet device, among other things. The technicians verify that the signal comes into the home but will not configure your computer's Internet access to run the ADSL. S-GO is not liable for problems, damages, or any other unforeseen issue that may arise as a result of the installation of the ADSL Internet.

At the time of installation, the technicians will supply you with the set top box(s) and ADSL modem** to use your Digital Television and ADSL Internet service. If you experience difficulty with your service or your equipment, please first check to be sure that all devices are turned on and that all connections on the back of your equipment are secure. Verify that your television is on the correct channel (usually channel 3 or 4). **The power switch on the back of the modem must be in the "on" position in order to watch your television.** Check the printed information contained in the box of each device for more troubleshooting tips. If your troubles persist, please call **776-5500, option 2** to report the problem.

****When ADSL is purchased a-la-carte, without the television services, you must purchase your own equipment. You will have to obtain an ADSL modem and a filter for each telephone in the house. S-GO can make no guarantee of compatibility with any particular modem. For more information on vendors in the area offering ADSL modems that have been tested for compatibility, contact customer service at 776-5500.**

For optimum service, S-GO recommends running new CAT5 wiring from your protector to the phone jack for the modem. If you try to use existing wiring to run the ADSL, you may not be able to connect your internet or have trouble staying connected. S-GO technicians will not come into your home to run wiring for you or to assist you in ADSL installation in any way. You may have to upgrade your computer systems to utilize the ADSL. Please see the specifications listed in paragraph 2 above.