

# \*\*\*\*URGENT NOTICE\*\*\*\*

**Do you have any TVs in your house without a Cable Box?**

**All "Expanded on Demand" channels (NLB channels 28-78) will be converted to a digital format on Monday, August 11, 2014!**

***This change will not affect any TVs that currently have a Cable Box attached, nor will this change affect customers who subscribe to Basic Cable only (NLB channels 2-27).***

You ***will not need*** a Cable Box if all of your TVs have digital tuners (All TVs purchased after May, 2007, and most Flat Screen TVs have digital tuners), **but you will have to auto program your TV on August 11<sup>th</sup>!**

You ***will need*** a Cable Box after August 11<sup>TH</sup> to continue to receive all channels if you have any older TVs that do not have digital tuners.

**See more information on digital tuners, and auto programming/search instructions on the back of this letter.**

If you need a cable box on any of your televisions, Norwood Light Broadband will install the cable box or boxes in your home before August 11<sup>th</sup>, 2014 with NO INSTALLATION CHARGE.

**You may also pick up a box at our office and install it yourself and will receive that box free until 12/1/14.**

We currently offer all video customers one SD box free, or an HD/DVR in some packages. We recently reduced the monthly charge for all types of boxes. SD boxes are now only \$2.95 per month, HD boxes are \$5.95 per month and HD/DVR Boxes are \$9.95 per month. There is also a 30 cents per month charge for each remote control.

In addition to providing the channels that you currently receive with better clarity, ***Cable boxes also provide customers with access to Video on Demand (most selections are free!), 50 commercial-free music channels and the Interactive Program Guide (IPG).***

Please feel free to call customer service at 781-948-1150 if you have any questions.

## **Does my TV have a Digital Tuner?**

If your TV is a flat screen you probably **DO NOT** need a cable box.

**You do need to do an auto-program or auto search to find the Expanded on Demand channels in a digital format on AUGUST 11<sup>th</sup>!!**

Please check your owner's manual for more detailed information.  
Or follow the procedures below:

- Access the TV set menu from your television's remote control
- Go to the "Channel" or "Set-Up" mode
- Select the Auto Program or Channel Scan feature
- Choose the "Cable" setting (not antenna or Air)
- If asked, select the "STD" or Standard setting (not HRC)
- Start the scan mode

If your TV is an old boxy type of TV, **YOU DO NEED A CABLE BOX!**

**This information is also available on our website: [www.norwoodlight.com](http://www.norwoodlight.com)**