



*The Starz/Encore Suite has 19 additional channels and is delivered to you through our digital signal; therefore, you will receive a higher quality picture than you are receiving with the current Starz/Encore Channels today.*

**1) Why do I need a set top box?**

TSC is always looking for ways to improve our offering of services to our customers. One of the new and exciting offerings at TSC is our HD service. The HD channels require more bandwidth availability than the regular programming channels; therefore, we will be removing the majority of our movie channels that are currently offered without a box. This will free up the bandwidth needed to bring you, our customer, more channels in HD Quality.

**2) Will the Starz/Encore Suite be on all of my televisions?**

The Starz/Encore Suite CAN be on all of your televisions in your home. We will need to install a Set top box at each location that you would like to view the Starz/Encore suite.

**3) What is the cost per month?**

The Starz/Encore Suite is \$12.95/month, including the first Set Top box for free. If you would like additional set top boxes, you would have a charge of \$7.95 per month per additional box.

**4) How many channels of programming do I receive?**

The Starz/Encore Suite has 21 channels of entertaining movies and shows for our customers.

**5) When will Starz/Encore on channels 60-61 be shut off?**

TSC will begin scheduling appointments for our customers on May 12<sup>th</sup> and we believe that this will take approximately one month; therefore, the final shut off date will be around June 15, 2008.

**6) When do I have to get the set top box?**

You will need to have the set top box installed in your home prior to the June 15, 2008 date or you will no longer be able to view any Starz/Encore channels.

**7) Are any of the Starz/Encore channels offered in HD?**

Yes, actually Channel 377 Starz HD, one of the channels in the Starz/Encore Suite is available in HD. \*

**8) What other options do I have with the box?**

The Set top box gives you the capability of the On Screen Interactive TV Guide. It also provides you with the ability to add our digital cable channels, along with our digital music channels. Do you have an HD TV? If so, we can install a set top box that provides you with our HD Variety Pack! (The HD Variety Pack is FREE until February 2009!)

Also, TSC has the exciting and innovative, DVR service.

**9) How do I get the Starz/Encore Suite?**

You can call our office at 419-739-2200 and one of our customer service representatives will help you or if we don't hear from you, we will call and schedule an appointment to install your new set top box.

\*Channel 377 does require customers to have digital cable programming on the set top box due to the HD Content. Digital Cable is \$14.95 per month.