

Troubleshooting Guide

Many TV problems have relatively simple solutions which don't require a costly service call. Before you call for service, follow this easy troubleshooting guide.

If you have no sound...

- Check volume setting on converter box, television, or stereo.
- Press "mute" setting on converter, television, or stereo remote.
- Be sure the cables are properly connected.
- Check your Second Audio Program (SAP) feature on your television and VCR. To restore sound, turn SAP feature OFF.

If you have no picture...

Is the set on and tuned to Channel 3?

Is the converter box on?

Is the TV set plugged into the converter box?

Is the converter box plugged into a live electrical outlet?

Does a wall switch control the outlet? Is it on?

Do you need to replace the battery in the remote control unit?

If you need fine tuning...

- Check that your TV is on Channel 3.
- If your set is equipped with an automatic fine-tuning (AFT) control, turn it off.
- Select Channel 3 on converter.
- Adjust the fine-tuning control on your TV set for the best picture, then return the AFT control to the "on" position.

Please call your TV repair service if the following applies:

- No sound on all channels, but picture is good. (Be sure mute button is off.)
- Picture too small.
- Elongated picture.
- Horizontal bar across screen with no picture.

Please call your local MediaOne office if the following applies:

- White or tinted screen.
- Picture snowy with no sound.
- Straight or wavy lines

(Try fine-tuning procedures.)

- Weak picture.
- Ghosts or double images.
- Windshield wiper effect.

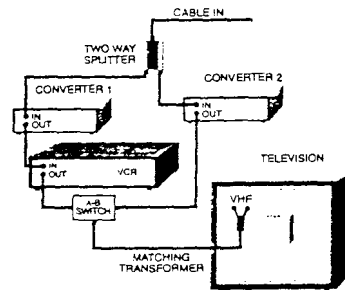
Your VCR and Cable Hook Up

There are many ways to hook-up your VCR. The one that's right for you depends on how you want to use your VCR. (Remember, all channel selections are made through the converter. Be sure it's

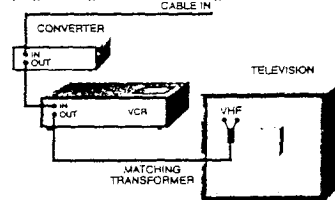
on and set for the channel you want to record. It is not necessary for your N to be on.)

*Some cable converter boxes are tuned to Channel 4 instead of Channel 3.

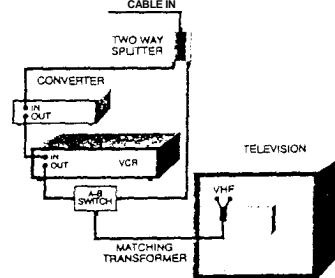
Record any channel while watching any channel



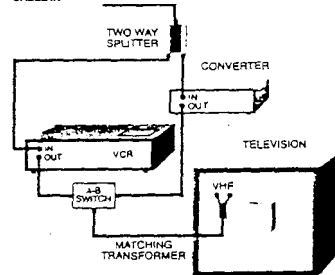
VCR recording of same channel being viewed and event programming while not watching



Record my channel while watching unscrambled channels only



Record unscrambled channels only while watching any channel



Home Wiring

Home wiring is that cable which runs from your TV set to a point approximately twelve inches outside your dwelling unit. Home wiring includes all the wiring inside your home, including extra outlets, as well as splitters, connections, in-home amplifiers, fittings or wall plates attached to the wire. It does not include converters, descramblers, A/B switches, parental lockout devices, security devices or other terminal equipment. In a building with multiple dwelling units, home wiring includes the cable wiring in the interior space of each separate unit.

MediaOne installs high-quality coaxial cable and other home wiring materials to ensure the strongest and clearest signal for you and your neighbors. This wiring plays an integral role in the quality of picture and service. Cable wiring must be of the highest quality in order to avoid signal leakage and to maintain the clear picture you are accustomed to.

In accordance with regulations of the Federal Communications Commission (FCC), all MediaOne customers are given the opportunity to acquire the cable wiring inside their dwelling unit when they terminate service. In addition, MediaOne allows its customers to rearrange, remove, replace or maintain cable wiring inside their homes prior to termination of service.

Upon request, MediaOne will rearrange, remove, replace or maintain cable home wiring at the applicable hourly service charge plus a charge for materials. Alternatively, customers may select a qualified third-party contractor or perform the service themselves as long as their actions do not interfere with MediaOne's ability to meet the FCC's technical standards or to provide service to other customers. It is very important that the highest-quality cable home wiring materials are used and installed properly to avoid signal leakage and maintain signal quality. Customers who elect to rearrange, replace, remove or maintain their own wiring may obtain high-quality materials from MediaOne slightly above cost.

If cable home wiring which is not installed by MediaOne results in harmful or improper signal leakage, or the need for a technician to visit your home for service, MediaOne may hold the customer responsible for rectifying the problem. Further, MediaOne is required by the FCC rules to terminate service to any location where signal leakage problems are not corrected.

MediaOne is responsible for problems relating to any equipment which you lease from us, other than problems resulting from tampering, neglect or abuse. We are not, however, responsible for problems related to customer-owned equipment such as TVs, VCRs, home antennas, etc. which may be connected to the cable wiring inside your home.

If you have any questions or need additional information, please call our local office.

How to Use Your MediaOne Television Equipment

This information is intended to explain compatibility issues between your cable television system, television set, VCR and remote control.

MediaOne scrambles many of its programming services for security reasons- However, depending on your subscription level and/or the type of tuning capability of your TV or VCR, a converter box may not be necessary to receive some levels of service.



































Your cable television system may transmit channels that cannot be received by a typical television or VCR if connected directly. These channels are normally in the upper bands, above channel 36. The capability of receiving these channels will vary depending on the model of your television and VCR. Special "set top" converter equipment is available to expand the capability of your television and VCR tuner. Non-descrambling converters can be obtained from local retailers or from MediaOne. Using instructions provided with the converter, it can easily be installed between the cable input and the television. Special converters capable of descrambling premium cable services, such as movie channels, can also be ordered from us. In addition, if you wish to allow simultaneous reception of multiple signals, we can provide you with (at cost) the equipment needed or direct you to a local retailer.





Some features of your television and VCR may not function when using a converter. Functions such as recording one channel while watching another, recording two or more consecutive programs on different channels, and advanced television features such as "picture in picture" may require additional equipment or wiring. For additional information, consult your customer handbook or instructions provided with your television or VCR.

Remote control units that are compatible with converters, televisions, and VCRs can be purchased from local retailers. Remote controls such as Radio Shack's "VCR Pro Easy Programmer" model 15-1922), or the "3-in-1 Easy Remote (model 15 -1910) can be programmed to operate most customer equipment. Features and functions of remote controls vary significantly. Call MediaOne or the remote control manufacturer for compatibility questions. Eventual replacement of the converter, television, or VCR may cause future compatibility problems and the loss of function of the remote control.

As new technology becomes available, MediaOne may offer equipment for purchase at cost plus a reasonable profit, according to what FCC regulations will allow.

CHANNEL LINE-UP

 WGBY-57 (PBS)	 19 The Weather Channel
 WFSB-3 (CBS)	 20 Comedy Central
 WBZ-4 (CBS)	 21 Sci-Fi Channel
 WCVB-5 (ABC)	 22 The Disney Channel
 Local Access	 23 Discovery Channel
 WHDH-7 (NBC)	 24 American Movie Classics
 WWLP-22 (NBC)	 25 TNN
 WDCB-19 (ABC)	 26 TNT
 C-SPAN	 27 The Family Channel
 WGGB-40 (ABC)	 28 A&E
 WSBK-38 (UPN)	 29 Lifetime
 WTIC-61 (FOX)	 30 QVC
 14 USA Network	 31 MTV
 15 Nickelodeon	 58 HBO
 16 ESPN	 59 Showtime
 17 CNN	 60 NESN
 18 CNN Headline News	 61 Cinemax

 Basic Broadcast
  Expanded Service
  Expanded Plus
  Premium

Buckland, Shelburne 12/97

Technology and Equipment

As telecommunication systems of the future are unveiled, count on MediaOne to set the pace.

Converters

Cable systems may transmit channels that cannot be received by every television or VCR. Our converter equipment expands the capability of your television and VCR to receive more channels or unscramble others encoded to prevent unauthorized reception.

"Cable-Ready" Equipment

"Cable-ready" can be a misleading term because some features of your television and VCR may not function when using a converter. Functions like recording one channel while watching another, recording two or more consecutive programs on different channels, and advanced television features like "picture-in-picture" may require additional equipment or wiring.

Parental Guidance Lock

There may be some channels that you do not want your children to view. For your convenience, we can tell you how to lock out certain channels.

Remote Control Options

MediaOne offers a remote-capable converter and hand-held remote control. You can order this option even though your TV does not have a remote control feature. Remote controls that are compatible with

our equipment also can be purchased from a local retailer. Radio Shack's "VCR Pro Easy Programmer" (Model 15-1922) or the "3 In 1 Easy Remote" (Model 15-1910).

Your Liability for Equipment

You are responsible for paying for damage of equipment owned by MediaOne that is the result of abuse or negligence. You could be charged up to \$250 for a converter and \$25 for a hand-held remote if it is lost, stolen, or not returned when your service terminates. You may not modify or attach any equipment other than a VCR or A/B switch to MediaOne's facilities and equipment without our expressed written consent.

Theft of Service

Under the law, it is illegal to fraudulently obtain cable service by attaching a wire or device to the converter or any other company wires or equipment. The penalties under the law include fines up to \$10,000, imprisonment, or both. Periodically we audit systems to determine whether service is being stolen. For the protection of our loyal customers, MediaOne intends to prosecute any violation to the fullest extent of the law.

If you suspect someone of tampering with equipment or stealing cable service, please contact us at:

1•800•432•4390

*A non-descrambling converter can be purchased from a local retailer. Please note, this converter cannot receive scrambled channel; such as premium movie channels.

For more information or assistance, call your local MediaOne office.

Operator
Address

Franchise Fee Payment Worksheet

City of
Period from

Revenue Source	Units (avg. of Period)	Unit Price \$ (each/mo.)	Months in Period X	Gross Revenue \$ X	Fee % = \$	Franchise Fee	YTD \$
Installation							
Additional Outlets							
Extraordinary Installation							
FM Installation							
Bulk Installation							
Disconnect							
Other Installation (VCR Reconnection, etc.)							
Total Installation Income							
Basic Cable							
Tier I							
Tier II							
Premium							
Premium							
Premium							
Premium							
Add'l Outlet Rate							
P.P.V.							
FM Service							
Bulk (Equivalents)							
Converter/Remote							
Other							
Total Interactive Income							
Alarm							
Other							
Total Interactive Income							
Local Advertising							
National (% gross)							
Shopping Services							
Rent							
L.O. Income							
Mailing Inserts							
Total Non-Subscriber Income							

Franchise Fee Payment Worksheet

Operator _____
Address _____

City of _____
Period from _____

Revenue Source	Units (avg. of Period)	Unit Price \$ (each/mo.)	Months in Period X	Gross Revenue \$ X	Fee % = \$	Franchise Fee \$	YTD \$
Less Bad Debts							
Plus Bad Debt Recovery							
Net Bad Debts (-)							
Total Other Income							
TOTAL REVENUES							
Adjustments *							
TOTAL DUE CITY							

Explanatory Notes: _____

*Adjustments (specify): _____

Instructions: Fill out complete form. If a particular income item is not pertinent to your franchise please draw a line through the appropriate boxes. Areas left blank will be assumed to be inadvertent omissions and the form will be returned for completion. Unit average of period is applicable only to those items for which a monthly (or portion thereof) rate is charged. Specify when "other" category is used. Prior period totals must equal YTD total. If promotional discount lowers normal average during period please indicate. If rates increased or lowered during period indicate starting dates. Multi-family installation income spread over a period of a contract will be reported when earned.

Authorized by: _____
Title: _____
Date: _____

PUBLIC BUILDINGS IN SHELBURNE

- * Shelburne Town Office
- Shelburne Buckland Community Center
- Shelburne Falls Village Information Center
- Shelburne Falls Trolley Museum
- Shelburne Volunteer Fire Dept.
- Shelburne Fellowship Hall
- Shelburne Historical Society
- Shelburne Senior Center
- * Cowell Gymnasium
- * Shelburne Free Public Library
- * Shelburne Highway Department
- Buckland Shelburne Regional School
- Shelburne Band Shell
- *Arms Library
- Trinity Church
- Shelburne Center Church
- Shelburne Falls Post Office

* Actually owned by the town of Shelburne

**FCC CABLE RULES
CODE OF FEDERAL REGULATIONS
TITLE 47 -- TELECOMMUNICATION
CHAPTER I -- FEDERAL COMMUNICATIONS COMMISSION
SUBCHAPTER C -- BROADCAST RADIO SERVICES
PART 76--CABLE TELEVISION SERVICE**

§76.309 Customer Service Obligations

(a) A cable franchise authority may enforce the customer service standards set forth in section (c) of this rule against cable operators. The franchise authority must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.

(b) Nothing in this rule should be construed to prevent or prohibit:

(1) A franchising authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in section (c) of this rule;

(2) A franchising authority from enforcing, through the end of the franchise term, preexisting customer service requirements that exceed the standards set forth in section (c) of this rule and are contained in current franchise agreements;

(3) Any State or any franchising authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or

(4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by, the standards set forth in section (c) of this rule.

(c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:

(1) *Cable system office hours and telephone availability.*

(i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week.

(A) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

(B) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

(ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.

(iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.

(iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.

(v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.

(2) *Installations, outages and service calls.* Under normal operating conditions, each of the following four standards will be met no less than ninety five (95) percent of the time measured on a quarterly basis:

(i) Standard installations will be performed within seven (7) business days after an order has been placed. "Standard" installations are those that are located up to 125 feet from the existing distribution system.

(ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption becomes known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.

(iii) The "appointment window" alternatives for installations, service calls, and

other installation activities will be either a specific time or, at maximum, a four hour time block during normal business hours. (The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)

(iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.

(v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time which is convenient for the customer.

(3) *Communications between cable operators and cable subscribers.*

(i) Refunds. Refund checks will be issued promptly, but no later than either-

(A) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or

(B) The return of the equipment supplied by the cable operator if service is terminated.

(ii) Credits. Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

(4) *Definitions.*

(i) *Normal Business Hours.* The term "normal business hours" means those hours during which most similar businesses in the community are open to serve customers. In all cases, "normal business hours" must include some evening hours at least one night per week and/or some weekend hours.

(ii) *Normal Operating Conditions.* The term "normal operating conditions" means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

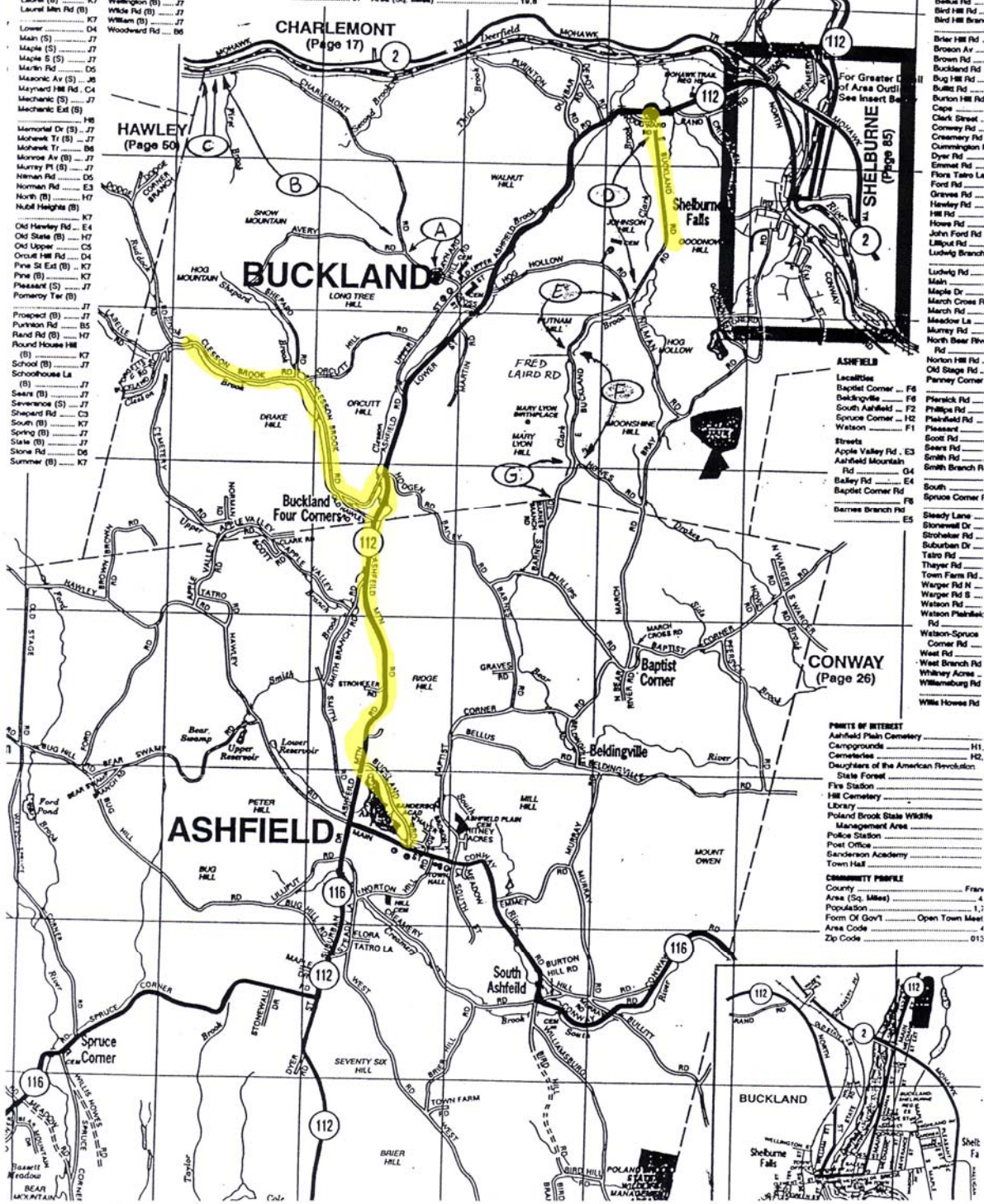
(iii) *Service Interruption.* The term "service interruption" means the loss of picture or sound on one or more cable channels.

- Hog Hollow Rd. CS
- Home and Av (B) K7
- Hope (S) H8
- Howell Rd. E6
- Kendrick Rd (B) J6
- Krist Av. J7
- Lafayette Rd. J2
- Laurel (B) K7
- Laurel Hill Rd (B) J7
- Lower D4
- Main (S) J7
- Maple (S) J7
- Maple S (S) J7
- Martin Rd. D5
- Masonic Av (S) J6
- Maynard Hill Rd. C4
- Mechanic (S) J7
- Mechanic Ext (B) H8
- Memorial Dr (S) J7
- Mohegan Tr (S) J7
- Mohegan Tr. B6
- Morris Av (B) J7
- Murray Pl (S) J7
- Norman Rd. D5
- North (B) H7
- Nubel Heights (B) K7
- Old Hawley Rd. E4
- Old State (B) H7
- Old Upper CS
- Orcutt Hill Rd. D4
- Pine St Ext (B) K7
- Pine (B) K7
- Pleasant (S) J7
- Pomeroy Ter (B) J7
- Prospect (B) J7
- Purinton Rd. B5
- Rand Rd (B) H7
- Round House Hill (B) K7
- School (B) J7
- Schoolhouse La (B) J7
- Seas (B) J7
- Seavance (S) J7
- Sheward Rd. C3
- South (B) K7
- Spring (B) J7
- State (B) J7
- Stone Rd. D6
- Summer (B) K7

- Union (B) J7
- Upper D4
- Walker Rd (B) K7
- Wald (B) J7
- Ward's Hill (B) H7
- Warren Ct (S) J7
- Wester Av (S) J7
- Wellington (B) J7
- White Rd (B) J7
- William (B) J7
- Woodward Rd. D6

- Points of Interest
- Bridge of Flowers J7
- Buckland State Forest D4
- Fire Station J7
- Library C4
- Mary Lyon Birthplace D5
- Mohegan Trail Regional High School D6
- Police Station J7

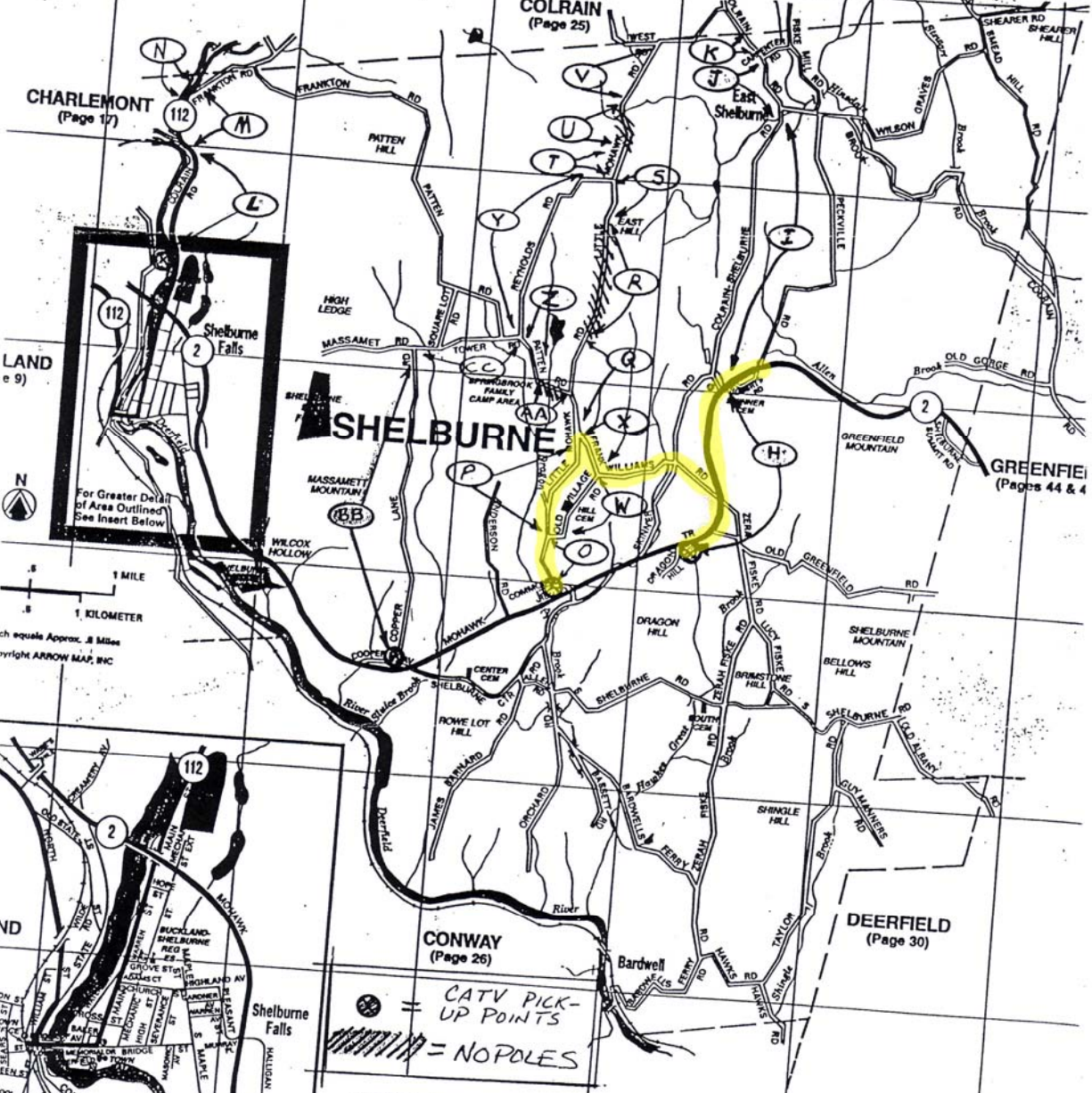
- Post Offices
- Buckland C4
- Shelburne Falls J7
- Town Office J7
- Community Profile D5
- County Area (Sq. Miles) 19.8
- Population 1,928
- Form of Gov't Open Town Meeting
- Area Code 413
- Zip Codes
- Buckland 01336
- Shelburne Falls 01370



- Bear Swamp
- Bear Swamp Rd
- Bear Swamp
- Beldingville
- Beldingville Rd
- Bird Hill Rd
- Bird Hill Branch
- Brier Hill Rd
- Brown Av
- Brown Rd
- Buckland Rd
- Bug Hill Rd
- Bull's Rd
- Burton Hill Rd
- Cape
- Clark Street
- Conway Rd
- Cornway Rd
- Cunningham I
- Dyer Rd
- Emmett Rd
- Ford Rd
- Greaves Rd
- Hawley Rd
- Hill Rd
- Home Rd
- John Ford Rd
- Liliput Rd
- Ludwig Branch
- Ludwig Rd
- Main
- Maple Dr
- March Cross R
- March Rd
- Marcher La
- Murray Rd
- North Bear Rn
- Rd
- North Hill Rd
- Old Stage Rd
- Panney Corner
- Localities
- Baptist Corner F8
- Beldingville F8
- South Ashfield F2
- Spruce Corner H2
- Watson F1
- Streets
- Apple Valley Rd. E3
- Ashfield Mountain Rd. D4
- Bakley Rd. E4
- Baptist Corner F8
- Barnes Branch Rd. E5
- Steady Lane
- Stonewall Dr
- Strobelar Rd
- Suburban Dr
- Talro Rd
- Thayer Rd
- Town Farm Rd
- Wagner Rd N
- Wagner Rd S
- Watson Rd
- Watson Plain Rd
- Watson-Spruce Corner Rd
- West Rd
- West Branch Rd
- Whitney Acres
- Williamsburg Rd
- Willis House Rd

- POINTS OF INTEREST
- Ashfield Plain Cemetery
- Campgrounds H1
- Cemeteries H2
- Daughters of the American Revolution
- State Forest
- Fire Station
- Hill Cemetery
- Library
- Poland Brook State Wildlife Management Area
- Post Office
- Sanderson Academy
- Town Hall
- COMMUNITY PROFILE
- County Fran
- Area (Sq. Miles) 4
- Population 1,7
- Form of Gov't Open Town Meet
- Area Code 4
- Zip Code 013

HELBURN	Adams Ct (S) ... G2	Bray Rd (B) ... H1	Conway (B) ... G2	Dragon Hill Rd . D5	Gardner Falls Rd (B) ... H2	Hawks Rd ... F5	Kendrick Rd (B) ... D1	Maple S (S) ... G2	Mohawk Tr
10a "Hes	Allen Rd ... E4	Bridge (S) ... G2	Conway Rd (B) ... H2	Dungarvin Dr (B) ... H2	Green (B) ... H2	High (S) ... G2	Kraft Av (B) ... G1	Maple (S) ... G2	Mohawk Tr
ardwell ... F5	Anderson Rd ... D4	Brook Rd ... B5	Cooper La Av ... E3	Elm (B) ... H2	Grove (S) ... G2	Highland Av (S) ... G2	Laurel (B) ... H1	Masonic Av (S) ... G2	Monroe Av
1st Shelburne	Ashfield (B) ... J1	Carpenter Rd ... B5	Cooper La Rd ... E3	Fiske Mill Rd ... B5	Guy Manners Rd ... E6	Hillside Av (B) ... G1	Laurel Mtn Rd (B) ... H2	Massamett Rd ... G3	Murray Pt (S)
1st Shelburne Falls	Baker Av (S) ... G2	Church (S) ... G2	Creamery Av (B) F2	Frank Williams Rd ... D4	Halligan Av (S) ... G3	Homestead Av (B) ... H2	Lucy Fiske Rd ... D4	Mechanic Ext (S) ... F2	North (B) ...
Buckland (B) . D2	Bardwells Ferry Rd ... F5	Clement (B) ... G1	Crittenden Hill Rd (B) ... G1	Franklin (B) ... G3	Harmony La (B) ... H2	Hope (S) ... F2	Main (S) ... G2	Memorial Dr (S) ... G2	Hubb Heights
1st Shelburne Falls	Bassett Rd ... E4	Colrain Rd ... C2	Croes (S) ... G2	Frankton Rd ... B3		James Barnard Rd ... F4			
Shelburne (S) G3	Birch Rd (B) ... H2	Common Rd ... E4	Deerfield Av (S) ... G2	Gardner Av (S) . G3					



● = CATV PICK-UP POINTS
 ■■■■■ = NOPOLES

Continued from Above	Reynolds Rd ... C4	Spring (B) ... G1	Warren Av (S) ... G2	Hill Cemetery ... D4
Old Albany Rd ... E6	Roberts Rd ... C5	Square Lot Rd ... G2	Warren Ct (S) ... F2	Library ... G2
Old Gorge Rd ... C6	Round House Hill (B) ... G2	State (B) ... H2	Water (S) ... G2	Police Station ... G2
Old Greenfield Rd ... D5	School (B) ... G1	Summer (B) ... H2	Wellington (B) ... G1	Post Office ... G2
Old State (R) ... C2	Schoolhouse La ... G1	Taylor Rd ... F5	Wildie Rd (B) ... F2	Shelburne State Forest ... D3, E2
		Tower Rd ...		