

# Welcome to Home Phone.



**Massillon Cable TV, Inc.**



**Clear Picture, Inc.**

# WELCOME

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You made the switch, now get ready to be connected to a reliable home phone service from the hometown connection you trust. We appreciate your business, and hope you will appreciate the value and simplicity offered with our Home Phone Service.

We appreciate this opportunity to serve you.

*Sincerely,*

**Massillon Cable TV/Clear Picture**

\*Unlimited Local Calling Plan includes calls in the 330 or 234 area codes, limited calling features, long distance at \$.05 a minute and no Voice Mail. Unlimited Local Plus Long Distance Calling Plan includes unlimited local and 3,000 minutes of long distance calling per month. Each minute over 3,000 will be \$.025 per minute. Caller will be notified when usage limitations are exceeded. Caller ID on TV requires a converter box. Caller ID on TV does not work with Mini-Max converters. Please have a current phone bill in hand when you call to set up phone services with Massillon Cable TV/Clear Picture. Federal regulations require phone account information verification. Charges are on a monthly basis and do not include taxes or franchise fees. Taxes are approximately \$5 per month for Home Phone Service and include state and local tax and Federal Excise Tax: 8% of phone bill. Monthly service does not include International calls, collect calls or 411 (information) calls that may be placed by the customer. Prices subject to change. A credit check and deposit may be required. Basic Secondary Phone Line with Caller ID Only is available for as low as \$15.95. Must have main line to be eligible for secondary phone line. Long distance charges are also applicable to secondary phone line. Modifying or canceling services may result in different pricing. Other restrictions may apply. Home Phone is not available in all areas. Save even more by bundling services. Prices are subject to change. Call for current pricing and details. .

# CALLING FEATURES

Selective Call Rejection *60	Allows users to block up to 12 telephone numbers
Selective Call Ring *61	Allows users to identify callers by selecting up to 12 numbers that ring as two short rings instead of one long ring
Selective Call Forward *63	Allows users to forward only calls from specific, pre-programmed numbers to another designated number
Selective Call Acceptance *64	Allows users to accept calls from up to only 12 specific numbers
Incoming Caller Name & Number Display *65	Displays current callers name and number
Repeat Dialing *66	Keeps trying a busy number for you until the call goes through
Per Call Blocking *67	Blocks your own identity when calling another number
Call Return *69	Automatically dials your last incoming call, whether it was answered, unanswered or busy
Cancel Call Waiting *70	Allows you to cancel the Call Waiting alert on a per-call basis
Call Forwarding *72	Automatically forwards all calls to any number you choose
Disable Call Forwarding *73	Deactivates the Call Forwarding (*72) feature
Anonymous Call Rejection *77	Blocks calls from unidentified numbers
Do Not Disturb *78	Allows you to automatically forward all incoming calls to a recording or Voice Mail if subscribed
Disable Do Not Disturb *79	Disables *78 and allows you to receive all incoming calls as normally handled on your phone
Per Call Unblocking Number *82	Unblocks your private number when calling another person, on a per-call basis
Disable Incoming Calling Name & Number Display *85	Blocks Calling Name & Number Display for incoming calls.
Disable Anonymous Call Rejection *87	Deactivates *77 and allows all calls to come through
Call Waiting	Alerts you when another caller is trying to reach you while you're on the phone
Caller ID (Number and/or Name)	Identifies incoming calls if you have a Caller ID box or Caller ID phone
Caller ID for Call Waiting	Lets you use your phone without missing other calls
3-Way Calling	Permits three-way conference calls
Voice Mail	Allows you to retrieve and manage your phone messages no matter where you are
Remote Access to Call Forwarding - Access Number 330-828-4003	Allows you to change the forwarding on your phone from anywhere

# Unlimited Local Plus Long Distance HOME PHONE

**No matter who you call or how long you talk, you'll pay the same low rate every month!**

## Unlimited Local Calling\* & 3,000 Long Distance Minutes

Call anyone locally with unlimited minutes. Call anywhere in the U.S. and U.S. territories with 3,000 Long Distance Minutes.

## Installation

Keep your current number or receive a new one. Plus, Home Phone works with your existing phones and jacks so there's no new equipment to buy.

## Popular Calling Features

Caller ID, Call Waiting, Caller ID for Call Waiting, Call Forwarding, Three-Way Calling, Anonymous Call Reject and more are included at no extra cost.

## Voice Mail

Receives all your messages while you're away with no extra equipment to buy. Combine Cable and Internet service, and Voice Mail is FREE!

## Bundle and Save

Save even more when you add other Massillon Cable TV/Clear Picture services! No more confusion over multiple bills. Local and long distance calling, cable, Internet and security are on one easy bill from your local cable company — and at a great value!

\*Unlimited Local plus Long Distance calling plan includes unlimited local calling and 3,000 minutes of long distance calling per month and is available to most Stark and Wayne County residents. Each minute over 3,000 will be \$.025 per minute. Caller will be notified when usage limitations are exceeded.

# Unlimited Local Plus Long Distance **FREE FEATURES**

- Selective Call Rejection \*60
- Selective Call Ring \*61
- Selective Call Forwarding \*63
- Selective Call Acceptance \*64
- Enable Incoming Calling Name & Number \*65
- Repeat Dialing \*66
- Per Call Blocking \*67
- Call Return \*69
- Cancel Call Waiting \*70
- Call Forwarding \*72
- Disable Call Forwarding \*73
- Anonymous Call Rejection \*77
- Do Not Disturb \*78
- Disable Do Not Disturb \*79
- Per Call Number Unblocking \*82
- Disable Incoming Call Name & Number \*85
- Disable Anonymous Call Rejection \*87
- Call Waiting
- Caller ID Name & Number
- Three-Way Calling
- Voice Mail
- Remote Access to Call Forwarding - Access Number 330-828-4003

**330-833-4134**  
**330-345-8114**

# Unlimited Local HOME PHONE

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**Unlimited local calls within the 234 & 330 area codes — you'll pay the same low rate every month!**

## Unlimited Local Calling

Call friends across the street or family across town with unlimited local minutes — includes local calls in the 234 and 330 area codes. Local calls are phone numbers you dial without adding a "1" in the beginning.\*

## Installation

Keep your current number or receive a new one. Home Phone even works with your existing phones and jacks so there's no new equipment to buy. Professional installation is only a one-time charge of \$25.

## Popular Calling Features

\* Repeat Dialing, \*69 Call Return, \*77 Anonymous Call Rejection, Caller ID Number Display, Call Waiting Caller ID, Call Waiting, are included at no extra cost.

## Voice Mail

Receive all your messages while you're away, and there's no extra equipment to buy. Voice Mail is only \$3.50 per month!

## Bundle and Save

Save even more when you add other Massillon Cable TV services! No more confusion over multiple bills. Your cable, Internet, home phone and security are on one easy bill from your hometown connection — and at a great value!

\*Caller ID with Name is available for an additional monthly fee of \$4.95. Voice Mail is \$3.50 a month. Long Distance is \$.05 a minute. Your number can be private if non-published. Non-Published numbers have an additional fee of \$2.99 a month. For more information on what is in your local calling area, go to [www.puco.ohio.gov](http://www.puco.ohio.gov). Please call for any further details.

# Unlimited Local HOME PHONE **FREE FEATURES**

- **Repeat Dialing \*66**
- **Return Call \*69**
- **Anonymous Call Rejection \*77**
- **Caller ID Number Display**
- **Caller ID Call Waiting**
- **Call Waiting**

\*Caller ID with Name is available for an additional monthly fee of \$4.95. Voice Mail is \$3.50 a month. Long Distance is \$.05 a minute. Your number can be private if non-published. Non-Published numbers have an additional fee of \$2.99 a month. International charges do apply. Customers without video service will be charged an additional monthly \$10 line maintenance fee. For more information on what is in your local calling area, go to [www.puco.ohio.gov](http://www.puco.ohio.gov). Please call for any further details.

# CALLING FEATURES

## Selective Call Rejection (\*60)

Permits you to specify up to 12 numbers that will be screened out. Does not block toll-free, private, unknown or pseudo telephone numbers. All other calls ring through.

1. To activate or deactivate this feature, dial \*60 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
2. To add a number to your list of rejected calls, press \*60, then dial #. Wait for the tone and enter the selected phone number. Press # again and hang up.
3. If you wish to add the number of the last incoming call to your list, dial \*60, dial #01# and hang up.
4. To remove or hear the phone numbers on your list, dial \*60 and listen for instructions.

## Selective Call Ring (\*61)

Permits you to specify up to 12 numbers that will ring as two short rings instead of one long ring so those callers can be easily identified.

1. To activate or deactivate this feature, dial \*61 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
2. To add a number to your list, press \*61, then dial #. Wait for the tone and enter the selected number. Press # again and hang up.
3. If you wish to add the number of the last incoming call to your list, dial \*61, dial #01# and hang up.
4. To remove or hear the phone numbers on your list, dial \*61 and listen for instructions.

## Selective Call Forwarding (\*63)

Permits you to specify up to 12 numbers that will be forwarded to a second number. All other calls ring through.

1. To activate or deactivate this feature, dial \*63 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.
2. To add a number to your list of accepted calls, press \*63, then dial #. Wait for the tone and enter the selected phone number. Press # again and hang up.
3. If you wish to add the number of the last incoming call to your list, dial \*63, dial #01# and hang up.
4. To remove or hear the phone numbers on your list, dial \*63 and listen for instructions.

**Notes:** Selective Call Forwarding and Call Forwarding can be provided on the same line, but cannot be activated at the same time. The destination of your Selective Call Forwarding may be local or long distance. Toll charges for calls forwarded to a long distance number will apply.

## Selective Call Acceptance (\*64)

Permits you to specify up to 12 numbers from which you will receive calls. All other calls will be screened out.

1. To activate or deactivate this feature, dial \*64 and listen to the ON/OFF announcement. To toggle this feature on and off, dial 3.

2. To add a number to your list of accepted calls, press \*64, then dial #. Wait for the tone and enter the selected phone number. Press # again and hang up.
3. If you wish to add the number of the last incoming call to your list, dial \*64, dial #01# and hang up.
4. To remove or hear the phone numbers on your list, dial \*64 and listen for instructions.

**Notes:** When Selective Call Forwarding is on, it supersedes all other features. Does not block toll-free numbers, private numbers or unknown or pseudo numbers.

### **Incoming Caller Name & Number Display (\*65)**

Displays the current callers name and number.\*

To use:

1. Pick up the phone and dial \*65.
2. You will hear a short tone denoting activation
3. Hang up.
4. \*65 has been activated .

\*Caller ID hardware is necessary and is not available from MCTV/CPI.

### **Repeat Dialing (\*66)**

Keeps trying a busy number for you until the call goes through.

To use:

1. When you dial a number and hear a busy signal, hang up.
2. Now pick up the phone, listen for the dial tone and press \*66.
3. You will hear a recording that says, "The last number you called is busy. You will be notified when the line becomes free."
4. Hang up.
5. Your phone will ring as soon as the number is available. When you pick up your phone, the call will be placed automatically.
6. If you are on another call when the other party becomes available, your Home Phone will ring as soon as your line becomes free.
7. If you leave before the other party becomes available, your phone will ring seven times, then try again in ten minutes. You will need to place your call again.

**Notes:** Works on local calls only.

### **Caller ID Block (\*67)**

Allows you to block your own identity when calling another number.

1. Dial \*67 and then you will hear a dial tone.
2. Dial the telephone number you wish to reach.
3. If this person has Caller ID, your telephone number will come up as a private call.
4. If this person has Anonymous Call Rejection, you will hear a recording that says, "The party you have dialed does not accept blocked calls. Please hang up and redial the number without blocking your number."

## Call Return (\*69)

Automatically dial your last incoming call, whether the call was answered, unanswered or busy.

To activate:

1. Dial \*69 and listen for a recording of the last number that was called.
2. To call that number, dial 1. If the number is busy, hang up. Call within 30 minutes, during which you can still make and receive calls. To deactivate while waiting for the party you are trying to reach to become available: Dial \*89. More than one busy number can be monitored at a time. The same distinctive signal ring is used for all, so you need Caller ID to tell which number has become available. If you get a fast busy signal or an announcement that the call cannot be completed, then the number is either invalid, ID blocked, out of order, outside the service area, or has activated Call Forwarding. Call Return works regardless of whether your last incoming call was answered, unanswered or busy.

**Notes:** Will not work on long distance calls. Works on local calls only.

## Cancel Call Waiting (\*70)

Cancels Call Waiting on a call-by-call basis.

1. Dial \*70 and then you will hear a dial tone.
2. Dial the telephone number you wish to reach.
3. The call will not be interrupted by a Call Waiting alert. The next call will have the Call Waiting reset.

## Call Forwarding (\*72)

Automatically forwards all calls to any number you choose.

1. Dial \*72.
2. Dial the number you want to forward your calls to.
3. When someone at that number answers, Call Forwarding is activated.

**If no one answers or the line is busy:**

1. Press the receiver button for one second and repeat the above steps within two minutes.
2. When you hear two beeps, Call Forwarding has been activated.

**Notes:** Use of \*72 will override use of Voice Mail so a call will go to the user-directed forward number instead of Voice Mail while \*72 is active.

## Call Forwarding Busy/No Answer

Redirects incoming calls both when your line is tied up and when incoming calls are not answered. Used in conjunction with Voice Mail to forward the call to Voice Mail if 1) the line is busy or 2) there is no answer on the line. Customers will need to contact Massillon Cable TV/Clear Picture. If customer also subscribes to Call Forwarding, when Call Forwarding is activated, the Call Forwarding option will supersede Call Forwarding Busy/No Answer, until which time Call Forwarding is deactivated.

## Disable Call Forwarding (\*73)

Deactivates Call Forwarding.

1. Dial \*73.
2. When you hear two short tones followed by dial tone, Call Forwarding has been deactivated.

### **Anonymous Call Rejection (\*77)**

Blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will be blocked.

1. Dial \*77.
2. Listen for two beeps — this lets you know that Anonymous Call Rejection has been turned on.

### **Do Not Disturb (\*78)**

Automatically forwards calls to Voice Mail. *(You MUST have Voice Mail to add this feature to your service.)*

1. Pick up the phone and dial \*78.
2. After dialing \*78, you will hear a short tone denoting activation.
3. Hang up.
4. You will hear a short tone/ring on your home phone when a call comes to your house.
5. The call is directed immediately to Voice Mail.

### **Disable Do Not Disturb (\*79)**

Deactivates automatic call forwarding to Voice Mail.

1. Dial \*79
2. When you hear a short tone, this feature has been deactivated.
3. Hang up

### **Per Call Number Unblocking (\*82)**

If you have a private number, Per Call Unblocking displays your phone number to others on a call-by-call basis.

1. Dial \*82 and then you will hear a dial tone.
2. Dial the telephone number you wish to reach.
3. If this person has Caller ID, your telephone number and Caller ID information will be displayed.

### **Disable Incoming Caller Name & Number (\*85)**

Disables incoming caller name & number display.

1. Pick up phone and dial \*85.
2. You will hear two short tones followed by a dial tone, denoting Enable Incoming Caller Name & Number display has been deactivated.
3. Hang Up.

### **Disable Anonymous Call Rejection (\*87)**

Turns off Anonymous Call Rejection, allowing calls from unidentified numbers.

1. Dial \*87.
2. Listen for two beeps — this lets you know that Anonymous Call Rejection has been turned off.

### **Call Waiting**

Alerts you when another caller is trying to reach you while you're on the phone.

#### **How it works:**

A special tone alerts you to a waiting call; the person calling you hears normal ringing.

### To answer a waiting call:

1. While you're on the phone, a special tone tells you a second call is waiting.
2. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

### To alternate between callers:

1. Press and quickly release the "Receiver" or "Flash" button on your phone. While you talk with one caller, the other caller will automatically be placed on hold. Each conversation remains private.

### To end either call:

1. While on the phone with the caller you want to disconnect, hang up the phone.
2. Your phone will ring.
3. When you answer, you'll be connected with the caller you placed on hold.

## Caller ID

Caller ID can be used to identify incoming calls if customer has 1) Caller ID box or 2) Caller ID phone.

### Caller ID Number

Shows who is calling before the call is answered. Your ID box or phone displays the telephone number of your incoming call. Caller ID compatible display screen or other compatible hardware is required. Both are available at retail establishments and are not sold by Massillon Cable TV/Clear Picture.

### Caller ID Name

Shows who is calling before the call is answered. Your ID box or phone displays the name of your incoming call. Caller ID compatible display screen or other compatible hardware required. Both are available at retail establishments and are not sold by Massillon Cable TV/Clear Picture.

### Caller ID for Call Waiting

Combines Caller ID and Call Waiting — it works just like Caller ID name and number, but while you're already on the phone. Caller ID for Call Waiting lets you use your telephone without missing other calls. A special tone alerts you to a waiting call and you also receive a visual display of the name and number of the person calling on your Caller ID display unit. This puts you in control of which calls you'll accept.

### 3-Way Calling

Permits a three-way conference call.

To use three-way calling:

1. Place the person you're talking with on hold by pressing the receiver button for one second. A dial tone will follow.
2. Call a second person.
3. When you get an answer, press the receiver button briefly again. All three of you will be connected. When either of the people you called hangs up, you remain connected to the other person. As the center of the conference, if you hang up, or drop the call, all parties in the conference call are dropped. Many phones have a "Flash" or "Link" button, which can be used in place of the receiver button. While using Three-Way Conferencing, Call Waiting is unavailable. When the second person answers, you can have a private conversation before connecting your three-way call. If the call to the second person does not go through or if the person you want to speak to is not available, press the receiver button twice. The person you have on hold will return to the line.

### **Caller ID on TV and Caller ID on PC**

Caller ID on TV combines the comfort of watching your favorite shows with the convenience of screening your phone calls.



With Caller ID on PC, you get incoming call alerts on your computer, so you can surf the web and know who's calling at the same time.

Both features work similar to the traditional Caller ID service. A display pops up on your TV or computer screen when you receive an incoming call. It lists the name and number of the caller.

Get both of these innovative features today!

Only \$1.99/month for both.

After you call to subscribe to Caller ID on TV and PC, download Caller ID on PC and follow these steps:

1. Visit <http://i5.massilloncabletv.com> (Massillon Cable TV) or <http://i5.cpiwooster.com> (Clear Picture) and log in.



2. Click on "i5 PC download."



3. Click on "Run."
4. Follow the steps of the install wizard.
5. Once installed, log in and enjoy Caller ID on the Internet!  
To change your settings, select "i5 PC Configuration," then the Caller ID tab.



# VOICE MAIL

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## Voice Mail

### Home Phone Voice Mail Instructions

The following instructions are for Massillon Cable TV/Clear Picture Home Phone customers who subscribe to the Voice Mail feature. Please call us for information on subscribing to Voice Mail.

### Setting Up a Voice Mail Account

You will need to set your Voice Mail up before using it. If you have a private number, you must dial \*82 to set up Voice Mail. Once set-up is complete, your Voice Mail will be ready to receive messages.

1. Dial \*21 or your home phone number from your home phone
2. Enter four digits (temporary Personal Identification Number (PIN) — which is the last 4 digits of your Home Phone telephone number) and press #
3. Re-enter your PIN and press #
4. State your name and press #
5. Select your greeting type
  - 1 = personal greeting (follow prompts to record greeting)
  - 2 = system greeting using recorded name
  - 3 = system greeting using phone number
  - 4 = system greeting (no name or phone number)

### Retrieving Voice Mail Messages

The following instructions will guide you through the process of retrieving your Voice Mail messages. You can retrieve up to 30 messages (with a total of 90 minutes maximum and 2 minutes maximum per message) from your Home Phone at home or, while you are away from home, using any touch-tone phone. If you have a private number and you have Anonymous Call Rejection (\*77) on, and you call from your home phone to check your Voice Mail, you must dial \*82 and your home phone number or turn off \*77 (by dialing \*87) and then hang up to check messages.

### Retrieving At Home Using Your Home Phone

1. Dial \*21 or your home phone number.
2. Enter Pin + #
3. Press 1 to hear new messages.
4. After listening to a message press 1 to Replay, 2 to Save, 3 to Erase.
5. Press 6 from the Main Menu to manage erased messages.

## Away from Home Using any Other Phone

1. Lift the handset of any touch-tone phone.
2. Dial your home phone number, or one of these Local Remote Access numbers (MCTV = 330-809-0003 or CPI = 234-249-0003). Wait for your Voice Mail to answer and then press the star (\*) key.
3. The Voice Mail system will answer with a welcome message.
4. Enter your Home Phone 10-digit telephone number and press the pound (#) key.
5. Enter your PIN followed by the pound (#) key.
6. The Voice Mail system will tell you how many new Voice Mail messages you have.
7. Press the '1' key to listen to your messages.

## Changing PIN

Once you have accessed your Voice Mail by entering your default PIN (last 4 digits of your phone number) you will have the option to change your PIN. This can be done as often as you like. PIN's must be a minimum of 4 digits and a maximum of 8 digits. To change the Voice Mail PIN from the main menu:

1. press 4 for administrative options
2. press 3 for personal options
3. press 1 to change PIN
4. Enter new PIN + #
5. Re-enter PIN + # to verify

## Managing Your Voice Mail Messages

When you have finished listening to your Voice Mail messages, there are several options available to manage them. The following directions describe these options.

### Saving a Voice Mail Message

Once you have listened to a message, you have the option of saving it. (New messages are saved for 20 days.)

1. If you want to save the message, press the '2' key immediately at the conclusion of the message. (Once you have saved a message it is stored for 30 days.)
2. The Voice Mail system will save the message and begin playing the next message.

### Replaying a Voice Mail Message

Once you have listened to a message, you have the option of replaying it.

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voice Mail system will replay the message.

### Erasing a Voice Mail Message

Once you have listened to a message, you have the option to erase it.

1. If you wish to erase a message, press the '3' key immediately at the conclusion of the message.
2. The message will be erased.

## Retrieving Accidentally Erased Voice Mail Messages

1. If you have accidentally erased a Voice Mail message, return to main menu and press the '6' key.
2. After listening to the previously retrieved and erased message, you can restore it (2) or permanently delete it (3).

\* All messages will count towards your message quota of 30 until permanently deleted.

## Marking a Voice Mail Message as New

Once you have listened to a message, you have the option of marking the message as new. You may also mark messages that you have previously saved as new.

1. To mark a message as new, press the '2' key immediately after listening to the message.
2. The next time you access Voice Mail, the message will be presented as though it were a new message.
  - a. You may also mark previously saved messages as new.



### **Enhanced 911 (E-911)**

In an emergency, it's hard to remember more than "911." Enhanced 911 automatically transmits your address to emergency service providers.

### **900/976 Number Block**

Blocks any calls to 1-900 or 1-976 numbers. This security feature is set to block these numbers as a default for all customers.

### **3rd Party Billing/Collect Call Block**

Blocks any incoming collect calls or calls being billed to customer by a 3rd party. This security feature is set to block these numbers as a default for all customers, but can be unblocked per line upon customer request.

### **Local Number Portability**

Only feasible when transferred within the same rate center (local area).

### **Long Distance**

Your Home Phone provides Long Distance calling to anywhere in the U.S. and U.S. Territories.

### **International Long Distance**

International Long Distance consists of any calls made outside of the U.S. and U.S. Territories. You will incur additional charges for international calling. Calling internationally to a cellular phone will have a higher per-minute rate. This is the cellular surcharge added to the permanent rate, which is passed on by the cellular provider.

### **Move/Change**

Customers who are moving with phone service or getting a new number or changing their number may experience no dial tone the day of install for a short period. This is because the disconnect has to complete and then reconnect or the new number has to go into the switch.

### **Local Operator Services/Directory Assistance 411**

Dial 411 for local operator assistance and directory.

\*Charges apply per use.\*

### **Long Distance Operator Services/Directory Assistance Area Code + 411**

Dial your 1 + Area Code + 555-1212 for long distance operator assistance and directory. This service is unbranded directory assistance.

### **Listing**

#### **Primary Directory Listing**

Standard Residential directory listing in local phone book. Available on a per-telephone number basis. Consists of the customer name, telephone number and address. All directory listings will be published in the Residential White Pages directory.

## Non-Listed Number

Applies to primary number that will not appear in the phone directory. The primary number will be listed in the directory assistance records and will be furnished upon request of the calling party.

## Non-Published Number\*

Applies to primary numbers that will not appear in either the phone directory or directory assistance records. If you have either a Non-Listed or Non-Published Number:

- Caller ID Blocking is available.
- Name and number will still show on Caller ID.

\*Price for Non-Published numbers varies by level of phone service.

# PHONE FAQs

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## Home Phone Service

### Q. Can I keep my current number?

A. Yes, as long as it is an active number. The ability to change your phone number from one phone company to another is called "local number portability." All residents within the Massillon Cable TV/Clear Picture service area have this local number portability. You also have the ability to acquire a new phone number if you choose. It does take a short period of time, so it is important that you plan in advance to "port" your current number.

### Q. Can I watch cable, talk on the phone and use my High-Speed modem to access the Internet at the same time?

A. Yes. Home Phone service does not interfere with your television viewing or Internet use. Multi-taskers can enjoy Home Phone, High-Speed Internet and Cable TV at the same time.

### Q. How long does it take to install?

A. Installation will vary depending on many circumstances. We anticipate an average installation will take approximately 2 hours.

### Q. Will I be listed in the phone book?

A. Yes. Switching to MCTV or CPI Home Phone service has no effect on your directory listing unless you want to change it. You will continue to be listed in the telephone directory for your area. Home Phone service does offer some new FREE options regarding directory listings. Non-Published or unlisted phone number charges vary by level of phone service.

### Q. Are you able to port a non-working or disconnected phone number?

A. You cannot transfer a number that is pending disconnection or shut off for non-payment.

### Q. Can I get Home Phone?

A. Yes. Phone service is available within most of the Massillon Cable TV/Clear Picture service area, but it is not available in all areas.

### Q. Is there a fee to switch to MCTV or CPI Home Phone?

A. There is an installation charge but there is no fee to switch. And all our services come with a 30-day money-back guarantee.

### Q. May I use a residential line for my business?

A. Home Phone is for residential use only. A business line is required for operating a business out of residential or commercial buildings.

**Q. Will I save money?**

A. Most people do. Please give us a call and we would be happy to help you figure out the savings available to you.

**Q. Do I need to subscribe to other Massillon Cable TV/Clear Picture services to get Home Phone?**

A. No. Please log onto [www.massilloncabletv.com](http://www.massilloncabletv.com) or [www.cpiwooster.com](http://www.cpiwooster.com) to view current pricing or just call 330-833-4134 (MCTV) or 330-345-8114 (CPI).

**Q. Can I get more than one phone line with Home Phone?**

A. Yes. Home Phone service can provide multiple lines per residential address.

**Q. Can all my home phones connect to Home Phone?**

A. Yes. Home Phone Service is connected to all the phones in your home (up to 5).

**Q. What about my DSL service or dial-up service?**

A. Dial-up Internet service, ours or anyone else's, or DSL service will not work over the MCTV/CPI Home Phone Service. We recommend High-Speed Cable Modem service from MCTV/CPI.

**Q. What if I have a problem?**

A. Massillon Cable TV/Clear Picture is known for providing superior customer service. For a problem with your bill or service, call 330-833-4134 or 330-345-8114. If your concern is not resolved, please ask to speak with a supervisor.

**Q. Can I call 911?**

A. Yes. MCTV/CPI Home Phone Service includes ENHANCED 911 access.

**Q. Can I use my Home Phone service in case of a power failure?**

A. Home Phone Service will work during a power failure if you own a battery back-up. MCTV and CPI do not sell battery back-ups but you can purchase one elsewhere to have in case of a power failure. Of course, you must also have a telephone set that does not require electricity.

**Q. What happens if I lose dial tone?**

A. If there is no dial tone, unplug the modem from electrical source and plug it back in. It will take approximately 20 minutes to reset. If this does not work, please notify us by another phone source.

**Q. Can I receive collect calls?**

A. Yes. Your total collect call charges are listed together as Directory Assistance and Operator Services on your monthly bill. Home Phone service automatically blocks collect calls unless you specify otherwise, so please tell the Customer Service Representative if you wish to receive collect calls. There is no extra charge to change this feature.

## Q. Does MCTV/CPI Home Phone offer Voice Mail?

A. Yes. Voice Mail is available for an additional \$3.50 per month with the Unlimited Local phone service and is free if you have the Unlimited Local plus Long Distance phone service High Speed internet & Cable with us.

## Q. Can I get Call Waiting, Caller ID, Call Waiting ID and Call Forwarding?

A. Yes. Those features and many others are part of MCTV/CPI Unlimited Local plus Long Distance Home Phone Service. Here's a list of all the FREE standard features of Unlimited Local plus Long Distance Home Phone Service.

### 1. Standard Features: Automatically ON

Repeat Dialing (\*66)

Caller ID Block (\*67)

Call Return (\*69)

Cancel Call Waiting (\*70)

Call Forwarding — Immediate, Ring/  
No Answer and Busy (\*72)

Disable Call Forwarding (\*73)

Anonymous Call Rejection (\*77)

Do Not Disturb (\*78)

Disable Do Not Disturb (\*79)

Per Call Number Unblocking (\*82)

Disable Incoming Calling Name & Number Display (\*85)

Disable Anonymous Call Rejection (\*87)

Call Waiting

Caller ID

Caller ID for Call Waiting

3-Way Calling

Calling Name Delivery

Calling Number Delivery

Customer Originated Trace

Voice Mail with Message Waiting Indicator  
*(requires optional Voice Mail Service)*

900/976 Blocking

Text Message Alert

### 2. Standard Features: OFF unless requested

Message Waiting Indicator, Audible  
*(requires optional Voice Mail Service)*

Message Waiting Indicator, Visual  
*(requires optional Voice Mail Service)*

Billed Number Screening  
(3rd party/collect block)

3rd Party and Collect Calling

International Call Blocking  
(unless customer requests service)

Selective Call Rejection (\*60)

Selective Call Ring (\*61)

Selective Call Forwarding (\*63)

Selective Call Acceptance (\*64)

### 3. Directory Listing Options — No Extra Charge

Standard

Non-Listed

Non-Published

## **Q. How can I monitor my home phone minutes?**

- A. Please visit <http://yourstatement.massilloncabletv.com> or <http://yourstatement.cpiwooster.com> for statistics. Please note that minutes reflected on website may not include the past 24 hours of usage.

## **Long Distance**

### **Q. Can I choose my long distance carrier?**

- A. Yes — but why would you? Unlimited Local plus Long Distance Home Phone service includes 3,000 long distance minutes anywhere in the U.S. and U.S. territories. You can use another long distance service (for example, a “1010” service), but the monthly Home Phone service charge will remain the same.

### **Q. How do I make long distance calls?**

- A. Just dial as usual: 1-(area code)-number.

### **Q. How do I make international calls?**

- A. Just dial as usual: 011 + country code + city code + telephone number. Calls to international locations are extra but are billed at rates competitive with other major providers. Home Phone service automatically blocks international calls unless you specify otherwise, so please tell the Customer Service Representative if you wish to place international calls. There is no extra charge to change this feature. Calling internationally to a cellular phone will have a higher per-minute rate. This is the cellular surcharge added to the permanent rate, which is passed on by the cellular provider. For a current listing of international codes, go to **[www.massilloncabletv.com](http://www.massilloncabletv.com)** or **[www.cpiwooster.com](http://www.cpiwooster.com)**, or look in your **Subscriber Policy Handbook**.

## **Equipment**

### **Q. Do I need to be home for the installation?**

- A. Yes, you need to be present.

### **Q. What must be installed to use Home Phone service?**

- A. If you now have High-Speed Internet service, we will exchange your current cable modem for a new modem that provides both Home Phone and High-Speed Internet Service. Your new modem will require a phone outlet near the Home Phone modem. If you do not have High-Speed Internet service, we will install a Home Phone modem in your home and connect it to your phone system. The Home Phone modem can also provide High-Speed Internet service for your computer.

### **Q. How much does it cost to install Home Phone?**

- A. \$35 + tax.

### **Q. Can I purchase a battery back-up?**

- A. Yes, but not through MCTV and CPI.

**Q. Does Massillon Cable TV/Clear Picture provide technical support for my Home Phone service?**

A. Yes. We provide support for your Home Phone service. To contact Massillon Cable TV call 330-833-4134 or to contact Clear Picture call 330-345-8114.

**Q. Who maintains my Home Phone modem?**

A. Massillon Cable TV/Clear Picture. During installation, we'll upgrade your equipment to the latest technology, and will continue to do so as long as you subscribe to Home Phone service.

**Q. Do I have to buy any extra equipment?**

A. Only if you want a battery back-up.

**Q. Do I need a special phone?**

A. No. All standard touch-tone phones, wall-mounted, portable and cordless, work with Home Phone service.

**Q. Will my home security system work with Home Phone?**

A. Yes, in most cases. It may require a little extra wiring to ensure it works properly. We recommend that homeowners with security systems specify a modem with battery back-up to provide the highest level of security. Massillon Cable TV/Clear Picture does install, support and service home security systems.

**Q. Will my fax machine work with Home Phone?**

A. Most fax machines purchased after 2000 will work with MCTV/CPI Home Phone.

**Q. Will my answering machine work with Home Phone?**

A. Yes. However, you may want to consider Home Phone Voice Mail. Voice Mail is FREE with cable, High-Speed Internet and Unlimited Local plus Long Distance Home Phone services. It provides all the features of an answering machine with no wires or tapes. It's very easy to listen to your messages when you are away from home. Best of all, Voice Mail will record messages from callers even when your phone is busy.

**Q. Will Home Phone work with my home network?**

A. Yes. All the current High-Speed Internet features will continue to work.

**Q. Will TiVo work with Home Phone?**

A. No. You cannot have TiVo with MCTV/CPI Home Phone. However, Massillon Cable TV/Clear Picture does offer DVR service.

**Q. Will my Caller ID display work with Home Phone?**

A. Yes. You must have a Caller ID display to use Caller ID. Remember that Caller ID, Call Waiting and Call Waiting ID are available at no additional cost with Unlimited Local plus Long Distance Home Phone.

## Billing

### **Q. What will happen if I get shut off for non-pay?**

A. If you are shut off for non-pay, you are going to lose your phone number once disconnected.

### **Q. Does the Massillon Cable TV/Clear Picture 30-day money-back guarantee apply to Home Phone?**

A. Yes, just like all our products. You will still need to pay for extra services you use, such as international calls, Operator Services and Directory Assistance.

### **Q. How is Home Phone billed?**

A. Your regular monthly charge for unlimited local and long distance service is included on your Massillon Cable TV/Clear Picture bill.

### **Q. Are there any extra charges?**

A. Charges are different depending on what level of phone service. Unlimited Local plus Long Distance Home Phone service includes virtually all features at no extra charge. If you do not have home phone, cable and Internet bundled, and you want Voice Mail, you will be charged \$3.50 per month. You will be charged extra at competitive rates for calls to international locations, Directory Assistance, long distance minutes over 3,000 per month for Unlimited Local plus Long Distance is \$.025 per minute, some Operator services. You will also be charged monthly for the Universal Service Fund (USF). Home Phone charges vary by level of home phone service. Please call for details.

### **Q. How much does it cost to use Directory Assistance?**

A. Directory Assistance auto connect is available for an additional charge of \$1.44 per use.

### **Q. What if I have a problem?**

A. For questions or assistance with your account or service, call Massillon Cable TV at 330-833-4134 or call Clear Picture at 330-345-8114.

# Your CHOICE!

Choose your **CABLE** tier  
and save!



## **Lifeline Cable**

**Over 45 channels!**

## **Basic Cable**

**Over 105 channels.**

## **Basic Plus**

**More than 45 channels**

## **HD Essential**

**10 exclusively HD channels**

## **Premium Channels**

**More than 50 channels of HBO, Cinemax,  
Starz/Encore, and Showtime/The Movie Channel**

- Interactive Program Guide
- 24 hour commercial free music with Music Choice®
- On Demand/Channel 1 Movies & Events (order anytime you like)
- Pay-Per-View Movies & Events (order at specific times)

# Your CHOICE!

Choose your **Internet** tier  
and save more!



Your**LINK**

## High Velocity Internet

**10 Mbps download/1.5 Mbps  
upload\***

## Mega High Speed

**6 Mbps download/512 Kbps  
upload\*.**

## Economy High Speed

**2 Mbps download/256 Kbps  
upload\***

*\*All speeds listed are maximum speeds. Your speeds may vary depending on the site visited or time of day. If you do not have Cable TV service with Massillon Cable TV and wish to only have High-Speed Internet service, you will be charged an additional \$10.00 a month Cable Access Fee. Taxes not included. The Normal Residential Transfer Limitation on Economy Internet is 20 GB/month. The Normal Residential Transfer Limitation on Mega Internet is 50 GB/month. The Normal Residential Transfer Limitation on High Velocity is 100 GB/month. When Transfer Limitations are exceeded, \$1.00 per GB will be charged. You will be notified when the normal transfer limitations are exceeded. You can also purchase an extra 10 GB/month for \$5.00 (must have either Economy, Mega or High Velocity Internet service for this feature to be added). Call for details*

Plus, if you have Massillon Cable TV/Clear Picture service, you can call for any service related Internet issues and the I.T. Guys will help. In-Home and In-Office computer assistance is also available for an additional fee.

# Your **CHOICE!**

Choose your **Security** tier  
and save even more!



**Safeguard Security  
provides installation,  
servicing & monitoring of  
residential buildings**

- Burglar, Fire & Carbon Monoxide Detection
- MedAlert (Personal Emergency Response System)
- Access Control & Closed Circuit Camera Surveillance







# Contact Information



**Massillon Cable TV, Inc.**

*One Connection. A World of Possibilities.*

## Stark County Residents

- LOCATION:** 814 Cable Court NW,  
Massillon, Ohio  
(just west of the  
Cherry Road viaduct)
- HOURS:** 8AM to 6PM Monday–Friday  
(except holidays)  
9AM to 12PM Saturday  
(except holidays)
- WEBSITE:** [www.massilloncabletv.com](http://www.massilloncabletv.com)  
<http://mctv.hometownohio.com>
- PHONE:** Call 330-833-4134 for information  
about Massillon Cable TV services  
or for support.
- MAIL ADDRESS:** Massillon Cable TV  
P.O. Box 1000  
Massillon, OH 44648-1000



**Clear Picture, Inc.**

*One Connection. A World of Possibilities.*

## Wayne County Residents

- LOCATION:** 444 W. Milltown Road,  
Wooster, Ohio
- HOURS:** 8AM to 6PM Monday–Friday  
(except holidays)  
9AM to 12PM Saturday  
(except holidays)
- WEB SITE:** [www.cpiwooster.com](http://www.cpiwooster.com)  
<http://cpi.hometownohio.com>
- PHONE:** Call 330-345-8114 for information  
about Clear Picture services or  
for support.
- MAIL ADDRESS:** Clear Picture  
P.O. Box 917  
Wooster, OH 44691-0917

## Bill Payment:

<http://yourstatement.massilloncabletv.com>

<http://yourstatement.cpiwooster.com>