



**Massillon Cable TV, Inc.**  
*One Connection. A World of Possibilities.*

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 330.833.4134 • [www.massilloncabletv.com](http://www.massilloncabletv.com)  
<http://mctv.hometownohio.com>



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**A**s Internet and email use has become more and more commonplace in our homes, so has the need for technical support when computer viruses, pop-up windows and spyware threaten to hijack your computer. Or perhaps you just need a little help getting set up to merge onto the Information Super Highway. For a no-hassle solution when Internet problems surface in your home, call the Internet Technology professionals who make house calls—I.T. Guys.

I.T. Guys is a service of Massillon Cable TV created to help our High-Speed Internet customers have a safe and enjoyable Internet experience. Our I.T. Guys are equipped to deal with many different types of computer issues. We offer free technical support for service-related questions over the phone for all Massillon Cable TV High-Speed Internet customers. Customers are welcome to bring their computers to us for troubleshooting for a fee of \$20, but we also make house calls!

House call service fees:

- **Business Service** customers pay **\$50** for each hour of service and \$50 for each additional hour. There is no charge if the problem is with the cable service.
- **High Velocity Service** customers pay **\$15** for each hour of service and \$30 for each additional hour. There is no charge if the problem is with the cable service.
- **Mega Service** customers pay **\$15** for the first hour and \$30 for each additional hour\*. There is no charge if the problem is with the cable service.
- **Economy Service** customers pay **\$25** for the first hour and \$30 for each additional hour\*. There is no charge if the problem is with the cable service.

**No matter what your Internet trouble, help is just a phone call away at 330-833-4134.**



**WEB BROWSER & EMAIL ACCOUNT SETUP**

Troubleshoot Internet software that we support, and is licensed to your machine. For new computers (must be out of the box and hooked up) our I.T. Guys can set up Internet browsers, email accounts and gaming systems for online play.

We can help you get the most out of your surfing by adjusting your browser plug-ins and security settings for maximum performance and safety.

**VIRUSES**

A computer virus is a program that can copy itself and infect a computer without permission or knowledge of the user.

I.T. Guys can inspect and remove viruses from your computer (we are not responsible for any lost data). If virus-scanning software is installed and licensed, we will set automatic virus testing. If virus software is not installed, I.T. Guys will advise you on what type of software to purchase, and how to install it on your computer.

**SPYWARE**

Spyware is computer software that is installed without the user's informed consent to intercept or take partial control over the user's interaction with the computer.

Our I.T. Guys will inspect and remove spyware, set up your computer to block pop-up windows, advise you on what anti-spyware software you will need to periodically update.

**FILESHARING**

Some file-sharing software comes bundled with privacy-invasive software. In many cases it can interfere with the correct operation of web browsers or anti-virus software. I.T. Guys will inspect for file sharing programs and files. They will not delete shared files, but will advise you when certain file sharing activities violate copyright laws. They will advise you when shared files and programs are hampering the performance of your computer.

**BACKGROUND PROGRAMS**

Inspect computer for background programs that may be consuming excessive amounts of your computer's resources. I.T. Guys will stop or remove background programs and advise you on how to keep them off your computer.

**OS & HARDWARE**

Inspect the operating system for missing or corrupt files. If our I.T. Guys find a problem, they will recommend that you contact the manufacturer for help on running the recovery CD that came with your computer. I.T. Guys will also advise you of system hardware problems they uncover, as well as provide a recommended course of action.

**NETWORK CARD & WIRELESS ROUTERS**

Inspect the network card. I.T. Guys will replace a faulty network card at no charge if it is under warranty and purchased from MCTV within the last 30 days. The charge to install or replace a network card that is not under warranty is \$30.

I.T. Guys will install a wireless router and wireless security in a home if the homeowner has already purchased and unboxed the necessary equipment before the time of appointment.



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I.T. Guys services do not include problems relating to printers, cameras, scanners, copiers, wireless mouse or keyboard issues, non-Internet related expansion boards, Vonage phone systems, formatting or reloading of windows, inspecting or deleting customer personal files, copy or transfer customer files, or loading software – except software to fix a problem we support. Massillon Cable TV, Inc. is not responsible for data lost during servicing. If you do not have Cable TV service with us and have High Speed Internet Service, you will be charged an additional \$10 per month Cable Access Fee. 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 after you exceed the Normal Transfer Limitations. 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.) \*Prices subject to change without notice. Massillon Cable TV, Inc. is an Equal Opportunity Employer.

**TO SCHEDULE A HOUSE CALL FROM OUR I.T. GUYS, CALL 330-833-4134 TODAY AND HELP WILL BE ON THE WAY!**