



Welcome to
VTel GigE Home



Contents

Welcome Letter	3
Get a \$5 Service Credit.....	4
GigE 101	5
Fiber-to-the-Home FAQ	7
Common Problems and Troubleshooting Tips.....	8
HD Residential Communications Offerings	9
VTlevision FAQ	10
How to Reach Us	15
Internet Terms of Service	16

Follow us to get
the latest news
and updates!



facebook.com/vtelvt



twitter.com/Vermontel



google.com/+VTelSpringfield

Visit us at

www.vermontel.com

Dear VTel Neighbor,

Welcome to VTel GigE Home!

VTel's GigE Home means up to 1 gigabit per second Internet—one of the fastest Internet connections on earth.

Our Two Guarantees

Guarantee 1: *If you feel we could have served you better, say so, and get a free month's service once per year.*

Guarantee 2: *If you find a cheaper price, tell us. We'll give you \$10, and reduce our price. We've never met a price we couldn't beat. If we ever do, we'll let you out of any contract without penalty.*

We've had the fewest complaints of any telecom company in Vermont for years and years. We answer our phones on the first ring, with a friendly voice. We're the most innovative telecommunications company in Vermont, because we listen to our customers.

VTel GigE Home offers you the following:



GigE Voice – First-in-Vermont High-Definition (HD) voice services, with enhanced features and crystal-clear call quality. When used with VTel HD wireless, it's crisper and clearer than any wireless call you've ever heard.



GigE Internet – Blazing fast Internet service delivering up to 1 gigabit per second, perfect for unlimited streaming video from Google, Apple, Amazon, YouTube, and Netflix, including new Ultra High-Definition TV (UHDTV). GigE fiber will deliver the best UHDTV experience available. We love it.



VTellevision – Superior image quality in packages that will please the whole family. We're lower in cost than cable and satellite, more flexible and transparent, and have fewer surprises and better service. It's a guarantee!



VTel Wireless – Our statewide 4G LTE network brings high-speed Internet for home, business, or mobile to the most remote reaches of the state. All GigE Home customers receive discounts on VTel Wireless data packages!



VTel Data Barn – VTel gives you first-in-Vermont free cloud storage. With VTel, it's not only free—it's two terabytes!

Please call me anytime, or email me at mguite@vermontel.com. We're here to serve you.

Michel Guité

Michel Guité
President
Vermont Telephone Company, Inc.



Get a \$5 Service Credit!

Customer Satisfaction Survey

Now that you're connected to VTel GigE, we're interested in hearing about your experience with the installation, and how satisfied you are with your new GigE Home services. Please take a moment to answer a few questions at **www.vermontel.com/mynewfiber** where you'll find a brief survey. For your time and insights, we'll give you a \$5 service credit for use on your bill for any enhanced service like ValuPak or features on VTelevision.



Alternately, scan this QR code to get taken to the survey.

Go Paperless!

Emailed bills reduce paper waste and are less costly to produce, so we'll give you a \$5 service credit for going paperless! Email **info@vermontel.com** or call us at **(802) 885-9000** and let us know you want paperless billing.

Thank you for being a valued VTel customer!

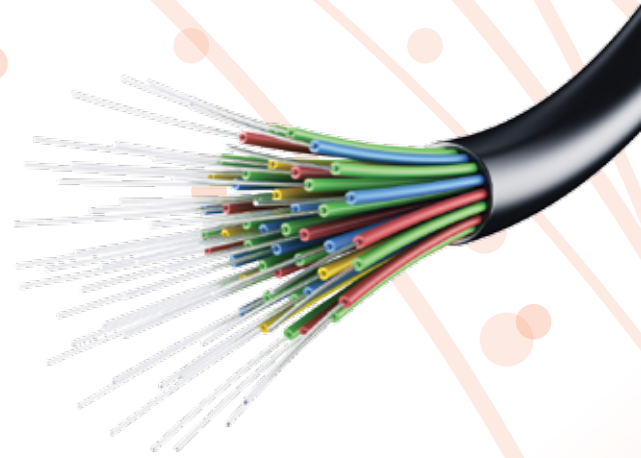
GigE 101

An Overview of Your New GigE Fiber Connection: The Backbone for VTel GigE Home

What are fiber optics?

Fiber optics are long, thin strands of glass roughly the diameter of a human hair. They are arranged in bundles that create a fiber optic “cable” and use light instead of electricity to carry a signal. These light signals represent data, which is capable of traveling at the speed of light.

Fast Fact: One bundle of fiber optic cable, not much thicker than a pencil, can carry ALL of the world’s current communications traffic. (Source: FTTH Council)



How do fiber optics work?

To understand how fiber optics work, imagine yourself looking through a flexible plastic pipe several miles long, with the inside surface of the pipe coated with a perfect mirror. At the other end, a friend turns on a flashlight and shines it into the pipe. Because the interior of the pipe is a perfect mirror, the flashlight’s beam will reflect off the sides of the pipe (even though the pipe may curve and twist), and you will see it at the other end. If your friend were to turn the flashlight on and off, your friend could communicate with you through the pipe. This is the essence of how a fiber optic cable works.

What is Fiber-to-the-Home?

Fiber-to-the-Home (FTTH) is the installation and use of fiber optical cable directly to your home. Communications over fiber replace legacy infrastructure, like copper telephone wires and coaxial cables. FTTH is a broadband network architecture that brings a high-capacity fiber optic connection to your home, which eliminates copper-based low-capacity bottlenecking network infrastructure between you and the world-wide web.

Why is FTTH important to me?

Fiber technology is unique because it can carry massive amounts of information over long distances without signal degradation. This is sometimes called “high bandwidth” communications. Copper can also carry high bandwidth, but only for a few hundred yards, after which the signal begins to degrade.

Connecting homes directly to fiber optic cables instead of copper enables homes to receive greater amounts of bandwidth, and in turn, enhanced products and services. You can be sure these leaps into next-generation Internet services will inspire further innovations that we haven’t yet imagined.

What is a Gigabit connection?

One-gigabit-per-second (Gbps) supports up to a 1,000 megabit-per-second (Mbps) connection. A gigabit is up to 100 times faster than the average Internet connection that most Americans have today, enabling you to get what you want instantaneously. You no longer have to wait for pages to load, or for buffering; it will be all ready to go when you are. So whether you're video-chatting, uploading family videos, or playing your favorite games online, all you need to do is click and you're there.



Why do I need a Gigabit and how will I notice the difference?

VTel GigE Gigabit Internet service makes everything you already do online up to 100x faster. No more waiting.

Gigabit Internet will also revolutionize the web in ways we have yet to conceptualize. Imagine chatting with your doctors or teachers via HD videoconference, or collaborating on a work or school project with contributors across the globe in real time, without delays. Imagine new online applications that don't freeze. Imagine automatically saving all of your work, photos, and music in the VTel Data Barn, in the blink of an eye – and never having to worry about losing files to a computer crash again.

A VTel GigE Internet connection is the online experience of the future. In Vermont, it's happening today.

Advantages of Fiber-to-the-Home

Greater Capacity and Reliability. People today are using technologies that require more and more bandwidth, like VTelevision, content streaming to multiple devices, file sharing, gaming, and home monitoring systems. Fiber optics is the only technology that can keep up with these bandwidth demands.

Cost-Effective. Data on a fiber optic cable can travel many miles in a split second—at the speed of light, in fact. This speed allows a more cost-effective method to transmit large amounts of data to everyone's homes, between homes, and around the world.

Secure. Voice and data transmissions via fiber are more secure than when they are sent over conventional copper cable connections. The use of fiber eliminates the ability to tap, or eavesdrop, through contact with the delivery system.

Future-Proof. Once installed, fiber is easily upgraded by changing the electronics that create the light pulses, and not replacing the cable itself. That's why fiber networks are said to be "future-proof".

Adds Value to Your Home. A recent report showed that having a GigE fiber optic connection can add as much as \$5,000 to your home's value.

Fiber-to-the-Home FAQ

How much did installing fiber to my home cost? Installing fiber has no cost to you, thanks to around \$135 million in 2010-2015 federal and state funding awarded to VTel. Once your home connection is converted to fiber, you'll enjoy high-definition phone services as well as blisteringly fast Internet speeds. And now, VTellevision offers you more than 500 channels, including 200+ in HD.



Will fiber increase the value of my home? Absolutely. A house is generally worth much more if it has access to a public street, water, sewer services, public schools, and other utilities. According to the Fiber Primer (9th Edition) by the Fiber to the Home Council, a fiber connection is estimated to increase the value of a home by up to \$5,000.*

How will fiber impact my existing VTel service? Your VTel phone service will have greater call quality and clarity. There will be significant improvements in Internet upload and download speeds; throughput will be up to 100 times faster than what you have previously experienced.

Why do I need a battery in my home? The fiber optic network is passive. This means that unlike copper, the fiber network does not power itself. A battery is required in case of power failure. In this regard, VTel's new network is similar to most cable, satellite TV, and wireless networks.

How long will the battery last when there is a loss of power at my home? Under continuous use, the battery is rated to last eight hours. The battery is rechargeable; therefore once the power is back on it should immediately begin recharging itself. However, aged batteries require replacement.

Will I be responsible for the battery placed in my home? Battery replacement is the customer's responsibility. The battery is a VRLA rechargeable BP7.2-12 (12V, 7.2Ah/C20/1.75VPC/29oC) model, and can be purchased at hardware stores or online. For more information, visit <http://vermontel.com/fiber> or call our Customer Service at (802) 885-9000.

Can I choose not to have a battery? No. The optical device on the outside of your home is connected to the battery. You must have the battery as a power supply, and cannot connect the optical terminal to a different power source. Sadly, the "old days" of phone systems that worked for over a century without requiring secondary power are quickly passing. However, this new network is capable of speeds, security, and network reliability that far outweigh the drawbacks.

For more information about batteries, see the Battery Information sheet in your GigE Home Welcome Kit, or visit www.vermontel.com/about/fiber/battery-information

If you have additional questions, please do not hesitate to contact our Customer Service team at (802) 885-9000 or toll free at (800) 279-4049.

* "What Fiber Broadband Can Do for Your Community", 9th Edition, at <http://www.ftthcouncil.org/FiberPrimer>

Common Problems

Troubleshooting Tips for Fiber-to-the-Home

Common Problems

Slow Speeds. If you're experiencing slow speeds, try rebooting your router by unplugging the power cable and waiting 30 seconds before plugging it back in (do not press the reset button unless directed to do so by a VTel Broadband Support representative). If it's still slow, attempt a direct connection to your computer from the CAT5 jack.

No Service. Make sure there is power to the ONT (Optical Network Terminal), the unit outside your home. If one or more computers are not getting Internet signal, reboot the wireless router. If the issue is still not resolved, connect directly from the CAT5 jack to one computer and reboot the computer.

Trouble Accessing Email. If you cannot get email, please try to open a web page to be sure you are connected to the Internet. If you are connected but cannot get email, reboot your router and your computer.

Self-Help Tips

Wired connections are faster. If you are downloading large files, please be advised that a hard-wired connection is almost always faster than downloading files wirelessly.

"Slow Internet" can also be caused by "slow computers". If your speed test results are between, say, 50 Mbps and 1000 Mbps, and you are experiencing problems streaming video, the issue likely lies in the computer itself. Many services may still work with older equipment that is not capable of higher speeds, but new data-intensive services like 4K video may necessitate newer equipment and firmware.

There are limitations to speed tests. If you conduct a test of your GigE speeds online, it may top out at 200-300 Mbps. This is not an accurate reading, but actually a limitation of the testing software. Windows computers will test slower than a Mac or a PC running Linux. The most accurate reading for GigE can be achieved at <http://netgauge.vermontel.net>. Contact us if a wired connection directly from the Optical Network Terminal to a computer with a gigabit ethernet card and no firewall consistently yields obviously low speeds with this test.

Updating your PC wireless card driver may yield better results. Like a print driver used to integrate your computer to your printer, your computer has a wireless driver so that it communicates to your wireless network. It's best to make sure you have the most up-to-date wireless driver to ensure the best speeds and performance on your wireless network.

Antivirus/firewalls can also hinder connection speeds. The browser you may be using can also make a big difference. But most importantly, realize that the test itself often isn't completely accurate (in relation to speedtest.net, speakeasy, or Ookla). Try a few different locations around your home when testing.

Like What You See?

Sign up for more of VTel's High-Definition (HD) Residential Communications Service Offerings Today!

VTel GigE offers a wealth of features. The following information is provided to ensure that you are getting the most out of your VTel services. If you have any questions, please contact our local, friendly, customer service representatives at (802) 885-9000. They're just one ring away!



GigE Internet

- 1,000/1,000 Mbps symmetrical download/upload speeds
- Add to any residential phone plan for only \$34.95/month
- 2.5 terabyte (TB) monthly cap
- 2 TB VTel Data Barn storage



GigE Voice

PlainTalk@Home

- \$20.15/month for local service, including 8,000 minutes of calling anywhere in the local area when bundled with GigE Internet, or 1,200 minutes taken on its own.
- Add ValuPak@Home for \$4.95

ValuPak

Includes 16 of the most popular calling features in the U.S. - \$4.95 (most may be purchased separately)

- | | | |
|-------------------------------------|--|----------------------------|
| • Caller ID | • Voice Mail with Fax Storage | • Conference Calling |
| • Number Blocking | • Call Forwarding to My Cell Phone or Anywhere | • Busy Signal Callback |
| • Anonymous Call Rejection | • Call Waiting | • Speed Dial |
| • Selective Call Rejection | • Priority Ringing | • Call Hold |
| • Selective Call Acceptance | • Special-Purpose Ringing | • Office and Home Intercom |
| • Return Call to My Previous Caller | | |

Long Distance Services

Unlimited - \$19.95/month for unlimited calling within the US and Canada



GigE Home Triple Play with VTelevision

Triple Play packages bundle GigE Internet, the Unlimited voice plan, and hundreds of channels to choose from in packages starting at \$79.95/month for the first year. See www.vermontel.com/video for details.

Prices on this page do not include taxes and regulatory fees.



VTelevision FAQ

Set-top Boxes

Why do I need a set-top box?

A set-top box is what takes the signal coming to your house from VTel and changes it into a format that can be read by your TV, so VTelevision requires a set-top box. Additional video services from over-the-top providers such as Netflix, Hulu, Google, Amazon, etc. require separate hardware, but perform beautifully over a fiber connection alongside VTelevision. See <http://vermontel.com/over-the-top> for more details.

Do I need a set-top box for every TV?

You need a set-top box for every TV on which you wish to view VTelevision.

How many set-top boxes can I have in my house?

How many set-top boxes work at one time?

Five set-top boxes will work at a time. The maximum that can be tuned in to HD at once is three, but two more boxes can be set to SD. Likewise, all five set-top boxes set to SD at the same time will work. Keep in mind that if you have a DVR, each show that is being recorded at any given time will count as a channel. This means that if you are recording one HD show, you can only watch two other HD shows and two SD shows at that time. If you are watching a show that is being recorded, it will only count as one channel. Other than that, two televisions tuned to the same channel will count as two different channels for the purpose of counting. If you try to exceed the limit of five, one TV will freeze, you won't be able to change the channel, or the screen will say either "All HD services are in use. For HD viewing options, press OK" or "All TV services are in use. To proceed: power-off another TV receiver or

select a recording to stop." It will then give you options to stop recordings or stay on the channel.

How do I reboot the set-top box?

Often, the easiest way to reboot the set-top box is to unplug it from power, wait 30 seconds, and then plug it back in. The power cord is the cord on the far left if you are looking at the front of the box. Wait for the box to completely power up again and it should be good to go. Simply turning the box off and on again does not fully reboot the set-top box.

You can also reboot the set-top box from the menu on your TV. First, push "Menu", scroll over to "Settings", and select "Restart System". It will ask you if you are sure you want to reset the system, click "Restart". Wait for it to completely power up again and it should be ready.

Remote

Can I use my TV remote control for VTelevision?

VTelevision works with the set-top box remote control that is provided with your set-top box. You can, however, program your set-top box remote control to control your TV, DVD player, or other auxiliary device. See the instructions that came with your remote, or view them at <http://vermontel.com/iptv/remote.pdf>. A universal remote can also be programmed to work with VTelevision, but will offer different functionality.

I can't access the guide or change the channel with my remote. / My remote isn't working.

Make sure your remote is set to control the set-top box (push the "STB" button at the top of the remote) and has fresh batteries.

Make sure you have not exceeded the amount of channels able to work at any given time, including recording shows. (See "How many set-top boxes work at one time" above.) If the remote is still not working, try using a remote from another set-top box (if you have more than one). If the other remote works with the TV, there may be a problem with the remote, in which case we would replace it. Please call VTel at (802) 885-9002 or toll free at (888) 242-7584 to make arrangements.

What can I do if I lose or damage my remote?

If you lose or damage your remote, VTel will provide a replacement for \$20 (plus \$4.95 S&H if applicable). Since you are leasing the set-top box and the remote from VTel, you will be expected to return the newer remote when you terminate your service. If the remote is not working due to a manufacturing issue or basic wear and tear, we will replace it for free.

Accessibility

How do I turn on/off closed captioning?

The easiest way to turn closed captioning on and off is to press "Enter" found in the bottom right corner of the remote. Select "Closed Captions" and simply choose "On" or "Off."

You can also turn closed captioning on and off by pressing the "Menu" button on the remote. Select "Settings" followed by "Television." Choose "Closed Captioning" and this will bring up a screen that gives you the option to turn the captions on or off, but it also gives you options for "Digital closed captioning" and "Standard closed captioning". Not every show on every channel has both digital and standard closed captioning, so the default is to have both set to "Closed Caption 1". Each, however, can be turned on and off independently. Digital closed captioning also offers options to change the color of the text and the background as well as the size of the text, whereas standard closed captioning is simply white text on a black background.

Closed captioning is on but I am not seeing captions. Is there a problem?

The law requires that the vast majority of programs be closed captioned. This means that almost every show you see will be captioned, but there are exceptions. These exceptions include commercials, non-English language programming, programming that is primarily textual, programming between 2am – 6am, certain locally produced and distributed programming, and non-vocal musical programming. If you are sure that what you are watching should have captions and it doesn't, check to see if both digital and standard captions are enabled. To do this, press the "Menu" button on the remote. Select "Settings" followed by "Television". Choose "Closed Captioning" and this will bring up a screen that gives

you the option to turn the captions on or off, but it also gives you options for "Digital closed captioning" and "Standard closed captioning". Both of these should say "Closed Caption 1". If they don't, select the "Change" button and change it. If this does not work, please call our VTelevision and Internet Support at (802) 885-9002 or reach us toll free at (888) 242-7584. You may also email VTel's TV Team at tvteam@vermontel.net.

I'm having problems with my closed captioning. What should I do?

If you are having any difficulties with your closed captioning, please call our VTelevision and Internet Support at (802) 885-9002 or toll free at (888) 242-7584, or email VTel's TV Team at tvteam@vermontel.net.

Guide

Can I quickly move forward in the guide by day to see what's on tomorrow?

You can move forward in the guide by 24 hours with the fast forward button. While in the guide, simply press the "FF" button at the top of the remote. This will take you to the same time on the next day. You can also press "REW" to go back by 24 hours.

In addition, you can move to specific dates and times by getting into the guide and pressing "Enter". Select "Jump to day & time" and then choose the time you would like to see. If you choose "Tomorrow" or any other specific day, it will take you to primetime on that day (primetime starts at 7pm).

How can I customize my channel guide to skip channels I don't want to see?

You can customize your channel lineup to skip channels you don't want to see both in the guide and when you flip through the channels. To do this, press "Menu" and choose "Settings". Select "Television" and then "Customize channel guide". This will bring up a list of all the channels with check marks next to them. Simply uncheck the channels you don't want to see and save the changes. If you wish to see those channels at a later date, go back to the list and check the channels you want or select "Check all" to see every channel again.

Audio

If you have questions about Secondary Audio Programming (SAP) or Descriptive Video, please see the full version of the Frequently Asked Questions at <http://vermontel.com/vtelevision-faq>.

Picture Quality/Aspect Ratio

Why is this channel pixelating? What should I do?

Pixelation (also called tiling), is when the picture is broken up into small squares. Some squares keep moving while others freeze, causing the picture to be blurred or difficult to see. This is the digital television equivalent of static, snow, or ghosting, and is usually caused by a disruption in the connection. Pixelation can be caused by loose connections, faulty wiring, and sometimes bad weather, among other things. If you experience pixelation, you can check the wires from the jack to the set-top box and the set-top box to the TV to make sure everything is securely plugged in. You can also look for visible damage to the wires. A small amount of pixelation is, unfortunately, something that will happen from time to time; however, if you are experiencing heavy, frequent pixelation on one or more channels, please call our VTelevision and Internet Support at (802) 885-9002 or toll free at (888) 242-7584. Before you call, please have the following information at hand: the channel number of the pixelating channel (or channels, if multiple), whether it is happening on every channel or just a few, whether it's happening on one TV or multiple (if you have more than one), how long it has been happening, and whether it is a constant thing or comes and goes.

Why is this channel freezing? What should I do?

Freezing is much like pixelating. This is when the picture freezes completely and doesn't move. It is often caused by the same issues as pixelation (see above). If you are experiencing freezing on one or more channels – or if your entire television has frozen and won't do anything – please call our VTelevision and Internet Support at (802) 885-9002 or toll free at (888) 242-7584. Before you call, please have the following information at hand: the channel number of the freezing channel (or channels, if multiple), whether it is happening on every channel or just a few, whether it's happening on one TV or multiple (if you have more than one), how long it has been happening, and whether it is a constant thing or comes and goes.

What is HD?

HD stands for High-Definition. Television is broadcast in two ways, Standard-Definition (SD) and High-Definition (HD). HD television (also referred to as HDTV) differs from the traditional SD television in picture quality, since HDTV has sharper images, more detail, and better color because it has more pixels per square inch. HD programs also have a different shape. SD programs are optimized for a more square picture with an aspect ratio of 4:3 (width by height). HD programs are optimized for more of a movie feel with a wider screen with an aspect ratio of 16:9 (width by height). The networks and your television set work together to make the picture fit on your TV. Most modern TV's are made to fit the

16:9 ratio which means HD programs fit perfectly to the edge of the TV set, but SD programs are the wrong shape. In order for the program to fit, the networks and your TV add black bars to the sides and/or top and bottom of the picture to make it the right shape. VTel offers both SD and HD programming. There is an extra monthly fee for HD programming from VTel. Contact VTel at (802) 885-9000 or toll free at (800) 279-4049 for the current rate.

What is 4K?

4K is a standard of Ultra High-Definition (Ultra HD or UHD) video that features four times as many pixels as 1080p HDTV. Currently, no networks broadcast a linear signal in 4K, but when they do, your GigE connection will be ready to handle the higher bandwidth demands that this technology will require.

Why does my picture have black bars on the top or the sides? / Everything looks stretched out. / I'm losing parts of the picture. Can I change that?

If you are seeing black bars and you want the picture to fill more of the screen, the picture looks stretched out, or you cannot see the entire picture, you can change the way your TV displays the video. First of all, since each television is different, you want the set-top box to be set to work with your television. To do this, press "Menu" and choose "Settings". Select "Television" and then "Screen aspect ratio and high definition". If you do not have an HDTV set, you will want it to be set to "4:3 standard definition" or "Widescreen standard definition". If you have an HDTV set, check the manual to figure out if it is a 720p, 1080i, or 1080p screen. Choose the correct setting and then hit continue. If you are trying to change it to an HD setting, it will ask you to run a test. The screen may go black for several seconds, but then it will come back at the ratio you have chosen. Once the set-top box is set to work with your TV, you can further change the way you see the picture by pressing "Enter" and selecting "Aspect ratio". There are several options, and as you scroll through them, you will see what it does to the picture on the screen. Choose the setting that best suits you and the program you are watching. You may have to change it on a program-to-program or channel-to-channel basis.

VTelevision Service

Can I get VTelevision Service?

VTelevision is available to all who have GigE fiber optic service with VTel. Because VTelevision is IPTV (meaning it comes into the house the same way the Internet does), it is only accessible over VTel's GigE fiber optic Network. It is not available over the old DSL copper network. If you are unsure whether you are on the GigE

fiber optic network or not, please contact VTel at (802) 885-9000 or toll free at (800) 279-4049, or email VTel's TV Team at tvteam@vermontel.net.

How much does it cost?

VTelevision is offered in a Triple Play package with unlimited long distance calling and up to 1 gigabit Internet. The prices differ depending on what television package you choose. For current prices visit <http://vermontel.com/video>, or call VTel at (802) 885-9000 or toll free at (800) 279-4049.

Can I put VTelevision on Vacation Service like my phone and Internet?

VTelevision can be placed on vacation for a small holding fee, just like VTel phone and Internet services. Call VTel at (802) 885-9000 or toll free at (800) 279-4049 for more details and the current fee.

What happens if I disconnect before the end of my 2-year contract?

If you disconnect before the end of the 2-year contract, you will be charged \$20 for every month left in the contract.

Can I change my VTelevision package during my 2-year contract?

There are several things that may be changed at any time on a month-to-month basis. If you have the Select package, the Mini-Packs may be added or dropped each month. Also, feel free to add and drop premium movie channels on a monthly basis at any time during your contract. During your 2-year contract, you can move your overall service to a higher level tier. For example, if you initially choose Select, you can move your service to Premiere at no charge. Moving to a lower level tier during the contract may incur a fee. Call VTel at (802) 885-9000 or toll free at (800) 279-4049 to determine what it would cost.

Can I order VTelevision without phone and Internet?

At this time, VTel is only offering their VTelevision service in a Triple Play package with unlimited long distance calling and gigabit Internet.

How does my VTel Price Guarantee work?

If you find a lower price for comparable service, tell us and we will pay you \$10, and either beat that price or let you terminate the contract with no penalties.

Features

How do I set up parental locks?

You can set up parental controls to lock certain channels

or all programming with certain ratings. A locked channel can be unlocked for a certain amount of time or for a specific program with a PIN you set. To set up the parental locks, press the "Menu" button on the remote. Select "Settings" followed by "Parental controls". Select "Parental locking" and the system will prompt you to put in a four-digit PIN using your remote. Choose four numbers that will be easy to remember but not easy to guess. After you have set up the PIN, you will be able to select certain channels or certain television and movie ratings to lock. After you have saved these locks, every time you switch to that channel or a program with those ratings, it will show a blue screen that says, "Press OK to unlock this program". You can use the PIN to unlock the current program or to unlock all TV for the next four hours. If you forget your four-digit PIN, call VTel at (802) 885-9000 or toll free at (800) 279-4049 to have it reset.

How do I create a list of my favorite channels? / How can I add a channel to or remove a channel from my favorites list?

You can create a list of your favorite channels so that when you go to the guide or flip through the channels, you see only your favorites. There are several ways to set up this list. First of all, if you are on a channel and you would like to designate it as a favorite, simply press "Enter" and select "Add to favorites". If you press "Enter" and it is already a favorite channel, you will see "Remove from favorites". To add more channels at a time, you can press "Enter" and choose "Change favorites" or you can press "Menu", and under "Live TV" select "Favorites" then click "Edit favorites". You will see a list of all the channels. You can go through and select which channels you want to appear in your favorites list. Once you are done, make sure you save your changes. You can also access this same list by pressing "Menu", selecting "Settings" and then "Television". Choose "Set up favorites" and click your favorites list.

Once you have created a favorites list, you can activate the list by pressing "Enter" and selecting "Favorites lists". Select "MY FAVORITES" and you will see only the channels in your list. To switch back to seeing all the channels, select "All channels". You can also switch between these lists by pressing "Menu" and under "Live TV", selecting "Favorites" then "MY FAVORITES" or "View all channels". You can also set up your guide to skip channels you don't want to see (see page 11).

Can I search for a channel?

You can search for a specific channel by pressing "Enter" found on the bottom right of the remote. Select "Channel Search" and type in the channel you are looking to find.

Can I search for specific shows or movies to see when they will be on?

You can search for show and movie titles as well as names associated with different TV shows (cast members, directors, producers, etc.) right in your menu. Press "Menu" and under "Live TV" choose "Search". Type in your search query and find listings of your favorite shows and movies, when they'll be on, and on what channel.

If I change something on one set-top box, will it change on the others?

All of the features are set-top-box-specific, meaning that changes on one set-top box will not affect the other set-top boxes. Each set-top box can be customized to different specifications. Recorded programs on the DVR, however, are shared throughout the house by each set-top box. This means a show recorded on one TV will be accessible on all of the others.

DVR

What is a DVR?

A DVR is a digital video recorder which records television programming for later viewing. It functions similarly to a VCR, except instead of using video tapes it uses a hard drive. You can set your DVR to record a show once or to record a certain show every time it's on. There is an extra monthly fee for the DVR functionality from VTel. The fee depends on which level of service you choose with discounts available for larger packages. Contact VTel at (802) 885-9000 or toll free at (800) 279-4049 for the current rate.

Can I pause and rewind live TV?

If you have a DVR, you can pause live TV and also rewind TV up to an hour from the current time or to the point when you tuned into this channel.

How do I record a show? / How do I record a series? / How do I cancel a recording?

You can set a show to record in a couple of different ways. First, if you are watching a show you would like to record, you can simply push the "Record" button in the top left corner of the remote. A banner that says "Recording" will flash across the top of the screen letting you know that it has worked. Also, your set-top box will have a red light on the front next to "Rec". This will record the program you are currently watching. It will not keep recording indefinitely. If you want to record what you are currently watching and the shows that come on after it, use the second method to record each individual program. (See below for the second method.)

The second way to record programs is done on the guide. Use this method if you would like to record

something that has not yet started or something you are not currently watching. Press the "Guide" button. Navigate to the show you would like to record and push the "Record" button. A banner that says either "Recording" or "Recording Scheduled" will flash across the top of the screen letting you know that it has worked. Also, you will see a red dot on the guide next to the program set to record. If you want to record a certain show every time it is on, simply push the "Record" button a second time. A banner that says "Series Recording Scheduled" will flash across the top of your screen and you will see three overlapping red circles next to the show each time it appears on the guide. To cancel a recording, push "Record" one more time. A banner will flash at the top of the screen saying "Series Recording Canceled" and you will no longer see the red circles next to the show on the guide. You can also cancel recordings by pressing "Menu" and selecting "Recorded TV".

How do I access the shows I have recorded?

To access the shows you have recorded, press the "Recorded TV" button on the remote. This will take you to a list of the shows that have been recorded. Click on the show name that you want to watch then choose the episode, if you have recorded more than one.

You can also access your recorded shows by pressing "Menu" and selecting "Recorded TV". Choose "View recordings" to see the list of shows you have recorded, or choose "Scheduled" to see a list of all the shows that are scheduled to record.

How much storage does my DVR have?

Your DVR has 500 gigabytes of storage. This means you can record and store about 80 hours of HD programming or about 200 hours of SD programming, or some combination of HD and SD programming. These numbers are approximate since different kinds of programming take up more or less storage space. In addition to the storage on your hard drive, certain networks have allowed us to make up to 8 hours of programming available "in the cloud" with our time-shift feature. The channels that have time-shift are noted with an arrow-shaped box (not to be confused with an arrow that you may see inside of some boxes) and are highlighted in blue. (Note that this feature does not require the DVR to access and does not use space in your DVR's hard drive).

How many shows can I record at one time?

Your DVR is capable of recording five standard-definition (SD) television programs at one time. If you have high-definition (HD) TV, then you can record up to three HD and two SD programs at one time. If you are watching a channel, this channel counts as one of the programs. This means if you are watching an HD show, you can record two other HD programs and two SD programs. If you try to record more than the capacity, the screen will prompt you to resolve the conflict.

How to Reach Us

Need assistance? Experience first-ring customer service.

Contact Information

Telephone Service Support:

(802) 885-9000
(800) 279-4049

Internet & VTelevision Support:

(802) 885-9002
(888) 242-7584

Fax:

(802) 885-4929

Email:

support@vermontel.com
tvteam@vermontel.com

Hours of Operation

Business/Telephone Service Support:

Monday – Saturday, 8am – 5pm

Customer Walk-In Hours:

Monday – Friday, 9am – 4pm

Repair Calls:

24 hours, 7 days a week

Internet & VTelevision Support:

Monday – Saturday, 8am – 9pm
Sunday, 9am – 5pm

Our Address

Vermont Telephone Company, Inc.
354 River Street
Springfield, VT 05156



VTel Internet Terms of Service

YOUR USE OF THE SERVICE WILL CONSTITUTE YOUR ACCEPTANCE OF ALL THE FOLLOWING TERMS, AND THOSE CONTAINED IN OUR HIGH SPEED INTERNET AGREEMENT. IF YOU DO NOT AGREE WITH THE TERMS OF THIS AGREEMENT, CANCEL YOUR ACCOUNT BY CALLING (802) 885-9002 IMMEDIATELY. FOR THE PURPOSE OF THIS AGREEMENT VTel INTERNET INCLUDES ANY COMPANY THAT IS IN ANY WAY AFFILIATED BY COMMON OR OVERLAPPING OWNERSHIP WITH VTel INTERNET.

1. LIMITED WARRANTY. The accuracy, completeness, timeliness or correct sequencing of the information obtained from our service is not guaranteed by VTel Internet or any parties transmitting the information ("Information Transmitters"). There may be delays, omissions or inaccuracies in the information. You agree that neither VTel Internet, the Information Providers nor the Information Transmitters shall have any liability contingent or otherwise, for the accuracy, completeness or correct sequencing of the information, or for any decision made or action taken by you in reliance upon the information of the service, or for the interruption of any data, information or aspect of the service. THERE IS NO WARRANTY OF MERCHANTABILITY, NO WARRANTY OF FITNESS FOR A PARTICULAR USE, AND NO WARRANTY OF NON-INFRINGEMENT. THERE IS NO OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, REGARDING THE INFORMATION OR ANY ASPECT OF THE SERVICE (INCLUDING BUT NOT LIMITED TO INFORMATION ACCESS AND ORDER EXECUTION).

2. LIMITATIONS OF LIABILITY. IN NO EVENT WILL VTel INTERNET, THE INFORMATION PROVIDERS OR THE INFORMATION TRANSMITTERS BE LIABLE TO YOU OR ANYONE ELSE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR INDIRECT LOSSES AND/OR DAMAGES THAT RESULT FROM THE INCONVENIENCE, DELAY OR LOSS OF THE USE OF THE SERVICE OR SERVICE CONTENT. EVEN IF VTel INTERNET, THE INFORMATION PROVIDERS OR THE INFORMATION TRANSMITTERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES. YOU AGREE THAT THE LIABILITY OF VTel INTERNET, THE INFORMATION PROVIDERS AND THE INFORMATION TRANSMITTERS ARISING OUT OF ANY KIND OF LEGAL CLAIM (WHETHER IN CONTRACT, TORT OR OTHERWISE) IN ANY WAY CONNECTED WITH THE SERVICE OR THE INFORMATION, WILL NOT EXCEED THE AMOUNT YOU ORIGINALLY PAID FOR THE SERVICE. Neither VTel Internet, the Information Providers or the Information Transmitters shall be liable for any loss resulting from a cause over which such entity does not have direct control, including but not limited to failure of electronic or mechanical equipment or communication lines, telephone or other interconnect problems, unauthorized access, theft, operator errors, severe weather, earthquakes, and strikes or other labor problems. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG IMPLIED WARRANTIES LAST, THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES, SO THAT THESE DISCLAIMERS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM JURISDICTION TO JURISDICTION.

3. PROPRIETARY INFORMATION. The information is the property of the Information Providers or others and may be protected by copyright. You agree not to reproduce, re-transmit, disseminate, sell, distribute, publish, broadcast, circulate or commercially exploit the copyrighted Information in any manner without the express written consent of VTel Internet and the relevant Information Provider(s); nor to use the Information for any unlawful purpose. You agree to comply with reasonable written requests by VTel Internet to protect VTel Internet's respective contractual, statutory and common-law rights in the Information and the service.

4. ACCESS, PASSWORDS, AND SECURITY. Your Internet service is for your own use and may not be shared among multiple households. You agree immediately to notify VTel Internet if you become aware of any of the following:

- A. Any loss or theft of your user name(s) and or password(s).
- B. Any unauthorized use of any user name(s), password(s) or of the service.
- C. Any use by neighbors, other families, or any other users outside of your household.

You will be responsible for the confidentiality and use of your user name(s) and password(s). You will be responsible for all activities entered through your user name(s) and password(s), and any requests so received by VTel Internet will be deemed to have been received from you. Anyone found logged into 2 modems simultaneously, with the same username, will be automatically billed for (2) full Internet accounts for the month.

5. SOFTWARE BROWSERS AND DATA TRANSMISSIONS. You acknowledge that the transmission of data on the Internet, including email and personal financial data, is not secure and may be accessed by unauthorized third parties. You acknowledge that VTel Internet is not responsible for notifying you of any upgrades, fixes or enhancements to any "browser" software or for any compromise of data transmitted across the Internet.

6. SUBSCRIPTION, SERVICE, USE FEES. You agree to pay all subscription, service, and use fees, if any, which you are charged by VTel Internet for the service and agree that such fees may be changed without notice. You agree to pay all costs (attorney's fees), if any, incurred by VTel Internet in collecting overdue fees from you. You also agree to pay all federal, state and local taxes applicable to your use or receipt of the service. Your account is activated upon receipt of your first payment (applies to invoice billing customers only) or when the order is placed (applies to all other billing methods) and will be active and billed until you contact us in writing to disconnect your service, or until we disconnect the service. The initial payment for service is non-refundable. There are no "set-up" fees, however your initial sign-up payment covers the cost of creating your account and your initial partial and subsequent month of service. Written termination notice may be delivered by hand, by US Mail, by any courier service, to: VTel Internet, 354 River Street, Springfield, VT 05156 or by electronic media. Service will be invoiced monthly and paid one month in advance. The initial month of

service will be prorated and billed in the initial bill. Payment is due on the 1st of every month. Accounts are in default if payment is not received by the 10th day of the month. An account in default may be deleted. If your account is deleted, you will be treated as a new customer and all "new" customer fees must be paid prior to re-activating of your service. VTel Internet reserves the right to limit your on-line time. This service is "unmetered" but not unlimited.

7. LOCKED OR DELETED ACCOUNTS. If there is a restriction on your account(s), you will not be able to use the service until the account is unlocked. VTel Internet reserves the right in its sole discretion to request a cash deposit to unlock the account, VTel Internet will not be responsible for any delay or failure to provide the service in the event there is a lock placed on your account(s) or you delay or fail to make such deposit.

8. INDEMNIFICATION. You agree to defend, indemnify and hold VTel Internet from and against any and all claims, losses, liability costs and expenses (including but not limited to attorneys' fees) arising from your violation of this Agreement or any third-party's rights, including but not limited to your infringement of any copyright, your violation of any proprietary right, and your invasion of any privacy rights. This obligation will survive the termination of this agreement.

9. OUR ABILITY TO TERMINATE SERVICES. VTel Internet reserves the right to terminate your access to the service or any portion of it in sole discretion, without notice and without limitation, for any reason whatsoever, including but not limited to the unauthorized use of your user name(s) and password(s), breach of this Agreement, and the discontinuance of VTel Internet's access to any Information or data from any Information Provider, or termination of one or more agreements between VTel Internet and Information Providers, the Information Transmitters. In the event of a termination by VTel Internet, VTel Internet shall have no liability to you, provided, however, that if the termination is without cause, VTel Internet will refund the pro-rated portion of any fee which may have been paid by you for the portion of the Service not furnished to you as for the date of such termination.

10. INDIVIDUAL USE OF INFORMATION. As a condition of being approved to use our services, you represent and agree that the following statements are and will continue to be true for as long as you use our services. Your account can be used by you and your immediate family only.

A. Storage of web pages for other people is prohibited.

B. Resale of our services is prohibited. *

C. Sharing of services is prohibited. *

* Our services provide one login account per customer, which is to be used ONLY for customer or immediate family. This account is non-transferable and should not be used by anyone other than the customer or immediate family. Because VTel is building, installing, and implementing a fiber network with speeds of GigE and higher at low costs to customers, we prohibit any individual or business from using these facilities to share or resell voice, data, video, or other services without our express written permission and prices adapted accordingly. This applies to all access mediums, fiber, copper, and wireless; and whether the user is for-profit or non-profit.

11. RESTRICTIONS ON USE. The Service is a consumer grade service and is not designed for or intended to be used for any commercial purpose. You may not resell, re-provision or rent the Service, (either for a fee or without charge) or allow third parties to use the Service via wired, wireless or other means. For example, you may not provide Internet access to third parties through a wired or wireless connection or use the Service to facilitate public Internet access (such as through a Wi-Fi hotspot), use it for high volume purposes, or engage in similar activities that constitute such use (commercial or non-commercial). If you subscribe to a VTel Internet service, you may connect multiple computers/devices within a single home to your modem and/or router to access the service, but only through a single VTel-issued IP address. You also may not exceed the bandwidth usage limitations that VTel may establish from time to time for the service, or use the service to host any type of server. IPTV: VTelevision is provided over GigE Home Internet, and likewise may not be distributed among multiple dwelling units without prior written authorization from VTel. Violation of this section may result in bandwidth restrictions on your Service or suspension or termination of your service, at VTel's sole discretion.

12. SERVICE AND BANDWIDTH AVAILABILITY AND SPEED. The Service you select may not be available in all areas or at the rates, speeds, or bandwidth generally marketed, and some locations may not qualify for the service even if initial testing showed that your line was qualified. We will provision qualified high-speed Internet lines at the rate available to your location based on our standard line qualification procedures, unless you have selected a level of service with a different line rate. Bandwidth is provided on a per-line (not a per-device) basis. The bandwidth available to each device connected to the network will vary depending upon the number, type and configuration of devices using the service, and the type of use (e.g., streaming media), among other factors. The speed of the service will vary based on network or Internet congestion, your computer configuration, your use of VTelevision video service, the condition of your telephone line and the wiring inside your location, among other factors. We and our suppliers reserve the right, at any time, with or without prior notice to you, to restrict or suspend the service to perform maintenance activities and to maintain session control.

13. CHANGES TO YOUR LOCAL VOICE TELEPHONY SERVICE. If you change your local telephone company or discontinue your local telephone service, we may in our discretion either terminate your service or continue to provide VTel Internet service without local VTel voice service at the then-current rates, terms and conditions applicable to your new service plan and you agree to pay any new or higher monthly fee that may apply to your new Service plan. If we elect to terminate your service, then we reserve the right to charge any early termination fees and to apply the equipment return terms.

14. CONVERSION FROM DSL SERVICE TO VTel GIGE INTERNET SERVICE. When VTel is able to provision Service utilizing fiber optic technologies, we may in our discretion terminate your DSL Service and cease offering DSL Service to your location. In such case, we will offer you VTel GigE Internet Service at the then applicable rates and terms, which may differ from your previous DSL Service rates and terms. If you are on a Term Plan and VTel terminates or ceases to offer service to your location, you shall not be liable to pay the ETF.

15. EMAIL AND WWW COMMUNICATIONS. The service provides you with the capability to send email and other data directly to the Internet. You agree to the following terms with respect to your use of email through the service:

- You acknowledge that email and other data transmitted on the Internet is not secure and may be accessed by unauthorized third parties. In no event will VTel Internet be liable for any costs, damages, expenses or any other liabilities incurred by you or other parties as a result of any such unauthorized access by third parties;
- VTel Internet reserves the right to review or retain your email messages to monitor the quality of Service you receive, your compliance with this Agreement and the security of the service. In no event will VTel Internet be liable for any cost, damages, expenses or any other liabilities incurred by you as a result of such activities by VTel Internet;
- You will not use email of the service for any purpose which is unlawful, abusive, harassing, libelous, defamatory, obscene, or threatening. You will not use the Service to solicit VTel Internet customers or others or participate in the solicitation of VTel Internet customers or others for any purpose.
- AT NO TIME WILL YOU SEND UNSOLICITED EMAILS FROM YOUR ACCOUNT. EMAIL THAT CREATES A COMPLAINT WILL BE CONSIDERED UNSOLICITED. "SPAM" VIOLATION WILL RESULT IN IMMEDIATE DELETION OF THE OFFENDING ACCOUNT.
- You will not upload, post, reproduce or distribute any information, software or other material protected by copyright or any other material protected by copyright or any other intellectual property right (as well as rights of publicity and privacy) without first obtaining permission of the holders of such rights.
- You will not in any way express or imply that the opinions in your email messages are endorsed by VTel Internet without the prior written consent of VTel Internet.
- You will not in any way express or imply that the opinions or contents of your web pages are endorsed by or in any way related to VTel Internet without the prior written consent of VTel Internet.
- VTel Internet reserves the right to restrict or remove information on our server containing any subject considered in poor taste, offensive or containing sexually explicit or graphical content, or subjects related to activities that can threaten the security of our network.
- Email messages stored on VTel Internet servers, that are older than one year, will be automatically removed.

16. GENERAL. You acknowledge that, in providing you with Internet access, VTel Internet has relied upon your agreement to be bound by the terms of this agreement. You further acknowledge that you have read, understood and agreed to be bound by the terms of this Service Agreement.

17. ON-LINE SERVICES. This agreement may be modified at any time. VTel Internet will send written notice, via email or otherwise, of a modification. Your use of the Service after receiving such notice will indicate your acceptance of the modification. If any provision of this Agreement is invalid or unenforceable under applicable law, it is, to that extent, deemed omitted and the remaining provisions will continue in full force and effect. This Agreement and performance hereunder will be governed by and construed in accordance with the laws of the state of Vermont, as applied to agreements entered into and completely performed in Vermont.

VTel is not responsible for any charges incurred by you, the Internet customer, for Local Measured Service or any other telephone-related charges (not excluding long distance calls) used while on-line with our Internet service or any other charges you might incur. You are subject to and responsible for any Local Measured Service charges as applied from your local telephone company. Just a reminder, phone calls to our technical support number, (802) 885-9002 may be long distance for you.

VTel Internet Summary of Terms

The VTel Service Guarantee

If you ever feel VTel could have served you better just tell us and get a guaranteed free month's service – no questions asked – up to once a year. We welcome your calls as a chance to improve. We want you to think of VTel as “the best service I have ever encountered”.

The VTel Price Guarantee

If you ever learn of a lower price, tell us – we'll send \$10 to thank you, and we'll match the lower price or end any contract with no penalty. We've been serving Vermonters since 1890. We've never seen a lower price we can't beat.

Surge Protector Use Required

Electric surge protectors are available at Staples, Wal-Mart, and many hardware and drug stores. If VTel's Internet router or other equipment in your home is destroyed because you didn't use a surge protector, you will be billed the \$149 replacement cost. VTel technicians usually have a spare surge protector in their truck, and can provide one at actual cost.

Important Internet Use Limitations

(A) VTel's offers for “unlimited Internet” and other “unlimited” services are all subject to the following limits: Because there will always be some customers who make use of “unlimited” Internet or other services in ways VTel considers unusual or excessive, VTel reserves the right to inform such users – at VTel's sole discretion – that they are operating outside acceptable levels, and to restrict or terminate service, or charge extra for future service. VTel's caps for Internet usage exist, and will vary based on VTel's determination of what is fair and reasonable; (B) VTel Internet or television users cannot re-sell VTel Internet or television to third parties, whether via WiFi, wireless, wire, or other means, without written consent from VTel. (C) No dwelling unit or business can knowingly share its VTel Internet or television connection with other dwelling units or businesses without written consent from VTel. (D) VTel Unlimited Internet using DSL or GigE in the GigE Home and GigE Pro classes of service are for home use and small business use respectively with ten or fewer Internet devices on an enterprise-wide basis. Larger users sign a master service agreement defining quality of service, costs, and mutual obligations.

VTel's Two Guarantees

VTel offers these two guarantees to everyone, from our smallest customer to our largest, all the time, backed by our network serving you continuously since 1890.

Guarantee One:

If you ever feel we could have served you better, simply tell us. We'll credit you a free month's service, once a year, no questions asked.

Guarantee Two:

If you ever find a lower price for comparable service, simply tell us. We'll give you \$10 for your call. If we can't beat the lower price, you can cancel your service with no termination fee. We've never met a price we couldn't beat.

The VTel logo is displayed in a large, green, serif font. The background of the entire slide is a vibrant orange with a pattern of glowing white and yellow light streaks and bokeh effects, creating a sense of energy and connectivity.

VTel