

Customer

HANDBOOK

What's Inside ...

Helpful Installation Tips

Troubleshooting

Billing Information

BELD
BROADBAND

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WELCOME!

Dear Valued Customer,

Welcome to BELD Broadband! We're pleased to provide your home with the best that cable television, Internet, and phone have to offer.

Cable television delivers a wide spectrum of programming ranging from up-to-the-minute news, blockbuster movies, sports, children's shows, intriguing documentaries and drama, as well as educational and family programs. And BELD Broadband's high-speed Internet service puts you just a mouse click away from information and entertainment from around the world. The latest phone technology is now available from BELD Broadband—you no longer have to pay exorbitant phone rates and your calls will travel over Braintree's reliable hybrid fiber coax network.

This handbook is designed to provide answers to common questions about your cable, Internet and phone service. We suggest that you keep it handy so you will have the information you need if you have questions in the future.

At BELD Broadband, we believe that full service is not attained until you are completely satisfied. To achieve this goal, we strive to maintain a level of customer service that not only meets your expectations, but exceeds them.

If at any time you have a question or concern, please call us at 781.348.BELD (2353). We are a public power utility, which means we are here to provide Braintree customers with low rates, input into major business decisions, and other community benefits. We thank you for your business and the opportunity to provide you with the best value and service in cable entertainment, information and digital phone.



We are proud to be YOUR LOCAL CABLE
TV, INTERNET, AND PHONE
CONNECTION.

OUR POLICIES AND PRACTICES

DEFINITIONS

As used in these Policies and Practices:

We, company, us, or our means BELD Broadband. *You or your* means the customer identified on the work order that was signed to begin your Broadband service.

Home means the residence or dwelling, including a single-family home, apartment or any other type of dwelling unit where your cable TV and/or Internet and/or phone service is installed.

Installed means either installed or activated. *Equipment* means one or more of the following: digital communications terminal box; remote control unit; security device; addressable control module; A/B switch; coaxial cable (“cable”); parental lockout device; cable modem; EMTAs or any other device installed in or around your home, or provided by us that is necessary or convenient for you to receive cable TV programming, Internet, or phone service from us.

Service may include the cable TV signal, Internet service, phone service, or any other service that we provide to you.

INSTALLATION AND SERVICE POLICIES

Installation fees are based on owner-occupied dwellings. You are required to provide building owners’ approval for installation of broadband cabling.

Service calls and installation work will be performed on an appointment basis. Appointments are usually scheduled in four-hour blocks during normal business hours. If you have special needs beyond this appointment option, please call us and we will do our best to accommodate you.

Standard installations will normally be performed within five business days after an order has been placed.

If it is determined that a non-standard installation is required, the estimated cost and completion date will be provided to you in advance.

If our installer or technician is running late, we will attempt to contact you and reschedule the appointment at a time convenient for you.

Our technical staff will not enter your home to perform work unless a responsible adult over 18 years of age is present. We have established this policy to protect you and our employees.

Repair and maintenance to the cable lines outside your home and repairs to any cable company-owned equipment are currently provided to you free of charge.

Service repairs and maintenance relating to the cable wiring in your home, and including the first 12 inches of wire outside your home, may be billed to you. This includes repairs to any cable video reception problems caused by, but not limited to, VCR tuning, television tuning, loose fittings and connections, and other reception problems that are not caused by BELD Broadband or company-owned equipment.

A service charge will apply for repairs to any customer-provided wiring or modifications you make to our wiring. A charge may also apply for repairing wire/cable damaged by you or others working on customer's property.

A service charge may apply for a service call to help connect a VCR or to reprogram a TV or VCR. BELD does not repair VCRs, DVDs, computers, or other customer-owned equipment. Once connected and functioning, we do not support these items.

OUTAGES/SERVICE INTERRUPTIONS

We will normally respond to service interruptions (outages) as soon as possible, and no later than 24 hours from the time we are notified of an interruption. We will normally respond to other non-outage service problems by the next business day. For outages beyond our

control (such as natural disasters or severe weather-related problems) we will respond as promptly as possible.

We do everything to ensure trouble-free cable reception, Internet service, and phone service, but from time to time equipment failures can occur. Generally, it is our policy to issue a credit, upon request, for service interruptions over 24 hours. BELD Broadband customer service representatives are available during normal business hours and our after-hours emergency-reporting service is available 24 hours a day. Please call us in a timely manner when you notice the problem. We cannot issue credits for service interruptions if we are not notified promptly or for situations beyond our control.

EQUIPMENT POLICY

Equipment installed by BELD Broadband, placed under, over, on or about your home or property in connection with the delivery of service is the property of BELD Broadband.

Digital communication terminals (cable boxes), EMTAs and cable modems—which are provided to customers if necessary or requested—are the property of BELD Broadband. Rented equipment must be returned to us before service is discontinued for any reason, or at any reasonable time we need to issue other equipment. Failure to return rented equipment at the appropriate time will result in a charge to your account and may lead to legal action to recover the equipment. You are responsible for damage to rented equipment, other than normal wear and tear, and may be assessed a charge for repair or replacement. Damaged equipment remains the property of BELD Broadband.

Equipment purchased from BELD Broadband is your property and is not covered by the above equipment policy.

SERVICE AND RATE CHANGES

We reserve the right to change our services, equipment, prices and fees at any time. We also reserve the right to rearrange, delete, add to or change the services provided on our cable service.

In accordance with federal and local regulations, we will notify you in advance of the change and inform you of the effective date.

TERMINATION OF SERVICE

You may cancel your service at any time by calling or writing to us. Please do not write disconnect requests directly on your bill.

Accounts are delinquent for all unpaid charges 30 days following the due date (the 20th of each month). We reserve the right to terminate your service if you become delinquent. At that time, a termination notice will be sent and payment for the total balance due is required within 10 business days from the mailing date of said notice. Unpaid disconnected accounts are forwarded to a collection agency. You may not assign or transfer your service without our written consent.

Please contact BELD Broadband before you move so we can disconnect your service, recover our equipment and arrange for service in your new home.

BILLING PROCEDURES

Broadband services are billed one month in advance. Partial-month charges will be included on your bill if you add or change services between billing dates.

The prorated charges for one month's service, plus any installation or equipment fees, are payable within 7 days of installation.

You agree to pay us monthly by the payment due date as shown on your bill and for any administrative fees due to late payments or other charges due us. You agree to pay all federal, state, local, and user taxes, franchise fees and other charges, if any, which we may now or in the future be required to assess you. Billing rates are subject to periodic adjustment as permitted by franchise agreements and federal law.

You may pay for multiple months of service in advance if that is more convenient for you. If changes in rates occur after advance payments are made, you are responsible for any adjusted rates as of the applicable rate change effective date.

To ensure your account is properly credited, mail your check or money order along with the remittance stub in the return envelope provided, or to the address printed on your bill. **DO NOT MAIL CASH.** You may also bring your payment to our offices during business hours or drop it in one of our night deposit boxes at 150 Potter Road or in front of Town Hall. Please write your account number and service address on your check or money order and allow 5-7 days for processing. To ensure prompt attention, please write your inquiries or requests on a separate piece of paper rather than on the bill itself.

BAD CHECK POLICY

An effort will be made to contact the writer of a returned check to secure payment. If payment has not been made for all unpaid charges 30 days following the due date (the 20th of each month), we reserve the right to terminate service for delinquency. At that time, a termination notice will be sent and payment of the total balance is required within 10 business days from the mailing date of said notice. A reconnect fee will apply to restore disconnected service. All payments must be made in cash or by check or money order.

LATE FEE

Bills are due and payable by the 20th of each month. Payments received after the 20th may be subject to a 5% late charge.

NON-PAY RECONNECT AND PAST-DUE PAYMENTS

Once an account has been disconnected for non-payment, the total amount due on the account must be paid in order to reconnect service. In addition, a reconnect fee must be paid at the same time. The amount due and the reconnect fee must be paid in cash or by check or money order at the BELD Broadband business office at 150 Potter Road for service to be restored by the next business day.

There will be no exceptions to this policy.

■ DO'S AND DONT'S

DO check to ensure that the cords to your digital box, cable modem and/or EMTA are not damaged, as you would with any electrical appliance.

DO NOT tamper with your digital box, cable modem or EMTA. This is a violation of Federal Communications Commission (FCC) regulations and will result in prosecution.

If someone besides BELD Broadband installs the wiring inside your home, DO ensure it complies with applicable governmental regulations and doesn't interfere with the normal operation of the broadband system.

BELD BROADBAND CABLE TV SERVICE

HOW YOUR CABLE SERVICE WORKS

BELD Broadband's 27'x14' fiberglass and metal Simulsat dish receives signals from 35 communication satellites orbiting the earth. BELD's digital headend, or control center, transmits these signals (and others from your local broadcast stations) over our hybrid fiber coaxial (HFC) network to the digital communications terminal (box) in your home. Your box unscrambles the digital signal and turns it back into a readable signal for your television.

THEFT OF CABLE TV SERVICE

The 1984 Cable Act, as amended by the 1992 Cable Act, was enacted by the U.S. Congress and created both civil and criminal penalties against manufacturers, suppliers and users of unauthorized cable devices. This federal theft-of-service law supplements any existing state or local laws.

The federal law prohibits the interception or receipt of any communication service over a cable system, unless authorized by the operator. This includes the theft of audio, video, textual, data or other service, including data transmitted to or from a subscriber over a system that has interactive capability. Further, the law pertains to both the manufacturers and distributors of equipment as well as individuals.

The Cable Act provides a cable operator the right to seek substantial monetary damages with regard to theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses.

The foregoing actions have been taken by Congress because it believes that theft of cable service poses a major threat to the

economic viability of cable operators and cable program suppliers. It creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it. Also, tampering with cable lines often causes reception problems for paying customers like you.

If you are aware of persons receiving unauthorized cable service, please call us confidentially. We will follow up to ensure that the service you receive is not affected by someone else's tampering.

CABLE PROGRAMMING

BELD Broadband receives its programming from various cable and broadcast networks. We are not responsible for the content of programs aired. Please address your programming concerns directly to the network.

BELD wants to ensure that it is offering the programming desired by the members of the community. BELD customers are invited to attend the Municipal Light Board meetings, usually scheduled for the second Tuesday of each month, to provide input about BELD Broadband offerings.

YOUR RIGHTS AS A CABLE TV SUBSCRIBER

COMPLAINT PROCEDURES

If you experience a problem, please follow the steps outlined below:

1. First, contact our office and tell us about your problem. If we cannot resolve your problem over the phone, we will schedule a service call immediately (we do not repair televisions, computers, VCRs, DVDs, telephones or other customer-owned equipment and, once connected and functioning, we do not support these items). If a technical problem has occurred, such as an outage affecting a large number of our customers, our telephone lines may become overloaded with calls. You may receive a busy signal in this instance because your neighbors are also reporting the problem. Please be assured we will act to restore your service as soon as possible.
2. In the vast majority of cases, we can promptly resolve any problem you may experience. If we are unable to resolve your problem to your satisfaction within a reasonable time period, you should contact the local government official responsible for dealing with cable television complaints. The local government official should be contacted before any contact with the FCC. Your local contact is the Massachusetts Department of Telecommunications & Cable (DTC), Cable Television Division, One South Station, Boston, MA 02110 (800.392.6066). Please refer to FCC CUID number MA360.

If you believe your bill is inaccurate, you may appeal to a BELD Complaint Officer at 150 Potter Road, Braintree, MA 02184, or call 781.348.2353 within 30 days from the due date of the bill. You will be informed of the decision within 30 working days of receipt of the complaint. If you dispute the Complaint Officer's decision, you may appeal to the BELD General Manager. If you dispute the General Manager's decision, you may appeal to the Braintree Municipal Light Board. Within 30 days, their decision may be appealed to the DTC Consumer Division, One South Station, 2 West, Boston, MA 02110 (617.305.3531 or toll-free in Massachusetts 800.392.6066).

All parties must agree in writing to submit the dispute to the DTC and be bound by the DTC's decision. Final action under 207 C.M.R. 10.07(3) shall be deemed to have occurred 30 days after the filing of a complaint. You forfeit any rights under 207 C.M.R. 10.07 if you fail to pay the undisputed balance within 30 days of the bill due date.

SUBSCRIBER PRIVACY NOTICE

Section 631 of the Cable Communications Policy Act of 1984 ("Cable Act") requires us to inform you of the following matters:

1. Collection

The Cable Act requires us to inform you of the nature of personally identifiable subscriber information that we collect and of the nature of the use we make of such information.

Generally, the Cable Act permits us to collect and use only the information needed for the business of providing cable and other services to subscribers. So we can continue to provide reliable, high-quality service and maintain adequate records, we keep regular business records that contain your name, address, telephone number, social security number, and other personally identifiable information.

Such records include billing, payment, deposit, complaint and service records, and records of information you have furnished to us such as the location and number of television sets connected to cable and the service options you have chosen.

We use this information to sell, maintain, disconnect and reconnect services to make sure you are being billed properly for the services you receive and to maintain financial, accounting, tax service and property records, including records required by the terms of our franchise. Periodically the information is used for cable-related market research by BELD Broadband and others.

2. Disclosure

The Cable Act allows us to collect personally identifiable information and to disclose to a third party only if (a) you consent in advance in writing or electronically; (b) disclosure is necessary to deliver cable

service and other services we provide to you and/or for related business activities; (c) disclosure is required pursuant to a court order and you are notified of such order; (d) disclosure is required to a government entity under the USA Patriot Act of 2001 (47 U.S.C. Section 551), except such disclosure shall not include records revealing subscriber video programming selections; or (e) for mailing lists as described below.

The Cable Act requires us to inform you of the nature, frequency and purpose of any disclosure that may be made of such information, including an identification of the types of persons to whom the disclosure may be made.

We may make your records available to employees, agents and contractors to install, market, provide and audit cable service on each occasion access is needed for the specific job at hand. Access for these purposes is routine, and does not occur with any specific frequency.

We may also occasionally release our subscriber list to a customer research organization to conduct market research. This typically occurs no more than once each year.

Further, we make our subscriber list available each month to an independent billing house to send bills; to mailing services and programmers each month for sending program guides; to programmers and outside auditors to check our records whenever such checks are required, which occurs irregularly; to attorneys and accountants on a continuous basis as necessary to carry out service to the company; to potential purchasers in connection with a system sale, which occurs only at the time such sale is contemplated; and to franchising authorities to demonstrate compliance at the irregular times when compliance concerns are raised.

Subscriber information may also be disclosed to our bill payment lock box service each month as necessary for processing subscriber payments, and information on delinquent accounts may be supplied to collection agencies and credit bureaus when delinquency occurs. We take reasonable precautions to prevent unauthorized access to this information.

3. Mailing Lists

The Cable Act also allows us to disclose your name and address for mailing lists and other purposes unless you object. We do not presently sell our subscriber list or otherwise disclose it to commercial users, and do not anticipate making any such disclosure in the future. Should we make any such disclosure in the future, we will not disclose the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system, but we may disclose that you are among those who subscribe to a particular service. If you do not wish to have your name and address included on a subscriber list disclosed to commercial or charitable users, please contact us.

4. Retention

The Cable Act requires us to inform you concerning the period during which we will retain subscriber information. As required by the Cable Act, we destroy subscriber information that is no longer necessary for the purpose for which it was collected unless there is a legitimate request or order to inspect the information still outstanding. Paper records such as work orders and installation records are generally retained for up to three years. Equipment records are retained for as long as the subscriber has the equipment. Subscriber records maintained in our management information system are routinely deleted from our records as newer information is added. The age of these records varies from address to address, depending on the date when service commenced and the number of transactions. Ledger data is deleted after a varying period, at the most six months. Records of technical maintenance and service are retained for as long as you are a subscriber, except that the oldest records in the system may be deleted occasionally to free storage space for new records.

Information concerning location and number of outlets and other information you have provided to us upon installation is retained so long as you are a subscriber and may be deleted from the system within two years after you terminate your subscription, provided your account is fully paid.

Market research information is retained for a maximum of two years. Accounting and billing records are retained in historical ledgers for six years for tax and accounting purposes.

5. Disclosure By Court Order

The Cable Act also provides that the government may obtain disclosure of personally identifiable information by court order, if it offers evidence that such records are material to a criminal case, and if you are given the opportunity to appear and contest the evidence.

6. Subscriber Rights

As described above, the Cable Act establishes your rights as a subscriber and the limits upon the cable operator with respect to the collection and disclosure of subscriber information. You have the right to inspect our records that contain information about you and to correct any errors in our information.

If you wish to inspect the records pertaining to you at our system office, please contact us at the system business office during business hours to set up an appointment. You may bring a private civil action in U.S. District Court and you may seek to recover damages, costs and attorney fees if the limits under the Cable Act have been violated.

TV PICTURE QUALITY GUIDE

If you experience problems with your television reception, keep in mind that it may or may not be related to your cable TV service.

If the problem is only on one channel, it is probably just a temporary transmission problem from that particular network.

If the problem affects more than one channel, here are a few things you can check before calling for repair service.

TROUBLESHOOTING TIPS

- Check to see if there is a break in your cable cord. If there is, please call us at 781.348.BELD (2353).
- Make sure that the cable connections on the back of your TV or converter are secured tightly.
- If you use a digital box, make sure that your TV is plugged into your box and your box is plugged into an electrical outlet.
- If your TV or digital box is plugged into the electrical outlet controlled by a wall switch, check to make sure the switch is on.
- If you are using a digital box, make sure that your TV set is tuned to the designated output channel (channel 3).
- Check the TV switch on your VCR.

Problem: Three-digit channel changing (example: channel 7 must be input as 007). Likely cause: BELD's digital system has more than 100 channels, so three digits are required.

Solution:

1. Confirm that the CATV box and TV are ON (power).
2. Press the MENU button.

- Using the arrow buttons located around the OK button, move the yellow highlight to the Setup option and press OK twice. This will open the Guide Setup screen.
- If the “Auto-Tune” option is set to “No,” use the right or left arrow button to change it to “Yes.”
- Press the EXIT button.

Result: Channel can now be changed using 1, 2, or 3 digits.

Problem: Time is not displayed on CATV box. Likely cause: The CATV box is in channel display mode.

Solution:

- Confirm that the CATV box and TV are ON (power).
- On the remote Press the MENU button.
- Press OK to get the main menu.
- Go to the “Cable Box” setup.
- Change the front LED display to “Current Time”.
- Press the EXIT button.

Result: The time is now displayed on CATV box.

Problem: Multiple buttons are required to turn on TV and CATV box. Likely cause: The CATV box is in the “Unswitched” mode.

Solution:

- Confirm that the CATV box and TV are ON (power).
- Press the MENU button.
- Using the arrow buttons located around the OK button, move the yellow highlight to the Setup option and press OK.
- Using the arrow buttons, move the yellow highlight to the “Cable Box” option and press OK.

5. If “AC Outlet” is set to “Unswitched,” use the right or left arrow button to change to “Switched.”
6. Press the EXIT button.

Result: Pressing the POWER button will now turn on and off CATV box and TV.

Problem: Poor or distorted reception. Likely cause: Improper fine tuning.

Solutions:

1. Make sure your TV is tuned to the channel designed for your digital box (channel 3), if you have one.
2. Make sure your TV is set in the CATV mode.
3. If your TV has automatic fine tuning, switch the AFT/AFC button on your TV off before adjusting the set.
4. Adjust your fine tuning until you get the best possible picture.
5. Adjust the vertical and/or horizontal hold as required.
6. Switch the AFT/AFC button back on.
7. Refer to your owner’s manual for other possible adjustments.

If your troubleshooting has not corrected the problem, please call us at 781.348.BELD (2353). We will assist you over the phone and schedule a home appointment if necessary. We want you to enjoy the best quality service.

If any of the following problems occur, there may be a problem with your TV set, not your cable service:

- **Picture, but no sound**

If you use a converter, tune the set to the proper channel (3) before adjusting your fine tuner.

- **Cross streaks (fuzzy streaks across the screen)**

Probably caused by electrical interference from appliances or atmospheric conditions.

- **Rolling pictures**

If all channels cannot be corrected with the “vertical hold,” call your TV repair person.

- **Vertical shrinking (picture shrinks from top to bottom)**

Check your TV manual for adjustments. If an adjustment cannot be made, call your TV repair person.

- **Horizontal shrinking (picture shrinks from side to side)**

Sometimes caused by power “brownouts.” Check TV manual for adjustment.

- **Dark lines (moving either vertically or horizontally)**

Check your TV manual for adjustments. If an adjustment cannot be made, call your TV repair person.

MOTHER NATURE CAN AFFECT CABLE SERVICE

Electrical storms

During electrical storms, we advise you to unplug your television set(s) and disconnect your incoming cable line. We are not responsible for any damage to customer-owned equipment caused by lightning or any other force of nature beyond our control.

Picture distortion/sun outages

For a few days in the spring and fall, brief interruptions (5-10 minutes) in satellite-delivered programming may occur due to an alignment between the sun, the orbiting communications satellite and our receiving antenna. We thank you for your understanding during these brief sun outages.

YOUR CABLE TV EQUIPMENT

The procedure you will need to follow to get the most from your cable service will depend on the features built into your TV and VCR, and your chosen viewing capabilities. The following will give you some information about our equipment and your equipment. Please take a moment to look it over.

YOUR TV ... CABLE READY OR NOT

Many newer TVs (and VCRs) are cable-ready. This means that they are capable of receiving unscrambled higher-frequency channels (those offered on BELD's Basic tier) without a converter box.

Some models of TV sets and VCRs that claim to be "cable-compatible" or "cable-ready" may not be able to receive all of the cable channels offered when connected to the cable. Also, you may have problems such as co-channel interference or inability to receive higher-numbered channels when your TV set or VCR is connected directly to the cable. These problems are often resolved through the use of a converter box or digital box.

CABLE TV CONVERTER BOXES

The digital box supplied by BELD Broadband will make your television and/or VCR "cable-ready." It will also allow you to receive BELD Digital and high-definition (HDTV) channels, premium packages, pay-per-view channels, or video on demand (VOD). See the following section for more information.

Alternatively, cable boxes with basic functions and features are available from various independent retail vendors. The converter box will allow you to receive BELD Basic service (channels 2-66), even if your TV and/or VCR are not cable-ready. It will not allow you to receive BELD Digital or HDTV channels, premium packages, pay-per-view channels or VOD.

However, to use the converter, always place your TV set on the required channel (channel 3), and make sure the converter is connected to your cable line, your TV (or VCR), and an electrical outlet.

The use of a converter box may deactivate the use of certain television enhancements such as picture-in-picture, channel review, advanced picture generation, display features, and remote controls. You may be able to use special by-pass equipment to regain some or all of these features.

DIGITAL COMMUNICATION TERMINALS

The channels offered on BELD Digital service, along with the premiums, HDTV, pay-per-view and VOD channels, are scrambled as authorized by the FCC and may be viewed only by use of a digital communications terminal (DCT or box). However, a digital box might limit your ability to use certain advanced features on your TV set or VCR. If you have this problem and wish to improve the compatibility of your TV sets/VCRs and cable service (to receive simultaneous reception of more than one channel, for example), special by-pass equipment is usually necessary.

We can provide special bypass equipment for purchase or lease, or in most cases it can be obtained from independent retail vendors. Because each subscriber has a unique need depending on individual circumstances, the amount and type of additional equipment will vary, and it will be necessary to analyze your situation. Please contact us to arrange for an individual consultation.

BELD Broadband also offers set-top boxes with Digital Video Recording options (DVRs). This equipment allows viewers to pause live TV, rewind or fast forward a program, and record without a VCR or DVD player.

Remember, cable boxes with descrambling capabilities should only be obtained from BELD Broadband. So-called "pirate boxes" or "black boxes" are illegal.

■ **HDTV AND VOD**

You do not need a digital TV to receive BELD Broadband Digital service. The digital communications terminal and remote control we provide allow you to enjoy all our programming without purchasing any new equipment.

HDTV is a television with a high-quality picture that doesn't need to turn a digital signal into an analog one to understand it. HDTV also refers to special channels that are produced for these high-end television sets. BELD Broadband's HDTV service combines crystal-clear images with Dolby Digital surround sound, providing the most realistic viewing experience possible. In addition to a special television set, HDTV requires you to lease an upgraded digital box that supports this feature.

Video on demand (VOD) allows you to select and watch video content over the BELD Broadband network as part of an interactive television system. Use your remote control to pause, rewind and fast-forward movies, events, kid's shows, sports, music and more. You have the flexibility to watch when you want, as often as you want for at least 24 hours.

■ **A/B SWITCH**

You have the option of adding an A/B switch to your television and cable equipment. An A/B switch allows you to receive off-air local broadcast television stations or signals not carried on cable via your antenna. Contact us for more information or to purchase an easy-to-install A/B switch kit.

■ **AMPLIFIERS**

If you have more than three televisions in your home, you may be required to have an amplifier. This equipment, which may be purchased through BELD Broadband, strengthens the cable signal to ensure a high-quality picture on all the televisions in your home.

PARENTAL CONTROL

BELD Broadband's digital cable service provides parental control options that prevent children in the household from viewing selected channels. How to set parental control locks

1. Press the MENU button on the remote.
2. Go to the Main Menu.
3. Press OK or Select.
4. Go to Setup.
5. Press OK or Select.
6. Go to Locks Setup.
7. Press OK or Select.
8. Create a lock pin and confirm the lock pin number.
9. A screen will appear which will allow you to put a lock on a rating for a movie or a TV show (such as TVMA or Movie R) or to put a lock on a channel, use the arrow buttons on the remote to select each channel or rating you want to lock and simply press the LOCK button on the remote control.
10. Press the EXIT button.

Please see your TV Guide Interactive booklet for more information on this service.

REMOTE CONTROLS

There are three options for remote controls that could work with your television and a BELD Broadband converter box. You can purchase a remote control device from BELD Broadband that will work with your BELD Broadband converter. Second, the remote control that came with your TV or VCR might be capable of controlling the converter box. Finally, you could purchase a universal remote control device at a retailer outlet that is capable of working with a BELD Broadband converter. Some examples of compatible

universal remote include: Zenith, including Gemini's "Rabbit" series: the Mac-10 and the Mac-20; Mentek Memorex CP-8; Universal Electronics One Four All III; and Tandy Corporation 15902. Others may also be available. Please note that any or the above remote controls devices may not be compatible with the DCT's required for optional services voluntarily requested by you. If you have any questions about this information please call BELD Broadband customer service at 781.348.BELD (2353).

SAMPLE CONNECTION DIAGRAMS

■ VCR HOOKUP

Your cable service is even more valuable when you are able to tape programs for later viewing. VCR hookups vary according to the features available on your TV and/or VCR.

Illustrated on pages 24-31 are some popular cable TV and VCR hookups. You can also refer to your VCR owner's manual, and call us if you need more assistance.

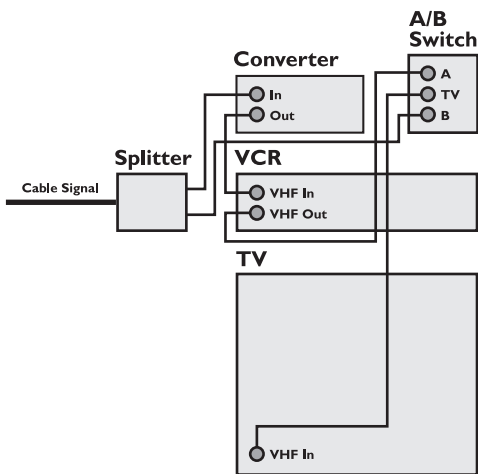
Note: Taping programming with your VCR should be restricted to personal, nonprofit, noncommercial lawful purposes.

■ DIAGRAM ONE

Cable-Ready TV with Non Cable-Ready VCR

You can:

- Record the channel you are watching.
- Record any single channel while you are away from home or not watching TV.
- Play back any tape you have previously recorded, rented or purchased.



■ DIAGRAM TWO

Non Cable-Ready TV with Non Cable-Ready VCR

You can:

- Record the channel you are watching.
- Record any channel while you are away from home or not watching TV.
- Play back any tape you have previously recorded, rented or purchased.
- Record any channel while you are watching another channel.

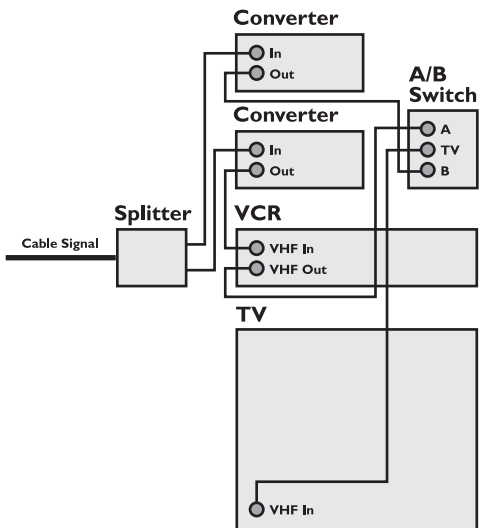
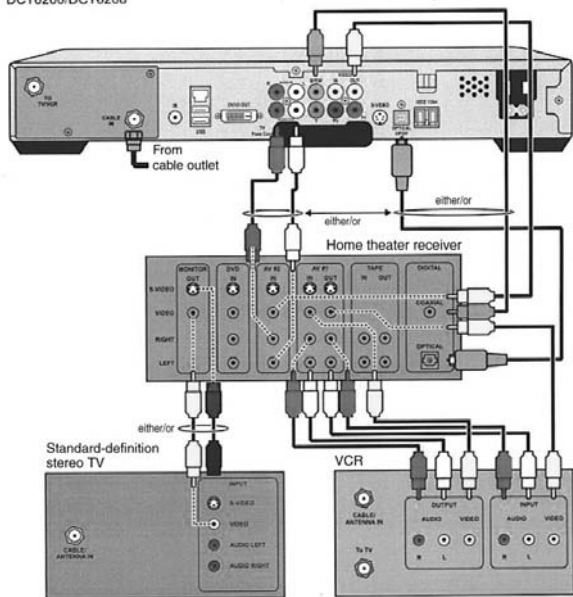


DIAGRAM THREE

DCT to a Standard TV and AV Receiver

How to wire a DCT 6200 series set-top box (with standard features) to a standard-definition TV, an audio-video receiver and VCR.

DCT6200/DCT6208



©2003 Motorola

■ DIAGRAM FOUR

DCT to a Standard TV and Audio Receiver

How to wire a DCT 6200 series set-top box (with standard features) to a standard-definition TV, VCR, CD player and audio receiver.

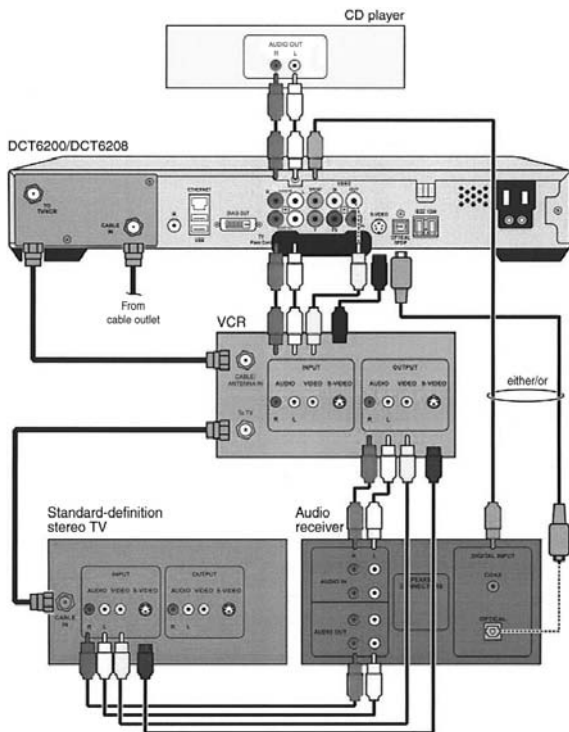


DIAGRAM SIX

DCT to HDTV and AV Receiver

How to wire a DCT 6200 series set-top box (with standard features) to an HDTV, and audio-video receiver, and a VCR.

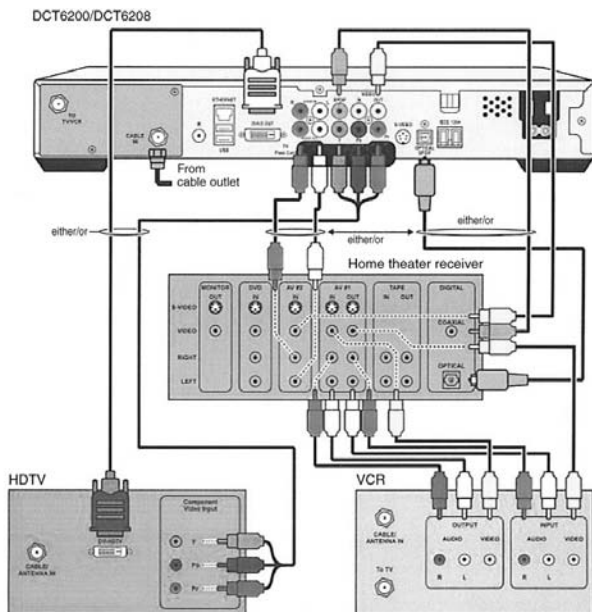
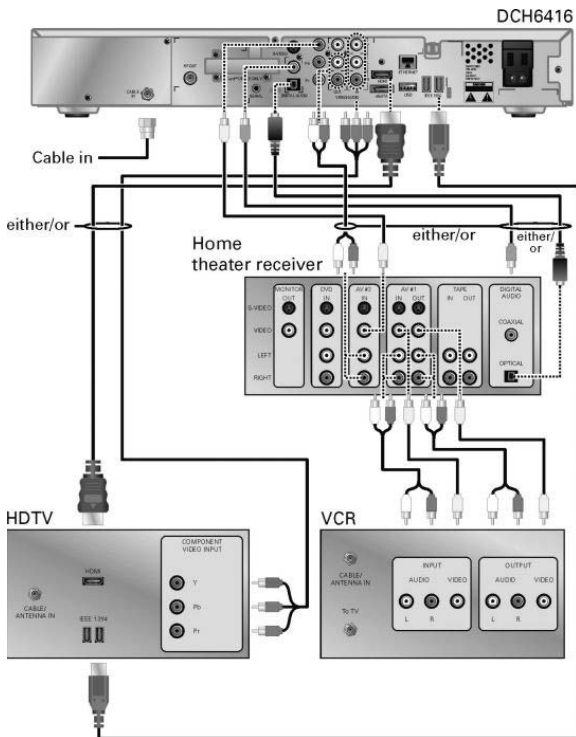


DIAGRAM SEVEN

DCH to HDTV and AV Receiver

How to wire a DCH 6416 series set-top box (with standard features) to an HDTV, and audio-video receiver, and a VCR.



©2007 Motorola

■ DIAGRAM EIGHT

Equipment you may need to hook up your VCR to cable

Your television or VCR may not have a 75-Ohm cable-ready input and will require a matching transformer to convert the 75-Ohm cable input to the 300-Ohm antenna or VHF input common to many VCRs and televisions.



"F"-type Connector



75 OHM Cable With "F"-type Connector



Cable Connector



BELD BROADBAND INTERNET SERVICES

The most up-to-date details on BELD Broadband's Internet service are provided online at www.beld.com. Here is some general information on the BELD Broadband's high-speed Internet service. For more specific information, please refer to your BELD Broadband Internet Service Agreement.

HARDWARE AND OPERATING SYSTEM REQUIREMENTS

	PC	Macintosh
Operating System	Windows XP/2000/Vista	System OSX

Networking - Functioning Ethernet Interface Card required

ABOUT DOCSIS MODEMS

BELD Broadband networks have been upgraded to offer cable modems that are CableLabs® Certified. The Cable Modem project, formerly known as DOCSIS (Data Over Cable Service Interface Specification), defines interface requirements for cable modems involved in high-speed data distribution over cable television system networks. The Cable Modem project has also attained cable industry acknowledgment of DOCSIS compliance and has resulted in high-speed modems being certified for retail sale. As a result, you can now purchase your own cable modem from BELD or a local retailer and save monthly on your BELD Broadband Internet service.

■ **INSTALLATION AND SERVICE**

Home wiring for multiple computers is the responsibility of the customer. Home network wiring supported by BELD Broadband is category 5, 10baseT terminated for RJ45 connection.

Following installation, you must provide BELD Broadband with reasonable access to inspect, repair, and maintain our equipment. If you need to run additional wiring through walls the following are the Coax cable specifications: RG6, Quadshield Cable. Upon termination of your service, you must return the equipment to a BELD Broadband designated location.

BELD Broadband will provide support for the hardware and equipment it supplies. Support services can be accessed by telephone 781.348.BELD (2353) or by electronic mail at support@beld.com.

You may access certain information, products, and services from persons other than BELD Broadband for which there is a charge, including certain on-line services such as America Online. These charges are your responsibility. You are also responsible for protecting the security of your credit card information.

■ **CREDIT CARDS AND PASSWORDS**

The Federal Trade Commission has issued a consumer alert regarding an Internet e-mail scam. The scam e-mail appears to come from your Internet Service Provider and states that your account information needs to be updated, or that your credit card is invalid or has expired, and asks you to respond with that information.

BELD Broadband will NEVER ask for credit card or password information via e-mail. We may send e-mail requesting the information but always ask you to respond via telephone. We ask that if at some time in the future you receive such an e-mail, you notify us as soon as possible.

OUTAGES/SERVICE INTERRUPTIONS

BELD Broadband will make every effort to assure that internet service is available to you at all times. Any unplanned service interruptions will be minimized.

EQUIPMENT POLICY

You may make one copy of the software provided and installed by BELD Broadband for archival purposes only. You may not resell or redistribute access to the service.

It is expected that you will abide by the policies of BELD Broadband as they are electronically posted and added to or modified from time to time.

LIMITATION OF LIABILITY

BELD Broadband may disrupt or suspend service from time to time as necessary for system maintenance or upgrades and will not be responsible for damages or lost business resulting from such interruptions.

BELD Broadband is not liable for user confidentiality in sending or receiving electronic communication, viruses, Internet content, or parental empowerment tools.

PRIVACY OF COMMUNICATIONS

BELD Broadband will respect your privacy and will not randomly monitor or disclose the contents of private e-mail, storage, or private chat room communications. It may, however, monitor or disclose the contents of private communication, storage, or messages if BELD Broadband reasonably believes that such action is necessary: (1) to comply with the law; (2) to protect BELD Broadband's rights or property; or (3) in emergencies when a person's physical safety appears to be at issue.

■ **PROHIBITED ACTIVITIES**

The following activities are prohibited: defamation, fraud, false advertising, unsolicited advertising, copyright violations, trademark violations, trade secret violations, obscenity, harassment/threats/abuse, false pretenses, chain letters, inappropriate content, and spamming.

■ **TERMINATION**

BELD Broadband may restrict or terminate your service at any time if it determines that you are in violation of your BELD Broadband Internet Service Agreement.

BELD BROADBAND DIGITAL PHONE SERVICES

The most up-to-date details on BELD Broadband Digital Phone services are provided online at www.beld.com. Here is some general information on the BELD Broadband's digital phone service. For more specific information, please refer to your BELD Broadband Digital Phone User Guide.

New technology makes it possible for BELD Broadband to offer phone service over our existing broadband system. Because the investment in the system is behind us, we are able to provide this new service at very reasonable rates.

Digital phone is different from your standard analog phone in the way signal arrives to your home. Unlike the Verizon wires that connect your home to the Central Office by direct current voltage, BELD uses its fiber optic network to transmit your voice on a digital carrier. Because we use digital technology to transmit the voice signals, your internal phone wiring may not work well. Most homes in Braintree have traditional two-pair wire that is often more than 30 years old. Although this wire will work with BELD Broadband Digital Phone we recommend you use a cordless phone to connect to BELD's network. Cordless phones have improved over the years and you can now purchase sets with up to four handsets using one frequency. This eliminates the in-house wiring and ensures your new phone service will be problem free.

Our phone service does everything you expect and you can keep your existing phone number. You can call everyone you call today, with no difference between your local and long distance phone providers. BELD Broadband requires you to use a touchtone phone. In addition to a cordless phone, we recommend a phone that has caller ID display and a FLASH button. Although you can access all the basic features of our service by phone, you can access even more via the Internet if you visit www.digitaldialtone.net. Using a computer and the Internet is not a requirement for you to use BELD Broadband Digital Phone.

■ **PLACING CALLS**

When you use BELD Broadband Digital Phone, all phone calls placed to locations within U.S., Canada and the Caribbean are dialed the same way, using 11-digit dialing:

1 + Area code + number

Note: Calls placed to the Caribbean will incur international toll charges.

■ **EMERGENCY ASSISTANCE**

Dial 911 for emergency assistance.

You are required to keep your service address current by providing it to BELD Broadband. In the event of a power or system failure, or if your equipment is not connected correctly and plugged in, you will not be able to use your BELD Broadband digital phone service to reach 911.

■ **MANAGING YOUR ACCOUNT**

You can manage all the basic features of BELD Broadband Digital Phone via your phone using your voicemail personal identification number, which the BELD Broadband customer service representative provided you when you registered for service. You can manage advanced features via the website using your phone customer login and website password, which you selected when you signed up for service.

■ **FEATURES**

BELD Broadband Digital Phone service includes the following features: caller ID with name for both inbound and outbound calls, call waiting, three-way calling, call return, call transfer, speed dial, call forwarding, voicemail, voicemail to email, web-based account management and voicemail retrieval, call blocking and do not disturb. For a detailed description on how to use these services, refer to your BELD Broadband Digital Phone User Guide.

■ **INSTALLATION AND SERVICE**

BELD Broadband Digital Phone Service is easy to install. You can choose to do it yourself or one of BELD Broadband's technicians can install the service for you.

If you choose to connect your digital phone service to your existing phone wiring we will back-feed the phone from the phone adapter and then disconnect the Verizon feed on the side of the home. This will activate all your existing phone jacks.

BELD does not install or support existing in-home telephone wires. This equipment is the responsibility of the homeowner. Service calls that are generated due to internal wiring will result in additional charges.

BELD Broadband Digital Phone service is not compatible with most home alarm systems that use the dial-out feature to notify the alarm company dispatch. If you currently have such a system installed you may have to contact your alarm company before we arrive to find out when a representative will visit your home to verify your alarm is working properly. BELD does not support any alarm wiring or configuration.

BELD digital phone is not compatible with any dial-up modem services such as Life Alert®, AOL, or any service that requires a device to call out when activated.

The new adapter that you receive has the cable modem and phone built in and will support up to five separate phones. Old rotary dial phones should be disconnected, as they tend to draw more voltage than newer phones.

■ **UNAVAILABLE CALL HANDLING**

From time to time a problem such as a power failure may interrupt your phone service. In the event that phone calls cannot be completed to your phone, you can determine how the call should be handled. We recommend that you choose to FORWARD to VOICEMAIL, however you may select any of the available options.



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www.beld.com

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