

THANK YOU FOR CHOOSING TDS

We appreciate the trust you've placed in TDS to provide services that play such a vital role in your day-to-day life. Whether you're using us for entertainment, information, or communications purposes, it's a responsibility we take very seriously.

At TDS, we're committed to provide TV, high-speed Internet and phone service that's not only reliable, but also easy to use. If you do run into a problem, you can call our technical support team 24 hours a day, seven days a week. We're here for you.

We're here for the Lake Norman area, too. TDS employs around 50 locals, so if you call or stop in, you'll likely speak to someone you know or a friend of a friend. We also believe in supporting the people who support us, so we give back to the community by helping local organizations and sponsoring local events.

We look forward to providing you exceptional customer care and support.

The TDS Team

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HIGH-SPEED INTERNET

TDS High-Speed Internet brings you Internet service at speeds much faster than DSL, and leaves dial-up in the dust. It's easy to set up, easy to use and has an always-on connection.

WITH TDS HIGH-SPEED INTERNET, YOU'LL EXPERIENCE:

- Ultra-fast download speeds of up to 1 GIG!
- Upload speeds up to 20Mbps
- 24/7 Tech Support
- NO DATA CAPS

WE OFFER A VARIETY OF LEVELS OF HIGH-SPEED INTERNET SERVICE TO LET YOU WORK, PLAY AND EXPLORE FASTER.

- **Ultra 300** – up to 300Mbps download and 10Mbps upload
- **Ultra 600** – up to 600Mbps download and 20Mbps upload
- **1 Gig Internet** – up to 1 Gbps download and 20Mbps upload

FIBER Areas

If your neighborhood is fiber-to-the-home, you'll be able to get these symmetrical speeds:

- **300 Fiber Internet** – up to 300Mbps download and upload
- **600 Fiber Internet** – up to 600Mbps download and upload
- **1 Gig Fiber** – up to 1 Gbps download and upload

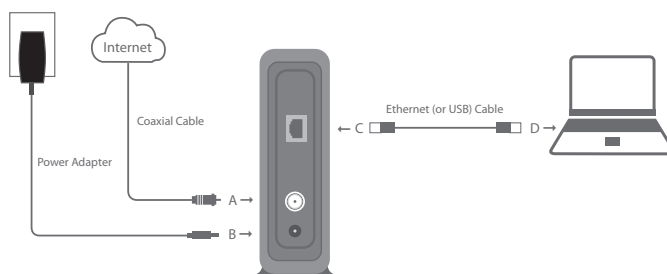
With TDS, you get the FASTEST, MOST RELIABLE Internet service available with no contracts. It's the BEST VALUE in Internet service and your portal to the web!



HOW TO: HIGH-SPEED INTERNET

HOW TO CONNECT A CABLE MODEM

1. Connect the coaxial cable (A), power adapter cord (B) and Ethernet or USB cables (C) to the cable modem in the ports labeled for each.
2. Verify that the modem is receiving signal by observing the modem's indicator lights on the front of the modem.
3. Connect the USB cable or Ethernet cable to your PC (D).



HOW TO RESET YOUR MODEM

1. First, make sure your computer is turned completely off.
2. Disconnect the power cord from the back of the cable modem or from the electrical power source/outlet. Make sure you are unplugging the modem power cord and not the round coaxial cable that has a threaded screw tip.
3. Disconnect the power from the router. If you do not have a router, disregard this step and continue to step 4.
4. After waiting approximately 30 seconds, reconnect the power to the cable modem.
5. Wait another minute to allow the modem to acquire a signal or reconnect.
6. Reconnect the power to the router. If you do not have a router, disregard this step and continue to step 7.
7. Restart your computer. The modem connection light will be solid.
8. Attempt to surf two web pages to verify good connectivity.

HOME NETWORKING

Many of our customers choose to install home networking devices. A home network is a group of computers, printers and other Internet devices that are connected together, either through cables (wired) or through radio frequencies (wireless). While TDS does not provide set-up or service support for this option, the following information provides an overview if you are thinking about home networking.

WIRED HOME NETWORK

A wired network connects computers and other devices together using ethernet (category 5) cables. To create a wired network, you will need either a modem with a built-in ethernet router (or hub) or a stand-alone ethernet hub (see diagram at right).

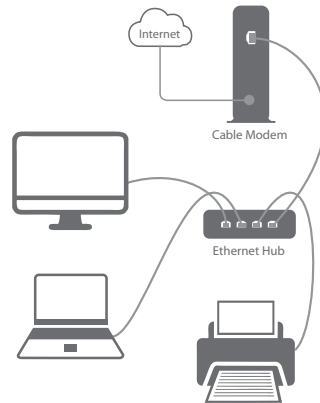
WIRELESS (WI-FI) HOME NETWORK

Wireless networks are currently the most popular type of networks in the U.S. because users can set them up without running cables between their computers. They also allow a user the freedom to roam about their house, or even their front or backyard, and still maintain their Internet connection.

To create a wireless home network you must have a Wi-Fi router. Wireless network adapters (also known as wireless NICs or wireless network cards) are required for each PC or other device on a wireless network. Most laptop computers incorporate wireless adapters as a built-in feature of the laptop. Separate add-on adapters must be purchased for most top computers.

If you want to take advantage of a wireless network in your home, you'll need to make sure your computer has the right gear. Most new laptops and new desktop

Wired (Ethernet) Home Network

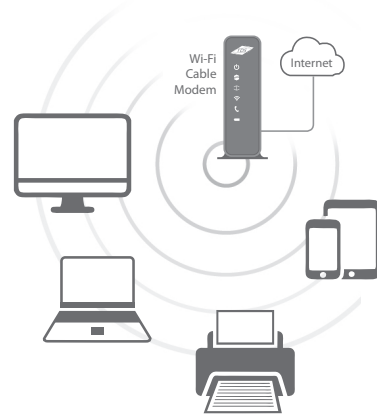


computers come with built-in Wi-Fi transmitters to support wireless home networking.

If your laptop doesn't, you can buy a wireless adapter that plugs into the PC card slot or a USB port. Desktop computers can use USB wireless adapters, or you can buy an internal PC card that plugs into the PCI slot inside the computer's case, but this will require you to open up your desktop PC.

We would recommend you use a USB Wi-Fi connector for your home PC or laptop, if they are required. This makes installation easier because you do not have to open up your PC to install the wireless adapter – you just plug the wireless USB adapter into an open USB port, install the manufacturer's software and then you are ready to connect to your wireless home network.

Wireless (Wi-Fi) Home Network



DON'T FORGET TO ASK ABOUT OUR WIRELESS ROUTERS STARTING AT ONLY \$5.95 PER MONTH!

TDS will support connectivity to wireless enabled PC or MAC desktop or laptops that are:

- Minimum WPA for security purposes
- PC – XP, Vista or 7
- MAC – Leopard or newer

TDS will not guarantee nor support the use of devices other than the ones listed above. The customer assumes responsibility for connectivity and will be instructed to contact the appropriate manufacturer.

HOME PHONE VOICE SERVICE



TDS gives you all the phone features you expect without all the extra charges and fees. For one low price you get unlimited local and long distance calling throughout the U.S., Canada and other select territories.

To find out about all the features and benefits of our voice product, please visit OurTDS.com/tools-downloads.

BATTERY BACKUP

Your TDS Home Phone service requires electricity to work. That means, if the power goes out, you will be unable to use your home phone service (including making 911 calls) unless you have a Battery

Backup Unit. A Battery Backup Unit providing 24 hours of standby power can be purchased from TDS for a one-time fee of \$175.00. Call **704-660-3840** to order a new or replacement Battery Backup Unit. If you have a Battery Backup Unit, limit use of phone to emergency calls will save power. Temperature and humidity can reduce the power available and the life of batteries can degrade over time. No warranties apply. Alternative sources of power may be available when phone service goes out including generators and a charged cell phone.

TDS offers low international rates to many foreign countries. To find out more, visit www.OurTDS.com.

HOW TO ENSURE YOUR MODEM BATTERY IS WORKING PROPERLY

To ensure that the battery in your modem is working properly, please take a moment to check the battery indicator light on the front panel of your modem (see diagram below). If you find that your battery needs attention, please bring your battery with you and visit our local office (see page 30) for a free replacement.



BATTERY INDICATOR LIGHT

ON = Battery Good

OFF = Battery Missing

Flashing = Battery Bad

HOW TO RESET YOUR MODEM

Please go to page 4 for a complete set of instructions on how to reset your modem.

Want more information about our Voice Services? For a complete Voice Features Guide, visit us online at OurTDS.com.



TDS TV[®]+

TV Beyond Expectations

TELEVISION



WELCOME TO TDS TV[®]+



THANK YOU FOR CHOOSING TDS[®] TV+

You'll love having your favorite programs, from live TV to streaming apps, together in one place. TDS TV+ means total TV unification; finding shows and movies you want is easy, intuitive and, well, fun!

HELP & TROUBLESHOOTING

Got a question? Here's how to find answers:

1. For general troubleshooting, go to channel 1 or TV+ Video On Demand to view product videos.
2. To use online support, visit OurTDS.com/support. If you still have questions, contact a TDS TV+ Customer Service agent by calling 704-660-3842.

GET THE MOST FROM YOUR TDS TV+ SUBSCRIPTION

SET UP YOUR TDS ONLINE ACCOUNT

With a TDS Online Account you can access TV Everywhere, add devices for in-home streaming, and pay your bill online. Plus, you can add users to your account, reset passwords, etc. without having to call TDS. To get started:

1. Visit **OurTDS.com/myaccount** and click the Sign Up link under the Log In button.
2. Enter either the email address or phone number you provided when you first ordered TDS service. You may also enter your TDS account number. Click Continue.
3. Verify your identity by entering the security code that's sent to the email address or phone number you entered.
4. If you entered your account number, you'll need to submit your Registration ID, which is found on your bill. If you don't have a bill, you'll need to use an email address or phone number to register your account.
5. Enter your first and last name. Then, create the User Name for your Online Account. Some customers find it easy to use an existing email address as their User Name. (Note: if you use an existing email address, you'll be prompted to verify your access to it.)
6. Set the password for your Online Account, click Continue, and voila: you're all set up!



TDS TV+ USER GUIDE

The most helpful tips and tricks for navigating and using TDS TV+ are found in the following pages. Additional detailed information and instructions can be found on the support section of our website, OurTDS.com/support.




YOUR REMOTE

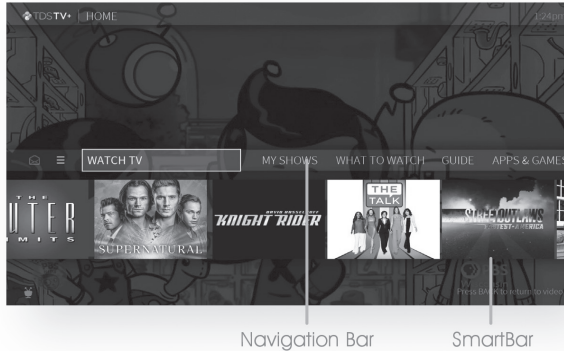
- ① **Power:** on/off
- ② **TiVo:** access the Home Screen
- ③ **Info:** displays program information
- ④ **Exit:** return to previous channel or exit menus, apps, and On Demand
- ⑤ **OK:** select menu items
- ⑥ **Back:** return to previous screen or clear on-screen menus and graphics
- ⑦ **Menu Navigation:** up, down, left, right
- ⑧ **Google Assistant:** press and speak into the remote to issue voice commands
- ⑨ **Record:** displays recording options
- ⑩ **Viewing Controls:** play, pause, stop, rewind and fast forward
- ⑪ **Replay:** go back seven seconds
- ⑫ **Skip:** advance 30 seconds
- ⑬ **Enter/Last:** return to previous channel
- ⑭ **Clear:** deletes recordings

TDS TV+ USER GUIDE

NAVIGATING TDS TV+

Your TDS TV+ experience begins at the Home Screen. Here, you'll see live video playing the background, the middle Navigation Bar, and the lower SmartBar.

TIP: Press the Tivo button  on your remote control to instantly get to the Home Screen from any other TDS TV+ location.



NAVIGATION BAR

Located in the middle of your Home Screen, the Navigation Bar contains menu items which take you to commonly used TDS TV+ screens. Use the menu navigation pad on your remote control to move (LEFT, RIGHT) between menu items. Press the OK button to select a menu option:

SETTINGS: customize settings like Parental Controls, OnePass settings, Favorite Channels, and User Preferences.

WATCH TV: go directly to the live TV channel playing in the background of the Home Screen.

MY SHOWS: lists your saved video content, so they're ready to access no matter if they're TV recordings, On Demand shows, or streaming from apps like Netflix. Newly added or recorded programming appears at the top of the list, unless you choose to sort alphabetically (by going to Settings>User Preferences). OnePass search results (see page 6), bookmarked programs, and single recordings are also saved in My Shows.

WHAT TO WATCH: browse shows available to stream, watch live, record, or bookmark, and is divided into popular categories.

TDS TV+ USER GUIDE

GUIDE: launches the on-screen program guide, where you can see up to 2 weeks of programming that's scheduled or up to 72 hours of past programming.

APPS & GAMES: Your TDS TV+ Receiver operates like an Amazon Fire Stick or Apple TV 4K, giving you access to music, games and over 5,000 apps.

ON DEMAND: takes you to the TDS TV+ Video On Demand menu, where you can access a library of hit shows and movies you can watch any time for free.

SEARCH: find programming by title, actor name, or keyword — across TV, On Demand, and popular streaming apps all at once.

SMARTBAR

The images on your Home Screen form the SmartBar, which predicts shows you may be interested in watching, based on your viewing habits. Navigate to an image of a show you're interested in, then press the **OK** button to select and watch. Selecting recommended shows from the Home Screen is simple and convenient. You can even tune into a live program when you select it from the SmartBar.



VIEWING CONTROLS

Watch TV the way you want with features that make your experience more convenient and enjoyable. If you prefer onscreen navigation controls, press any Viewing Controls button to bring up the display, and use the menu navigation and **OK** buttons to choose from the options displayed.

TDS TV+ USER GUIDE

Onscreen viewing controls include:

- Ⓐ **Start Over:** Starts the show from the beginning (when available)
- Ⓑ **Replay:** Skips back using seven-second intervals
- Ⓒ **Rewind:** Rewinds playback
- Ⓓ **Pause/Play:** Pauses while playing, plays while paused
- Ⓔ **Forward:** Fast-forward playback
- Ⓕ **Advance:** Skips forward using thirty-second intervals
- Ⓖ **Go to Live:** Jumps to current "live" show point
- Ⓗ **Timeline:** The green segment generally indicates what portion of the show can be controlled
- Ⓘ **Info:** Same as pressing the 'Info' button
- Ⓙ **Guide:** Same as pressing the 'Guide' button



SEARCHING FOR PROGRAMMING

There are multiple ways to find TDS TV+ programming you want to watch. And remember, with TDS TV+ all sources (recordings, live TV, streaming services, On Demand) are searched at the same time.

(SEARCHING FOR PROGRAMMING continued on next page)

TDS TV+ USER GUIDE

USE THE ON-SCREEN GUIDE

Your on-screen program guide displays up to 2 weeks of advanced, scheduled programming and up to 72 hours of past programming.

To access the guide:

Press the **Guide** button on your remote and scroll in any direction using the menu navigation pad. Press **OK** to select a program.



Or, when you're watching TV, press **UP** on your remote control's menu navigation pad to see a mini guide. This version of the guide shows you what's coming up on the channel you're watching. To see other channels, press **UP/DOWN**.

When viewing the guide, press and hold the up or down arrow on the menu navigation pad to rapidly scroll.

For instructions on how to customize your on-screen guide (to see only your favorite channels), visit OurTDS.com/support.


To easily access the 4 previously viewed channels, press **OK** and the **DOWN** arrow on your navigation pad. The "Continue Watching" panel will appear. Select the channel you want to watch.

TIP: Look for the green Start Over icon  next to the name of a program in your guide. It means you can start the program over from the beginning. Press and hold the **OK** button to enable Start Over.

TDS TV+ USER GUIDE

USE VOICE SEARCH (VOICE COMMAND)

TDS TV+ is integrated with Google Assistant, so you can control your TV and Google Home-connected devices with your voice. Simply speak into the remote and Google Assistant will do the rest. Search by channel name or number, program name, sports team, actor, etc. To use your voice to search TDS TV+ for something you want to watch:

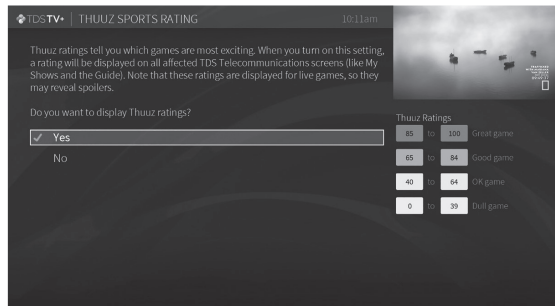
1. While viewing any menu or watching TV, press the Google Assistant button  on the remote control.
2. Wait for the Google search bar to appear on screen.
3. Speak naturally into your remote control. Say the title, actor, or keyword that you're searching for, like: "Find Modern Family" or "Show me Melissa McCarthy"

NOTE: You can also use issue commands like: "ESPN" or "Channel 250" to go to a specific channel; "My recordings" to go to your My Shows screen; or "Launch YouTube app" to launch an app.

Voice Command works best when you are signed into your Google account. From the Home Screen Navigation Bar, choose Settings and scroll to the Device menu. If you don't have a Google account, visit [Google.com/signup](https://www.google.com/signup) from a web browser first.

THUUZ EXCITEMENT RATINGS

Undecided about watching a game or movie? Thuuz Excitement Ratings show you what other viewers think of it in real time, so you can decide whether or not to tune in. Ratings change as the action progresses, so monitor Thuuz to ensure you never miss the excitement. Find them in the Guide and other handy places.



TDS TV+ USER GUIDE

SETTING UP A ONEPASS SEARCH AND RECORDINGS

With TDS TV+, you no longer have to wonder when a show will be airing or which streaming service has it available, because TDS TV+ OnePass will find it for you. It gathers all available episodes of a series (whether streaming, broadcast, or on demand) and adds them to your My Shows list.

TDS TV+ offers three levels of DVR storage capacity, so you can choose the level that fits your usage.

For sports, a OnePass will find matches whether you search by team name, league name, location, nickname, or abbreviation.

SET UP A ONEPASS AND RECORDING

1. Search for the show or series of you are looking for.
2. Select Get This Show from the list of options.
3. Choose Create OnePass.
4. Select the OnePass options you want to apply:

Include: Choose the type of programming you want in your search; streaming videos and/or recordings. *Episodes from streaming apps will not use up DVR space.*

Start From: Select new episodes or a specific season to start recording from. Rent or Buy; Include or don't include.

Channel: Choose the channel you are recording from, or record from all.

Video Quality: Choose how often you want to get the HD version of a show.

Note: if you choose "prefer HD" or "prefer SD" and a show isn't available in that



TDS TV+ USER GUIDE

format, your show will NOT be recorded.

Keep at most: Choose how many recordings to keep: 10, 25, or all.

Keep until: Choose “space needed” (the recording will be deleted when you run out of space in your My Shows account) or “As long as possible” (in some cases, content providers determine how long a recording can be kept. These rules are set by content providers, not TDS TV+).

Start Recording: Choose “On Time” or 1-10 minutes early.

Stop Recording: Choose “On Time” or 1-180 minutes late.

5. Select **Create OnePass with these Options**. A confirmation banner will swipe through on your screen to verify its creation.
6. Access your Recordings, One Passes, and Bookmarks from “My Shows”.

MODIFY A ONEPASS SEARCH

1. Go to Menu section of the Navigation Bar on the Home Screen.
2. Scroll to Settings and select OnePass Manager.
3. Scroll to the show you want to modify, press OK. Select Modify OnePass.
4. When you’re finished making updates, select Use these OnePass options. Or, to stop all future recordings, select Cancel this OnePass.

ONLY RECORDING A SINGLE EPISODE OR MOVIE?

Use the Record button on your remote control. It’s the fastest, easiest way to record. Just select the program to record (either currently playing or upcoming) in the onscreen guide and press the record button. You can also press the “i” button to display recording options.

NOTE: Up to 10 programs can be recorded simultaneously.
For additional ways to record with TDS TV+, visit **OurTDS.com/support**.



TDS TV+ USER GUIDE

STREAMING APP CONTENT

TDS TV+ allows you to search, browse, and stream content from your selected video apps without requiring you to switch inputs. When you search, the apps that are available (and are being searched) are located in the right column of the screen.

The following video apps can be linked to your TDS TV+ interface:

Nefflix* | **YouTube** | **Starz**** | **Showtime Anytime**** | **Max**** | **Vudu** | **Prime Video** | **Discovery+** | **Disney+** | **Paramount+** | **Peacock**

More apps are planned for future TDS TV+ updates.

TURN YOUR RECEIVER INTO A STREAMING BOX

Add additional apps to your TDS TV+ receiver, so that it operates like an AppleTV or Amazon Fire device. To do so:

1. Access Apps & Games from your Home Screen, or press the grid button on your remote control.
2. Select a Google Play tile (Google Play Games, Google Play Music, etc.) to get to the Google Play store.
3. Sign in with your Google account user name and password, and download apps accordingly.

*Separate subscription required.

** TDS TV+ subscription available.



TDS TV+ USER GUIDE

STREAMING TDS TV+ AT HOME

Watch TDS TV+ in your home on your phone, tablets, or streaming devices with the TDS TV+ App. You'll need to download the TDS TV+ App on your device(s) and have a TDS Online Account. Refer to page 3 for details on setting up your TDS Online Account.

To watch your favorite programming when you're away from home, you'll need to access it via TV Everywhere. See Watching TDS TV+ On the Go section, below.

DOWNLOAD THE APP

1. Download the TDS TV+ app on up to 5 phones, tablets, or streaming devices:

Apple iOS users: go to the App Store, search TDS TV+, then download the app .

Android users: go to the Google Play Store, search TDS TV+, then download the app .

For a complete list of TDS TV+ compatible devices, visit **OurTDS.com/tvplus-devices**.

2. Open the App on your device. When prompted, choose TDS as your TV provider. Then, enter your TDS Online Account credentials (user name and password). Don't have a TDS Online Account set up? See page 3 of this booklet for instructions on doing so.

NOTE: Once you've logged in to your TDS TV+ app on a device, that device will automatically be added the list of registered devices, which appears in the TDS TV+ section of your Online Account. *You can download the App on a maximum of five devices; only three TDS TV+ streams can be watched concurrently.*

For instructions on viewing and/or removing devices registered to your account, visit **OurTDS.com/tvplus-devices**.

TDS TV+ USER GUIDE

WATCHING TDS TV+ ON THE GO

To watch great TDS TV+ programming when you're away from home (but in the U.S.), you'll need to access **TV Everywhere**. Then you can view content from the channels you subscribe to. Your TDS Online Account credentials (user name and password) are required to access TV Everywhere. If you haven't set up your TDS Online Account, see page 11 of this booklet for directions.

Then, choose one of the following ways to access TV Everywhere content:

1. **Visit a programmer's website** (e.g. NBC.com, ESPN.com, Bravotv.com, etc.), then choose to watch a show or live TV. When prompted, select TDS as your provider, then enter your TDS Online Account user name and password.
2. **Download the App of the content provider** you want to watch (e.g. CBS, MTV) from the app store that pertains to your device. Select TDS as your provider, when asked. And, log in using your TDS Online account user name and password.

SETTING UP PARENTAL CONTROLS AND HIDING CONTENT

Parental Controls allow you to restrict certain types of content by rating, and can be set on each device.

NOTE: TDS TV+ Parental Controls do not extend to 3rd party applications like Netflix. Consider setting controls within each app. You can also update your Google account settings to limit in-app purchases.

TO ENABLE PARENTAL CONTROLS

1. From the Home Screen, select **Settings** in the Navigation Bar.
2. Select **Parental Controls**.



TDS TV+ USER GUIDE

3. Choose a 4-digit PIN and enter it
4. Confirm your PIN by entering it again when prompted.
5. Parental Controls will now default to On-Unlocked so you can customize your settings. Be sure to
6. To Hide Adult Content, select that option and choose On. This
7. Set your desired Rating Limits:
 - **Highest allowed movie rating:** G, PG, PG-13, R, NC-17, Allow all except adult
 - **Highest allowed TV rating:** TV-G, TV-PG, TV14, TVY7, TV-MA, Allow all except adult
 - **Unrated TV shows:** Allow all or Block all
 - **Unrated movies:** Allow all or Block all
8. Press the back button arrow to exit once settings are complete.

NOTE: Please make note of the PIN you select. If you forget your PIN, you will need to call TDS TV+ Support to reset. In order to watch adult content, the Parental Controls PIN will need to be entered.



TO CHANGE PARENTAL CONTROLS PIN

1. From the Home Screen, select **Settings** in the Navigation Bar.
2. Select **Parental Controls** (if label says Off you will need to enable Parental Controls)
3. Select **Change PIN**.
4. Enter current PIN.
5. Enter new PIN.
6. Re-enter PIN to verify.

TROUBLESHOOTING GUIDE

TROUBLESHOOTING - HIGH-SPEED INTERNET:

ISSUE: The light on the modem keeps flashing. (ready, sync, online, and cable should all be solid).

SOLUTION: Check all cable connections. Reset your modem by powering off your modem, computer and anything else that may be connected. Wait 30 seconds, power the equipment back on — one at a time starting with the modem and ending with the computer. If the problem persists, contact us.

ISSUE: I can't get online.

SOLUTION: Check all cable connections and confirm that your browser is configured correctly. If there are other PCs in the home, try them to. Also try using another browser if you have one.

ISSUE: I can connect to the Internet, but it doesn't seem to be working as fast as usual.

SOLUTION: Has your anti-virus software been updated recently?
Make sure your computer is virus free.

TROUBLESHOOTING CABLE TV & VOICE

For Cable TV and Voice troubleshooting suggestions, please visit us online at www.OurTDS.com.



PAYMENT OPTIONS

Online Bill Pay

After receiving the first bill from the TDS billing system, customers can register for a free TDS MyAccount to resume paying their TDS bill online. TDS MyAccount allows customers to check account balance, enroll in online billing, upgrade services, receive billing and payment notifications, add users, and manage your PIN number.

Automatic Bank Payments

TDS needs customers to contact your bank with the new payment address and an updated account number.

New account numbers can be found on your first TDS bill from the new system or by creating a TDS myAccount, logging into your account, and scrolling down to "My Account Information".

Pay by Check

Mail payment coupon using the enclosed envelope attached to your paper bill. Processing payment can take up to 10 days. Send payment to:

TDS
PO BOX 94213
Palatine, IL 60094-4213

Visit the Mooresville Office

Make a payment by cash, debit or credit card, or check.

If you have a question about your bill, you must contact us within 30 days of receiving the statement in question, and you must pay the undisputed portions of the statement by the due date in order to avoid a late fee and possible disconnection of service.

WHEN IS MY PAYMENT DUE?

Payment is due by the due date indicated on the front of your bill. If you have not paid your bill by the due date, your account is considered delinquent, and you will be assessed a late fee for each incremental 30-day period that you are late. You agree to pay us monthly, in full, by the due date for your services and for all other charges due to us, including any past due amount, late fees, State and Federal fees, returned check fees and other additional charges. You may avoid any late or non-payment fees by making sure your payment is received by us on or before the due date.

TDS bills for one month of service at the start of your bill cycle. Any changes you make to your service during the month will be reflected in your next month's bill in a prorated format. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. The following month your bill should reflect the normal charges for the services that you subscribe to unless additional changes are made.

IMPORTANT CUSTOMER INFORMATION

TDS provides service to you on a month-to-month basis. Charges for service begin the day the service is installed. The charges for one month's service, any deposit and any installation or equipment lease fees are payable when service is installed. Subsequently, we will bill you each month in advance for service (except in certain situations such as pay-per-view movies or events, which are billed after they are provided to you). If your monthly account balance for pay-per-view movies or events exceeds \$100, we reserve the right to limit or discontinue that service until your account balance is paid.



CONTACT US

Account and Sales: 704-235-6327
Monday – Friday: 8:00am – 6:00pm
Saturday: 8:00am – 5:00pm

Mooresville Office:
435 S. Broad Street
Mooresville, NC 28115
Mon - Fri: 8am – 5pm

24/7 Support: 704-660-3842

Email:

Customer Care: ourtds@tdstelecom.com
Customer Support: ourtdssupport@tdstelecom.com

EQUIPMENT

If you discontinue your service, you are responsible for returning our equipment to us. If you move, do not leave our equipment in your vacant home or with anyone else. Our equipment must be returned to us in working order, normal wear and tear accepted, or you will be assessed an unreturned.

FREQUENTLY ASKED QUESTIONS

For FAQs regarding our Cable, Internet & Voice Services, visit us online at www.tdstelecom.com

ACCESSIBILITY POLICY AT TDS

TDS is committed to making our services accessible to the community. We will work to find solutions for our customers who have disabilities.

Hearing/Speech Solutions

- TDS services are compatible with TTY equipment.
- TDS services passes through 711 calls based on the customer's geographic location and telephone number.
- TDS will provide on site technical support for hearing impaired customers to set up equipment and Closed Captioning at no cost to the customer.



Vision Solutions

- TDS can provide audible remote controls.
- TDS offers Large Button remote controls.
- Subscribers may qualify for discounted local Directory Assistance (411).
- TDS can provide alternatives for billing, welcome kits and channel lineups.
- When paying a bill by phone, our Customer Care Representatives will read your bill and answer any questions.

For further information, please contact the Customer Care Manager at:

Office: 704-660-3840

Fax: 704-663-5470

Email: ourtds@tdstelecom.com

PROBLEM RESOLUTION

If you have a complaint about your cable service, please contact customer care at 704-235-6327. If we do not satisfactorily resolve your complaint, you may contact the Consumer Protection Division of the Attorney General's Office of the State of North Carolina at ncdoj.com/cable.

FCC Community IDs:

NC0364 – Davidson

NC0365 – Cornelius

NC0367 – Mooresville

NC0946 – Mecklenburg.

IMPORTANT INFORMATION ABOUT YOUR TDS SERVICE(S)

Your TDS® products and services are subject to the terms of service at **www.hellotds.com/terms-of-service** the Acceptable Use Policy at **www.hellotds.com/acceptable-use-policy**, TDS' Privacy Policy at **www.hellotds.com/privacy-policy** and the Internet Services Disclosure document at **<https://hellotds.com/internet-service-disclosures.html>**

Please review these documents carefully.

