



Frequently-Asked Questions

Who should I call...

Q ...to sign up for Skitter TV service?

Contact your local telecommunications provider (typically your local telco/broadband provider) to order Skitter service.

If you are not sure whether Skitter TV is available in your area, or need information about your local provider, there is a zip code search feature on the Home page of www.skitter.tv, which will provide that information.

Q ...to make changes to my Skitter TV service?

Your local telecommunications provider can help you with changing your Skitter TV subscription level, adding Premium movie channels, adding TVs to your service, etc.

If you are not sure whether Skitter TV is available in your area, or need information about your local provider, there is a zip code search feature on the Home page of www.skitter.tv, which will provide that information.

Q ...with questions about my Skitter TV service?

Your local telecommunications provider can answer any questions you have about your Skitter TV service. You may also visit www.skitter.tv to learn more about Skitter TV.

If you are not sure whether Skitter TV is available in your area, or need information about your local provider, there is a zip code search feature on the Home page of www.skitter.tv, which will provide that information.

Q ...with questions about my invoice for Skitter TV?

Charges for your Skitter TV service are billed on behalf of Skitter by your local telecommunications provider, and will be included in the monthly invoices you receive from that provider. Therefore, questions about your invoice for Skitter TV should be directed to the local telecommunications provider who is issuing the invoice.

If you are not sure whether Skitter TV is available in your area, or need information about your local provider, there is a zip code search feature on the Home page of www.skitter.tv, which will provide that information.

Q ...if my Skitter TV is out?

Please contact your local telecommunications provider. They will be able to determine whether the problem is local, in which case their technical support will be able to provide assistance to restore your service. If the problem is with the Skitter signal, they will contact the appropriate technical resources at Skitter to get the problem resolved.



Account Set-Up

Q What is involved in installing and initiating my Skitter TV Service?

You sign up as a Skitter TV subscriber through your local telecommunications provider. At that point they will be able to advise what will be needed to get you set up to receive the Skitter TV signal, and will dispatch technicians to your home for installation and initiation of service, as needed.

Q How do I set up Parental Controls?

Detailed instructions for setting up and managing parental controls are included in the Set Top Box User Guide, available from your local telecommunications provider.

Channel Lineups

Q What channels are included in each Skitter TV Package?

Skitter TV offers three intelligently-packaged, right-priced channel lineups, tailored for different viewing needs:

-  The Skitter TV *SELECT* lineup is a “lifeline” package that provides your major local network channels, plus national news, weather, shopping, rural lifestyle, family, and inspirational channels.
-  The Skitter TV *PRIME* lineup includes more than 70 HD channels – everything in *SELECT*, plus prime national content, regional sports networks, education, and entertainment.
-  The Skitter TV *TOTAL* lineup includes everything in *SELECT & PRIME*, plus additional news, sports, movies, and special-interest networks – more than 120 channels of the best that TV has to offer.
-  Skitter TV also offers Premium Movie Channel lineups, including Starz, StarzEncore, HBO and Cinemax.

Detailed channel lineups are available from the local telecommunications provider who makes Skitter TV available in your area. Channel lineups are also available at <http://skitter.tv/channel-lineups/>.

Q How do I request a channel that is not currently offered?

Viewer feedback is very important to Skitter, helping us to ensure we continue to provide you with the channels you enjoy the most. Please contact us at info@skitter.tv to make channel suggestions or requests. (Please note that some channels cannot be made available to viewers in all areas, due to contractual limitations, especially in the case of certain regional sports channels and local broadcast channels.) Also, it is possible that the channel you are looking for may be available in a different service tier than you are currently subscribed to. Check with your local telecommunications provider to find out.



Q Can I decline to take channels that I do not want to receive?

The packaged channel lineups offered by Skitter may not be broken up and ordered “a la carte”. The pricing for each subscription package is fixed, as are the channels included in each package. We have done our best to pull together packages that include the programs that have the greatest appeal, and can be bundled for the most affordable pricing. It should be noted that Skitter does not add a surcharge for included channels – no Local Broadcast fee, no Regional Sports fee – which means that you are not paying extra for channels you don’t choose to watch.

Q Is there an additional charge or do I need special equipment to get the channels in HD?

No, all channels with an available HD feed are offered in HD, with no add-on costs or additional equipment required. As long as you have an HD-capable TV, and the network offers its content in HD format, you can enjoy your favorite programs in HD at no extra charge, simply by tuning to the HD channel number.

Remote Control

Q Where can I get information on using my remote control?

Your local telecommunications provider has a user guide that has detailed instructions for all types of remotes supported by Skitter TV. You can request a copy of this guide directly from the local telco that make Skitter TV available in your area.

Q How do I enable/disable Closed Captioning?

From your set-top box, you can toggle Closed Captioning (CC) by going to Menu → Settings → Preferences → Set-Top Box Setup, and then turning CC on or off. Also, depending on your remote control, if it has a ‘CC’ button, that can also be used to toggle closed captioning on and off.

DVR

Q What is Remote Storage DVR?

Remote Storage DVR enables you to record multiple programs simultaneously, then replay them from any set-top box or device in your home. Instead of being recorded to a hard drive housed in your set-top box, with Remote Storage DVR your recordings are saved and backed up on the Skitter system, so you never have to worry about losing your recorded programming to a hard-drive failure.

Q Is there an additional charge or special equipment required for Remote Storage DVR?

There is a monthly DVR fee, but it is the same fee whether you are recording locally, or using the Remote Storage DVR functionality. The local telecommunications provider who signs you up for Skitter TV will provide specific pricing information. No special equipment is required for Remote Storage DVR functionality, and you can record from any Skitter-connected TV in your home.



Q How do I record a show or series? Can I adjust the start or end recording times?

Detailed instructions for using the local DVR functionality (i.e., using the hard drive within the Set-Top Box) are included in the Set-Top Box User Guide, available from your local telecommunications provider. With local DVR recording, you CAN add a time buffer before and/or after a recording.

With Remote Storage DVR, you can NOT add a time buffer before or after recordings. Detailed instructions for operating Remote Storage DVR (as well as Restart TV) are included in the Remote Storage DVR User Guide, with is also available from your local telecommunications company.

Q Can I watch another channel while recording?

Yes, you may watch any previously recorded content, or any live TV channel, while recording other programming.

Q How many shows can I record? How many at one time?

With Remote Storage DVR, there is no limit to the number of programs you can record simultaneously, and you can record up to 100 hours of programming to enjoy when you're ready.

Q How do I get additional recording storage?

Additional storage time can be purchased in 100-hour increments; ask your local telecommunications provider for details.

Q How long can I keep my recordings?

Recordings that are set via Remote Storage DVR have an expiration date of 1 year from the date recorded.

Q How do I delete a recorded show or series?

Detailed instructions for operating Remote Storage DVR (including deleting your recordings) are included in the Remote Storage DVR User Guide, with is available from your local telecommunications company.

WatchTVEverywhere

Q What is WatchTVEverywhere?

WatchTVEverywhere streams some of your favorite channels and programming to your tablet, smartphones, laptops, and other devices, from anywhere you can receive an Internet signal: inside your house, at the office, hotel, airport, vacation home – everywhere!

Q What programs are available through the Skitter TV portal on watchTVEverywhere?

Different networks make different programs available at different times. Each TV network makes their own decision about what to make available on watchTVEverywhere. For example, the live feed of CNN is available. However, the live feed of Nickelodeon is not. Instead, Nickelodeon offers full episodes of their popular programs. WatchTVEverywhere is working with many different



program providers to expand the number of networks and the number of programs available on the portal. As a registered user, each time you log on you are presented with a complete list of all the networks included in your Skitter TV subscription tier that are currently available through watchTVEverywhere. You will see new networks added to the Skitter TV list automatically when they are added to the portal.

Q How do I access the Skitter TV portal?

As a Skitter TV subscriber, you would go to www.watchTVEverywhere.com, select Skitter TV as your provider, and click “register” in the top-of-page menu to set up your WTVE account. You will use the Contract ID from your Skitter TV statement for the account number, and enter the last name of the Skitter TV account holder to sign up. When you have completed the form, and clicked on “Register” at the bottom of the form, watchTVEverywhere will send you an email with a validation link to complete the process. Once you click on that link, you can log in on the WTVE site, and start watching!

Q Where can I watch WTVE? On what devices?

Almost all watchTVEverywhere programs are available on PC, laptop, iPad, iPhone and Android phone. Several TV Networks are also now available on Apple TV, Roku, and Xbox. However, some TV networks have not made their programs available on all devices. Visit your device's app store and search by the network name for available applications. There is no limit to the number of devices you can use. However, TV networks may limit the number you can use at the same time.

The answer to where you can watch is just about everywhere. WatchTVEverywhere works anywhere you can receive an Internet signal: inside your house, at the office, shopping mall, hotel, airport, vacation home, etc. Wired connections and in-home WiFi will provide the best quality. The quality of watchTVEverywhere signals while roaming (airports, stores, etc.) will vary depending on the strength of the signal. Be extra careful when you travel, especially outside the US. Data roaming charges may apply to networks that allow access outside the US and they can be very expensive. *(Note: Programming and Distribution rights vary by programmer, however, as a general rule, rights are restricted to the 50 States and US territories for content distribution by USA cable operators. In an online environment, these restrictions are imposed by the programmer based upon the inbound IP address (International/Country code specific) used to gain access to the portals/apps/players. International travelers should be aware of these limitations and expectations should be measured accordingly.)*

Billing

Q How can I pay my Skitter TV bill?

Your Skitter TV charges will appear on your telecommunications provider's invoice, billed and collected on behalf of Skitter Cable, Inc. Your Skitter TV charges are paid to your provider as part of your total telecommunications invoice. You may therefore use any remittance options offered by



your telecommunications provider for paying your invoice. For more information about your payment options, please refer to your telecommunications provider.

Integrated Phone Features

Q What phone features are integrated with Skitter TV, and how do I use them?

Depending on the phone service from your local telecommunications provider, you may be able to access the following features on your TV:

-  Caller-ID
-  Voicemail
-  Call History
-  Call Back

Check with your telecommunications provider for specifics.