



## Frequently Asked Questions

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### Who should I call...

- **...to sign up for Absolute Cable TV service?**

Contact Relyant Communications your local telecommunications provider to order service.

*If you are not sure whether our services are available in your area, or need information about your local provider, there is a zip code search feature on the Home page of [AbsoluteCable.tv](http://AbsoluteCable.tv), where you can request that information.*

- **...to make changes to my TV service?**

Relyant Communications can help you with changing your TV subscription level, adding Premium movie channels, adding TVs to your service, etc.

- **...with questions about my TV service?**

Relyant Communications can answer any questions you have about your TV service. You may also visit [AbsoluteCable.tv](http://AbsoluteCable.tv) to learn more about our services.

- **...with questions about my invoice?**

Charges for your TV service are billed by Relyant Communications. Questions about your invoice should be directed to them.

- **...if my TV service is out?**

Please contact Relyant Communications. 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 outside their system, they will escalate the problem to get it resolved.

### Account Set-Up

- **What is involved in installing and initiating my TV Service?**

You sign up as a subscriber through Relyant Communications. At that point, they will be able to advise what will be needed to get you set up and will dispatch technicians to your home for installation and initiation of service if needed.

- **How do I set up Parental Controls?**

Detailed instructions for setting up and managing parental controls are included in the [EPIC Viewer's Guide](#), available from Relyant Communications.

## Channel Lineups

- **What channels are included in each TV Package?**

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

- The **Absolute Cable 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 **Absolute Cable TV *PRIME*** lineup includes everything in *SELECT*, plus prime national content, regional sports networks, education, and entertainment.
- The **Absolute Cable TV *PRIME+*** lineup includes everything in *SELECT* & *PRIME*, plus additional news, sports, movies, and special-interest networks –the best that TV has to offer.
- Absolute Cable TV offers Premium Movie Channel lineups, including Starz, StarzEncore, HBO, Cinemax, Showtime, The Movie Channel and MGM+.
- Absolute Cable TV also offers a Sports Package that Prime & Prime+ subscribers can add.

Detailed channel lineups are available from Relyant Communications.

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

Viewer feedback is very important to us, helping us to ensure we continue to provide you with the channels you enjoy the most. Please contact us via e-mail at [info@epicvideo.tech](mailto:info@epicvideo.tech) 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.

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

The Absolute Cable TV packages 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.

- **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 content producer offers its content in HD format, you can enjoy your favorite programs in HD at no extra charge.

## Remote Control

- **Where can I get information on using my remote control?**  
Relyant Communications has a user guide that has detailed instructions for all types of remotes supported by Absolute Cable TV. You can request a copy of this guide directly from Relyant Communications offering the Absolute Cable TV packages.
- **How do I enable/disable Closed Captioning?**  
Select Info on your remote while in full-screen mode to bring up an information banner at the bottom of the screen. To turn closed captioning on, press SELECT on your remote.

## DVR

- **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 EPIC system, so you never have to worry about losing your recorded programming to a hard-drive failure.
- **Is there an additional charge or special equipment required for Remote Storage DVR?**  
There is a monthly DVR fee for the Remote Storage DVR functionality. Relyant Communications who signs you up for Absolute Cable TV will provide specific pricing information. No special equipment is required for Remote Storage DVR functionality, and you can record from any EPIC-connected TV in your home.
- **How do I record a show or series? Can I adjust the start or end recording times?** With Remote Storage DVR, you can add a time buffer before or after recordings. Detailed instructions for operating Remote Storage DVR (as well as Restart TV – now called Time Warp TV) are included in the [EPIC Viewer's Guide](#). This guide is also available from Relyant Communications
- **Can I watch another channel while recording?**  
Yes, you may watch any previously recorded content, or any live TV channel, while recording other programming.
- **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.
- **How long can I keep my recordings?**  
With EPIC's enhanced cloud features, you can record an unlimited number of programs in the cloud for 60 days, and programs saved as Favorites will be stored for up to one year.
- **How do I delete a recorded show or series?**  
Detailed instructions for deleting recordings are included in the [EPIC Viewer's Guide](#). This guide is available from Relyant Communications too.

## WatchTVEverywhere

- **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!

- **What programs are available through the Absolute Cable 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. 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 Absolute Cable TV subscription tier that are currently available through WatchTVEverywhere. You will see new networks added to the Absolute Cable TV list automatically when they are added to the portal.

- **How do I access the Absolute Cable TV portal?**

As an Absolute Cable TV subscriber, you would go to [www.watchTVEverywhere.com](http://www.watchTVEverywhere.com), select Absolute Cable 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 Absolute Cable TV statement for the account number, and enter the last name of the Absolute Cable 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!

- **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 the 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

- **How can I pay my TV bill?**

Your TV charges will appear on your Relyant Communications invoice. You may therefore use any remittance options offered by Relyant Communications for paying your invoice. For more information about your payment options, please refer to Relyant Communications.

**For More Information Or Questions Please Contact**



**706-678-2121**

**[relyant-cs@relyantcommunications.com](mailto:relyant-cs@relyantcommunications.com)**

**[www.relyantcommunications.com](http://www.relyantcommunications.com)**