



What Do I Do When... MY CABLE IS OUT

Do you have more than 1 television hooked up to cable?

If there is a cable outage, all tv's will be out. If one tv is working, it may be a problem with the television or a wire in the house.

Do you have an IPTV box?

If so, your television needs to be on the correct video input.

CABLE BOX IS NOT WORKING PROPERLY

Example: The guide feature isn't displaying accurately.

Reboot your system. Shut off the box and unplug it, plug it back in and wait until it powers back on.

watchTVeverywhere

Your favorite programs.
Anytime and everywhere.

Have you signed up for Watch TV Everywhere yet?
You can stream over 50 networks

Current CASSCOMM customers can sign up at:
<https://home.casscomm.com/watchtv-everywhere/>



FIBER OPTIC PRICING INFORMATION



100 Redbud Road, Virginia, IL 62691
1.800.252.1799

www.casscomm.com

Office Hours 7:30 a.m. - 5:00 p.m. Mon - Fri

WAYS TO SAVE!

Auto Pay-

The easiest way to save is to sign up for auto-pay! Sign up using your checking account (submit a voided check) and automatically receive a one time credit of \$5.00 off your next bill. It's that easy! Call a Customer Service Representative to sign up at 800.252.1799.

CASSCOMM Club-

Making Your Service Work For You... Our rewards programs allows you to earn points by simply using our services. Enjoy the services you love most and, for every dollar you spend with CASSCOMM, you will be rewarded with one CASSCOMM Club point. Collect 1,000 points and receive discounts to be used towards your CASSCOMM bill. Your point balance is listed each month on your bill.

Bundled Services-

CASSCOMM offers all the services you need and want- cable, internet and phone! Therefore, the more CASSCOMM services you have, the better rate you can receive. Check out the information inside to learn more about bundled savings. Please note, Cloud DVR is an additional added service for your IPTV cable service.

We offer 2 IPTV boxes at no charge to residential customers, any additional box will be an added charge. Please give us a call for more details and to make sure you receive the best bundled services for your needs.

Premium Channels-

CASSCOMM offers tiered discounts for those who subscribe to multiple premium channel packages (HBO, Cinemax,

Showtime/The Movie Channel and Encore/Starz).

The savings are as follows:

- Subscribe to 2 Premium Channel Services- save \$5/mo
- Subscribe to 3 Premium Channel Services- save \$7/mo
- Subscribe to Total TV (4 Premium Channels + Digital Basic)- save \$21.75/mo

It's Easy...Pay Online-

No need to waste a stamp to pay your bill. Go to casscomm.com and click the 'Bill Pay' button to pay your bill from the comfort of your own home. Please note, initial set-up requires calling us at 800.252.1799 to gain login information.

Payment Options:

By Mail, Drop Payment off at Office, Online Billing, Auto-Pay

We honor Visa, Master Card and Discover.

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MONTHLY CABLE PRICING

Netpack	\$21.45
Broadvision/Basic Cable	\$96.45
HBO	\$17.55
Cinemax	\$12.35
Showtime/TMC Package	\$15.95
Music & Video Package	\$ 1.00
Digital Basic Package	\$14.95
Espanol Package	\$ 4.96
Movie Lovers Package (Starz/Starz Encore)	\$12.95
HD Tier	\$ 9.95
Cloud DVR	\$10.95
IPTV Box	\$ 3.95
Total TV (Digital Basic + all premiums)	\$50.00
Digital Phone (Residential)	\$34.95
Digital Phone (Business)	\$39.95

MONTHLY INTERNET PRICING

(Up to Fiber speeds listed)

Speed Internet Only* (75M down, 75M up**)	\$59.95
SpeedPLUS Internet Only* (150M down, 150M up**)	\$74.95
SpeedDELUXE Internet * (300M down, 300M up**)	\$99.95
Speed Internet Only*	
GIGPlus Internet Only (1Gig Down, 1Gig up**)	\$149.95
Router Rental	\$3.95
Plume © Whole Home Wifi	\$3.95
Additional Plume Pod	\$6.00

*Discounts available when bundled with tv or phone service.

****A \$20.00 Broadcast TV surcharge will be applied to all cable TV subscribers. A set top box is required for all TV services.**

Customer must subscribe to Broadvision Cable to receive digital packages. Digital packages do not include Broadvision cable charge. All prices are before taxes, fees and surcharges and are subject to change. Some services are not available in all areas.

Up to fiber speeds listed.

Bundled Services:

Grand Slam- Get It All Max \$232.45
(Broadvision cable, SpeedPLUS internet, digital phone, Cloud DVR, HD tier, Digital Basic, all premiums)

Grand Slam- Get It All \$217.45
(Broadvision cable, Speed internet, digital phone, Cloud DVR, HD tier, Digital Basic, all premiums)

Triple Play Options
HD (Broadvision, Speed internet, digital phone, Cloud DVR, HD tier) \$157.50

Basic (Broadvision cable, Speed internet, digital phone) \$141.50

Double Play Options:

Basic Max (Broadvision cable, SpeedPLUS internet)	\$148.40
HD (Broadvision cable, Speed internet, Cloud DVR, HD tier)	\$139.50
Basic (Broadvision cable, Speed internet)	\$134.40
TV Talk (Broadvision cable, digital phone)	\$115.50
Speed Talk (Speed internet, digital phone)	\$69.95
Pack (Netpack cable, digital phone)	\$44.50

Installation Charges

Basic Cable Activation	\$45.00
Internet Activation	\$30.00
Delinquent Reconnect	\$45.00
Enhance Existing Services	\$20.00
Additional and/or Relocate Outlets	\$30.00
Any Transferred Services	\$45.00
Digital Hit Fee	\$10.00
Delinquent Door Fee	\$25.00
Check Return Charge	\$30.00
Past Due Fee	\$7.00



Cloud DVR
\$10.95

Additional Cable Boxes \$3.95