



Current CASSCOMM customers can sign up for WTVe at: <https://home.casscomm.com>



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 a digital box?

If so, your television needs to be on channel 3 or 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.

MY DVR BOX OR CABLE BOX IS NOT WORKING PROPERLY

Example: The guide feature isn't displaying accurately.

Reboot your CISCO/Technicolor system. Shut off the box and unplug it, plug it back in and wait until the clock appears on the box before turning the device back on.

You can also go to SETTINGS, TROUBLE-SHOOTING, and select REBOOT SET TOP BOX.

To reboot your Motorola system, unplug the box from the power cord, wait a few minutes, plug it back in.

If you are still experiencing trouble, please call us at 1-800-252-1799 for further assistance.

A CHANNEL IS NOT WORKING

Example: Channel 24 is going in and out of service.

Give us a call! Your help in reporting channel problems can often times speed up the repair process. You may notify CASSCOMM of channel problems we may not otherwise be aware of.



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
Cisco/Technicolor® 8-Tuner HD/DVR Box	\$10.95
Cisco/Technicolor® 2-Tuner HD/DVR Box +	\$10.95
Cisco/Technicolor® HD Digital Box +	\$5.95
Motorola DVR Box	\$10.95
Motorola Digital Box	\$5.95
Additional Motorola Digital Box	\$4.95
Cable Smart Card	\$3.50
Music & Video Package*	\$1.00
Digital Basic Package*	\$14.95
Espanol Package*	\$4.96
Movie Lovers Package	\$12.95
(Starz/Starz Encore)*	
HD Tier*	\$9.95
All Access HD	\$7.00
Total TV (Digital Basic + all premiums)*	\$50.00
Digital Phone (Residential)	\$34.95
Digital Phone (Business)	\$39.95

MONTHLY INTERNET PRICING

(Up to speeds listed)

Speed Internet Only* (10M down, 2M up**)	\$59.95
SpeedPLUS Internet Only* (25M down, 3M up**)	\$74.95
SpeedDELUXE Internet* (50M down, 5M up**)	\$99.95
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, DVR, HD tier, Digital Basic, all premiums)

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

Triple Play Options
HD (Broadvision, Speed internet, digital phone, 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, 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