

RESIDENTIAL INTERNET



Built on our

1 Gigabit

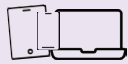
DOWNLOAD: 1 Gbps

\$75⁹⁹
MO

UPLOAD: 1 Gbps

INCLUDES WIFI@HOME

*Add \$5/mo without MPW TV



15 DEVICES

BEST
for



ONLINE GAMING



MULTI PLATFORM STREAMING



HD DOWNLOADS

250 Mbps

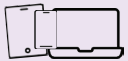
DOWNLOAD: 250 Mbps

\$60⁹⁹
MO

UPLOAD: 250 Mbps

SAVE MORE BY BUNDLING

*Add \$5/mo without MPW TV



10 DEVICES

GREAT
for



VIDEO STREAMING



MUSIC STREAMING



2-4 PLAYER GAMING

100 Mbps

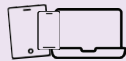
DOWNLOAD: 100 Mbps

\$45⁹⁹
MO

UPLOAD: 100 Mbps

SAVE MORE BY BUNDLING

*Add \$5/mo without MPW TV



5 DEVICES

GOOD
for



HOME OFFICE



VIDEO CALLS



ONLINE SCHOOLING

Multi Gig

2 Gigabit

Download: 2 Gbps | Upload: 2 Gbps



Up to 25 DEVICES

\$150⁹⁹
MO

5 Gigabit

Download: 5 Gbps | Upload: 5 Gbps



More than 25 DEVICES

\$225⁹⁹
MO

*Add \$5/mo without MPW TV, +\$99.99 install fee, includes WIFI@Home

Learn more about system requirements for Multi-Gig speeds at mpw.org/internet

WiFi @HOME



MPW's Managed Router Service -
Includes router, service and network support

\$7⁹⁹
MO

WiFi@HOME now included
with 1, 2, and 5 Gig service.

WiFi
EXTENDER **\$4⁹⁹**
MO



STINGRAY MUSIC

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R'n'B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

These 50 channels included with your MPW TV subscription!
Unlimited channels available on the Stingray Music App!



MPW
INTERNET • TV • PHONE

563.263.2631 • mpw.org

February 27, 2024

COMMUNICATIONS Services Pricing



and
Channel
Guide



MPW 563.263.2631 • mpw.org

RESIDENTIAL TELEVISION

BASIC

UP TO **88** CHANNELS

34 TV + 50 MUSIC CHANNELS + LOCAL STREAMING

\$25⁹⁹ MO

GET STARTED NOW!
PLUS BSC*

SELECT

UP TO **153** CHANNELS

INCLUDES ALL BASIC CHANNELS WatchTVEverywhere ACCESS

\$89⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED

UP TO **180** CHANNELS

ALL BASIC AND SELECT CHANNELS PLUS 25 MORE.

\$101⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED XTRA

UP TO **187** CHANNELS

ALL PREFERRED PLUS STARZENCORE

\$109⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +1

UP TO **193** CHANNELS

ALL PREFERRED PLUS CHOOSE 1 PREMIUM

\$125⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +2

UP TO **204** CHANNELS

ALL PREFERRED PLUS CHOOSE 2 PREMIUMS

\$140⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +3

UP TO **212** CHANNELS

ALL PREFERRED PLUS CHOOSE 3 PREMIUMS

\$155⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

ULTIMATE

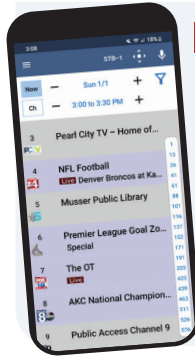
222 CHANNELS

SAVE MOST WITH ULTIMATE! ALL CHANNELS - ALL PREMIUMS

\$169⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

Broadcast Service Charge (BSC) of \$22.09 per month applies to all TV packages to cover local stations' retransmission fees. Regional Sports Network Charge (RSC) of \$9.49 on Select and above. Rates effective 5/1/23. All services subject to applicable fees, taxes and charges, including Facilities Charge of \$2.98 per household.



BONUS! MPW Local Stream

Watch local and regional stations LIVE on your phone or tablet with the MyTVs app.



MyTVs
Innovative Systems, LLC

MyTVs app is included with MPW TV!

Search for "MyTVs" in your app store.



NEVER MISS A SHOW! includes Premium Set-top Box FREE

\$11⁹⁹ ONLY MO. **Advanced DVR**

Advanced DVR allows any set top box in your home to record, play, pause and rewind up to 8 programs at once, organize your content in folders and set-up recordings — even away from home with the MyTVs app.

Premium Network Suites



Starz Encore (up to 7 channels).....	\$10.99
Cinemax (up to 8 channels) Includes Cinemax On Demand.....	\$18.99
Showtime/The Movie Channel (up to 11 channels)	\$21.49
Starz/Starz Encore(up to 13 channels)	\$18.99
Includes Starz/StarzEncore On Demand	
HBO (up to 15 channels) Includes HBO On Demand and Max	\$21.49
NFL Redzone (Season Pass)	\$62.99
MPW Latino.....	\$13.49

Installation Prices & Equipment

A set-top box is required for each TV. All boxes are DVR-capable. Standard Set-top Box requires Cat5/6 Ethernet cabling.

Scan QR Code to view the full list of fees.



Standard Basic Installation (up to 4 outlets)\$40.00 Value ...	Free!
Standard Set-top Box	\$3.99/mo
Premium Set-top Box	\$6.99/mo
Additional Premium Set-top Boxes	\$4.99/mo
Additional Outlet Installation.....	\$25.00/outlet
Relocate Outlet	\$25.00/outlet
Custom Installation	\$50.00/outlet
Service Rate (1 hour minimum)	\$25.00/hr.

Effective 5/1/23. NFL RedZone available only on Sundays during the NFL season. Subscription to NFL RedZone will renew automatically at the beginning of each NFL season.

In order to receive HBO ON Demand, Cinemax ON Demand and/or Starz ON Demand, you must subscribe to either the HBO, Cinemax and/or Starz premium service.

Installation fees and other restrictions may apply. All channels are HD unless unavailable from programmer. Subject to change. See mpw.org for the most current information.

RESIDENTIAL TELEPHONE

TOTAL PHONE

UNLIMITED LOCAL. 1,000 MINUTES LONG DISTANCE. ALL CALLING FEATURES.

\$33⁹⁹ MO
SAVE BY BUNDLING

LOCAL PLUS

200 MINUTES LONG DISTANCE. UNLIMITED LOCAL. 7 CALLING FEATURES.

\$26⁹⁹ MO
SAVE BY BUNDLING

LOCAL

UNLIMITED LOCAL CALLING. LONG DISTANCE BILLED PER MINUTE USE.

\$19⁹⁹ MO
SAVE BY BUNDLING

200 LONG DISTANCE MINUTE PAKS

SUPPLEMENT YOUR CALLING PLAN WITH PAKS OF 200 EXTRA MINUTES.

\$6⁹⁹ EA

AVAILABLE FEATURES

Voicemail

Callers can leave you a message. You'll hear a few short beeps in your dial tone to alert you to a new voicemail.

Three-Way Calling

Join yourself and two other callers on the same call.

Last Call Return

To hear the number from your last call, press *69. To redial it, press 1.

Caller ID

Displays the caller's name and phone number on your phone display.

Call Waiting

A brief tone alerts you to incoming calls. You may leave the call you're on to answer the incoming call.

Call Waiting ID

Displays who is calling when an incoming call is waiting.

Call Forward Variable

Send incoming calls to a different number. Also, transfer all calls to any number.

Anonymous Call Rejection

If incoming caller information is blocked from being shown, automatically send them a message stating you don't accept blocked info calls.

Call Screening

Block up to 13 callers of your choice and auto-send a message you're not accepting their calls.

Speed Call 8

Use a two-digit code to dial up to 8 frequently called local or long distance numbers.



RESIDENTIAL CHANNEL GUIDE

COLOR/SYMBOL KEY TO CHANNEL AVAILABILITY AND POSITION

U **ULTIMATE**
P **PREFERRED**
S **SELECT**
B **BASIC**
L **LATINO**
CH **CHANNEL POSITION**
TVE **WATCH TV EVERYWHERE**
OD **ON DEMAND**
ST **LOCAL STREAM**
* **ADDITIONAL FEE**

NETWORK/STATION	AVAILABLE ON	CH
A&E	S P U TVE OD	115
ABC - WQAD 8	B S P U TVE	8
ACC Network	P U	49
ACCESS 9 - Public Access	B S P U	9
AHC - American Heroes Channel	P U TVE OD	151
Action Movies On Demand	* * * *	110
AMC	S P U TVE	99
Animal Planet	S P U TVE OD	169
Antenna TV	B S P U	21
AXSTV	P U	113
Bally Sports Midwest	S P U TVE	36
Bally Sports Midwest Alternate	S P U TVE	67
BBC America	P U TVE	155
BBC World News	P U	188
Big 10 Network	S P U TVE OD	39
Big 10 Network Alternate	S P U TVE	68
Boomerang	P U	81
Bounce TV	B S P U	102
Bravo	S P U TVE	123
Cartoon Network	S P U TVE OD	82
CBS - WHBF 4	B S P U	4
Cine Mexicano	* * * *	L 202
CIVIC TV	B S P U	2
CNBC	S P U TVE OD	187
CNN	S P U TVE OD	184
CNN en Espanol	* * * *	L 196
Comedy Movies On Demand	* * * *	94
Cooking Channel	P U TVE	166
Court TV	B S P U	154
Cozi TV	B S P U	22
Crime & Investigation	P U	120
C-SPAN	B S P U TVE	27

NETWORK/STATION	AVAILABLE ON	CH
Hallmark Channel	S P U TVE	130
Hallmark Movies & Mysteries	S P U TVE	133
HDNet Movies	* * P U	112
Heroes & Icons	B S P U	88
HGTV	S P U TVE	160
History Channel	S P U TVE OD	145
History en Espanol	* * * *	200
HLN - Headline News	S P U TVE	183
HSN - Home Shopping Network	B S P U TVE	11
ID - Investigation Discovery	S P U TVE OD	117
IFC	P U TVE	95
INSP	B S P U	31
ION	S P U	119
ION Mystery	B S P U	116
Laff	B S P U	96
Lifetime	S P U TVE OD	134
Lifetime Movie Channel	S P U TVE OD	136
Lifetime Real Women	P U	137
Local On Demand	* * * *	16
Magnolia Network	P U TVE	161
Marquee Sports Network	S P U TVE	37
MeTV	B S P U	20
Military History	P U	146
Motor Trend	S P U TVE OD	149
Movieplex	P U	111
MPL 5 - Musser Public Library	B S P U	5
MPW-TV Tutorials	B S P U	17
MSNBC	S P U TVE	186
My Network TV	B S P U	18
Nat Geo Wild	S P U TVE	176
National Geographic	S P U TVE OD	175
NBC - KWQC 6	B S P U TVE	6

NETWORK/STATION	AVAILABLE ON	CH
UP TV	P U	85
USA	S P U TVE	98
VOD/PPV Preview		1
Vice	P U TVE	118
WE	S P U TVE	140
Weather Channel	B S P U TVE	15

PREMIUM NETWORKS Add to any package.

NETWORK/STATION	AVAILABLE ON	CH
HBO HBO On Demand	* * * U	410
HBO E	* * * U	OD 411
HBO Max	* * * U TVE	
HBO 2	* * * U	413
HBO Signature	* * * U	414
HBO Family	* * * U	415
HBO Comedy	* * * U	416
HBO Zone	* * * U	417
HBO Latino	* * * U	418
CINEMAX Cinemax On Demand	* * * U	420
Cinemax E	* * * U	OD 421
Outer MAX	* * * U	423
5 Star MAX	* * * U	424
MoreMax	* * * U	425
ActionMax	* * * U	426
Thriller Max	* * * U	427
Movie MAX	* * * U	428
MAX Latino	* * * U	429
SHOWTIME Showtime	* * * U	431
Showtime 2	* * * U	433
SHOxBET	* * * U	434
Showtime Extreme	* * * U	435
Showcase	* * * U	436
Showtime Next	* * * U	437
Showtime Family Zone	* * * U	438
Showtime Women	* * * U	439

C-SPAN 2	B	S	P	U						28
CW - KGCW 13	B	S	P	U				ST		13
Destination America			P	U	TVE	OD				150
Discovery		S	P	U	TVE	OD				147
Discovery En Espanol	*	*	*	*				L		198
Discovery Familia	*	*	*	*				L		199
Discovery Family		S	P	U	TVE	OD				171
Discovery Life		S	P	U	TVE	OD				172
Disney Channel		S	P	U	TVE					75
Disney Junior		S	P	U	TVE					77
Disney XD		S	P	U	TVE					76
Drama Movies On Demand	*	*	*	*						125
E!		S	P	U	TVE					139
EarthxTV		S	P	U	TVE					148
En Espanol On Demand	*	*	*	*						190
ESPN		S	P	U	TVE					33
ESPN 2		S	P	U	TVE					34
ESPN Deportes	*	*	*	*				L		194
ESPN News			P	U	TVE					45
ESPN U			P	U	TVE					44
Events On Demand	*	*	*	*						62
EWTN	B	S	P	U						30
Family/Kids On Demand	*	*	*	*						70
Food Network		S	P	U	TVE					165
FOX - KLJB 18	B	S	P	U			ST			7
FOX Business News		S	P	U	TVE					182
FOX Deportes		S	P	U	TVE					47
FOX Deportes	*	*	*	*				L		195
FOX News Channel		S	P	U	TVE					180
Freeform		S	P	U	TVE					97
FS1 - FOX Sports 1		S	P	U	TVE					42
FS2 - FOX Sports 2			P	U	TVE					43
Fun Roads		S	P	U	TVE	OD				167
FX		S	P	U	TVE	OD				107
FXM - FX Movie Channel		S	P	U	TVE					109
FXX		S	P	U	TVE					108
FYI			P	U	TVE	OD				162
Great American Family		S	P	U						142
Galavision	*	S	P	U				L		192
Golf Channel		S	P	U	TVE					41
Grit	B	S	P	U						89
GSN - Game Show Network			P	U						91

NBC Sports Net Chicago		S	P	U	TVE					38
NBC Sports Net Chicago Alt		S	P	U	TVE					66
NBC Universo	*	*	*	*				L		205
Newsmax		S	P	U	TVE					181
News Nation		S	P	U	TVE					185
NFL Network			P	U	TVE	OD				55
NFL RedZone			*	*	TVE					56
Outdoor Channel		S	P	U						50
Outlaw	B	S	P	U						143
OWN		S	P	U	TVE	OD				131
Oxygen		S	P	U	TVE					132
PBS Create - IA Public TV	B	S	P	U			ST			24
PBS Illinois - WQPT 24	B	S	P	U						14
PBS Iowa - KIIN 12	B	S	P	U			ST			12
PBS Kids - IA Public TV	B	S	P	U			ST			23
PBS World - IA Public TV	B	S	P	U						25
PBS Worldview - WQPT2 IL	B	S	P	U						26
PCTV - Pearl City TV	B	S	P	U			ST			3
POP		S	P	U						101
QVC	B	S	P	U	TVE					10
Rewind	B	S	P	U						100
RFD TV		S	P	U						90
Science Channel		S	P	U	TVE	OD				174
SEC Network			P	U	TVE					48
Sorpresa	*	*	*	*				L		197
StartTV	B	S	P	U						138
Sundance TV			P	U						92
SY FY		S	P	U	TVE					105
TBN - Trinity Broadcasting	B	S	P	U						29
TBS		S	P	U	TVE	OD				104
TCM - Turner Classic Movies			P	U	TVE					93
Telemundo	*	*	*	*	TVE			L		203
TeleN	*	*	*	*				L		201
This TV	B	S	P	U			ST			19
TLC		S	P	U	TVE	OD				170
TNT		S	P	U	TVE	OD				103
Travel Channel		S	P	U	TVE					168
True Crime Network	B	S	P	U						152
truTV		S	P	U	TVE	OD				153
UniMás	*	*	P	U				L		193
Universal Kids		S	P	U	TVE					80
Univision	*	S	P	U				L		191

The Movie Channel	*	*	*	U						440
The Movie Channel Xtra	*	*	*	U						442
FLIX	*	*	*	U						443
STARZ On Demand	*	*	*	U						450
STARZ E	*	*	*	U		TVE	OD			451
STARZ Comedy	*	*	*	U						453
STARZ in Black	*	*	*	U						454
STARZ Kids & Family	*	*	*	U						455
STARZ Cinema	*	*	*	U						456
STARZ Edge	*	*	*	U						457
STARZENCORE E	*	*	*	U		TVE				460
STARZENCORE Family	*	*	*	U						462
STARZENCORE Westerns	*	*	*	U						463
STARZENCORE Suspense	*	*	*	U						464
STARZENCORE Action	*	*	*	U						465
STARZENCORE Black	*	*	*	U						466
STARZENCORE Classic	*	*	*	U						467

STARZ

STARZENCORE

STREAMING

NETWORKS IN YOUR SUBSCRIBED TIER INCLUDED!



EVERYWHERE®

on PC • Tablet • SmartPhone

Watch your favorite networks and programs LIVE and On Demand on your Smartphone, Tablet, PC, or a video streaming device. Watch TV Everywhere is included with your MPW TV subscription; Select and above.

Visit www.wtve.net to sign up now!

ON DEMAND

PRESS ON DEMAND TO SEE WHAT'S AVAILABLE TODAY!

ON DEMAND

With the touch of a button, catch new movies, some still in theaters, and all the same day they're released on DVD & BluRay — weeks to months before streaming services. Plus, anytime access to a whole library of programming — entire series, movies, sports and more on your subscribed networks.





Over 85 TV networks are available online now!

AND WE'RE ADDING MORE AS THEY BECOME AVAILABLE!

If you receive any of these networks as part of your current TV package, you can get it via WatchTVEverywhere

GETTING STARTED WITH

WatchTVEverywhere

1. Visit mpw.org/tv/streaming

to learn more, to see available networks and to begin your registration. Click the image to visit WatchTVEverywhere.com.

OR GO DIRECTLY TO

2. WatchTVEverywhere.com

Select Muscatine Power & Water from the drop-down list of TV Providers. Click the [Register](#) link to get started.

3. Enter your account information

Enter your information and validate. (For your convenience on future logins, please enable cookies)

4. Login at WatchTVEverywhere.com

Click the [Login](#) link. Enter your email and password.

On a PC, click the network icon to visit the network's site.

On a tablet or phone, download & install app when prompted.

When visiting each site for the first time, you may be asked to select your provider and/or enter your email and password.

After initial setup, you may go directly to the network website (save as a bookmark or favorite) or by using their app.

5. Watch TV Everywhere

Most networks offer both LIVE TV and On Demand Options to watch programs you want on your schedule or to catch-up or re-watch an episode.



Easy as 1-2-3
REGISTER • GET THE APPS • WATCH

**Apps are not required for most networks when viewing on your PC. Some networks require their FREE app for viewing on tablets or smartphones. These apps are available at either the App Store for Apple devices or Google Play for Android devices.*

NEED HELP? Our **LOCAL HelpDesk Pros** can give you step-by-step guidance **WE LOVE TO HELP!** Call **263-2631**, 7 Days a week, 6a-Midnight

Revised 01/31/24

Easy Programming without a Device Code



1. Manually turn on the **DEVICE** (TV, DVD, VCR, Audio) you want to setup on the remote control.
2. Press that device's button; it will blink once. Then press and hold **SETUP** until the device button blinks twice.
3. On the number pad, type **991**. The device's button will blink twice.
4. Aim the remote at the device and press **POWER** once.
5. Press and release the **CH+** button repeatedly. **STOP** when the device turns off.
6. Press **POWER**. The device should turn on. If it does, press **SETUP** to lock in the code. The device button will blink twice to indicate the code is saved.
7. If device does not turn on after pressing **POWER** in step 6, slowly press and release **CH-** to go back through the codes. Press **SETUP** when the TV turns on. The device button will blink twice to indicate the code is saved.



MPW Technical Guide

This guide contains:

- 5 Common Questions
- How to install your ONT (optical network terminal), Wireless Router, and STB (set-top box)
- How to program your TV remote with a device code

Need HELP after we leave?

The MPW HelpDesk is staffed 7 days a week, 6am to Midnight to provide expert assistance.

Call 563.263.2631, Option 2 or visit mpw.org/help.

5 COMMON QUESTIONS ABOUT YOUR NEW MPW FIBER TV

Here are answers to the top questions we get from new Fiber TV customers.

My remote/TV box is not working

This is often resolved by simply pressing the **STB** button on the upper right hand of your standard remote. If you have a Big Button remote, press the **CBL** button on the upper right hand of your remote.



How do I turn closed-captioning ON/OFF?

Closed captioning (CC) can be turned on/off using the # button on the standard remote. Closed captioning on the Big Button remote can be accessed through the Menu. Press **Menu** then **Display** to access the CC options. Make sure to select **Save** at the very bottom left hand side of the Display menu to apply your selection.



VOD/PPV purchase PIN

Not required, but to set your purchase PIN, call the HelpDesk at 263-2631 option 2

Watch a program from the beginning

Programs that can be restarted from the beginning will have a footnote in the lower right of the guide. Press the green colored button on your remote to restart the program from the beginning.



Local Video On Demand

Another benefit of MPW Fiber TV is local events available On Demand! Simply press the On Demand button on your remote and select Local On Demand from the menu.



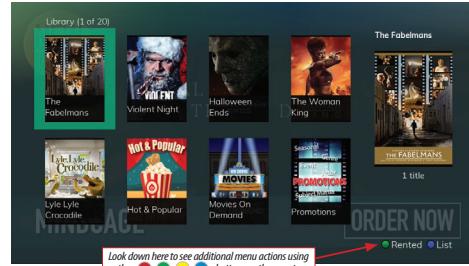
Channel 17

All Fiber TV tutorials play continuously on Channel 17

ALSO AVAILABLE IN THE ON DEMAND | TUTORIALS FOLDER

If you need additional help, the MPW HelpDesk is available every day of the year from 6am to midnight. For fast, free support, call 263.2631 and press option 2, or email helpdesk@mpw.org.

MOVIES/VIDEO ON DEMAND (VOD)



Choose popular movies and events as well as FREE On Demand titles available with your service level. To purchase a new VOD event:

1. Select **ON DEMAND** on your remote. The Library Main Screen appears. Select the library you'd like to choose from.
2. Select your event.
3. Guide will show title, price, description, rating and length, as well as how long you have to watch it.
 - To view a trailer for the event, select **PREVIEW**
 - To purchase, select **RENT**.
4. The Purchase Information Screen will appear.
 - You may choose to share the event with the rest of your whole home group or just on this TV.
5. Your event should begin playing. Press **EXIT** to return to previous channel.



PAY PER VIEW (PPV)

PPV events are available on channels 60 and 61 and will appear in the guide with a **PPV GOLD TICKET** symbol, event price, and air time. To **BUY**:

1. Select event and press **OK**.
2. Event title, Start Time, End Time and Price will appear in a Purchase Information window.
3. The Purchase Information Screen will appear.
 - You may choose to share the event with the rest of your whole home group or just on this TV.
4. A Confirm Purchase window will appear. The event will have a reminder automatically added once the purchase is confirmed.
 - Select **CONFIRM PURCHASE**.
5. Once the PPV event has been purchased, the event will show a PPV ticket icon within the guide.

USING YOUR Remote Control & On-Screen Guide

+ RESTART & CATCH-UP AND ON-SCREEN APPS

USING Advanced DVR & MyTVs App

On Demand & Pay-Per-View

NOTE: DVR, On Demand and PayPerView not applicable with Business Class and Hospitality subscriptions



Take control

Our powerful new set-top boxes with innovative features, empower you to enjoy entertainment on your terms with MPW Fiber TV.



3205 Cedar Street • Muscatine, IA 52761 • 563.263.2631 • mpw.org

013124

Control the Remote

DEVICE SELECTOR TV, AUD, DVD, VCR, STB

Use one remote to control multiple devices. Select device.

SETUP

Use for programming sequences of devices controlled by the remote.

SKIP FORWARD, SKIP BACK, REW, PLAY, FFWD, STOP, PAUSE, RECORD

In STB mode, these control the DVR functions. In other modes, these can control DVD Player or VCR.

MENU

Displays the menu.

GUIDE

Opens the Channel Guide.

DAY +/-

Jump ahead or back one day in the Interactive Program Guide

RED, GREEN, YELLOW, BLUE

Look for on-screen prompts and use colors to access additional features.

VOL +/-

Raise or lower the volume.

MUTE

Turn the sound off or on.

FAV

View your favorite channels.

CLOSED CAPTIONING

Press # button to turn on and cycle through Closed Captioning (CC) options. On the large button remote, this is labeled CC.

*ASPECT RATIO

Temporarily change the conversion mode from Original Size or Fit to Screen.

Input

In TV control mode (top buttons), **Input** will change the TV's input to the device you are controlling.

* If available

POWER

Turn on/off a selected device.

STB

Select to access Set-Top Box features

LIVE

Return to watching live TV.

LIST

Display a list of recorded, future and series rules on your DVR.

INFO

Display the current channel and program information. Press again for more detail.

BROWSE, SEARCH, ARROW and OK

Navigate and select onscreen choices.

EXIT

Exit the current screen.

PAGE +/- in lists and Interactive Guide Program.

CHANNEL +/-

Changes to the next higher or lower channel.

ON DEMAND

Access video on demand services.

LAST

Recall the last channel or option.

NUMBER KEYS (0-9)

Directly select a channel or enter options.

MyTVs App

Smartphones & Tablets can be used as a spare remote at home, as well as to manage your DVR from anywhere!



For assistance with TV set up, operation and troubleshooting, contact MPW HelpDesk at 563.263.2631, Option 2



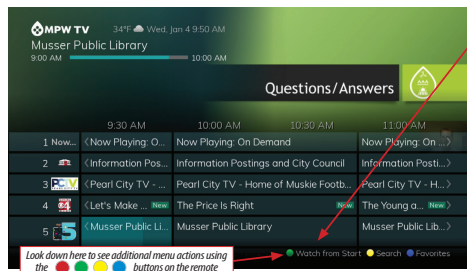
NEED MORE INFORMATION?
Scan to view our video tutorials

USING THE CHANNEL GUIDE

Press **GUIDE** to display information at the top about the program you are tuned to.

Programs on other channels show at the bottom. A **BLUE ARROW BEFORE** the title indicates it started prior to the current time slot. A **BLUE ARROW AFTER** indicates it continues past the last time slot showing.

Programs scheduled for recording will be marked with a **RED CIRCLE**.



While in the Guide:

Use the **UP/DOWN ARROW** to move through the guide one channel at a time. As you do, a description of the highlighted program will display at the top.

Press **CH +** or **CH -** to scroll through channels more quickly.

Press **PG +** or **PG -** to move through the guide one page at a time.

Use **FAST FORWARD** and **REWIND** to move through guide one screen at a time.

Press **DAY +** or **DAY -** to move through the guide a full 24 hours.

You cannot use the DAY - button to go back to programs that have already aired, but you can use it to page back if you've moved ahead in the guide.

Press the **SKIP BACK** button to go back one page in the guide.

If there was a program you missed, you could search for other programs of the same name and schedule the DVR to record the program.

If you press the **GUIDE** button a second time, you can view the Guide and current program in a different format. **2x**

To browse through the guide using a **FAVORITES LIST**, press the **BLUE** button or the **FAV** button. The list name will appear at the bottom of the screen.



Keep pushing the **BLUE** button to scroll through the different **FAVORITES LISTS**.

*Events marked with the green **new** symbol signify a new episode of the program.*

*To exit the guide, press the **GUIDE** button a third time or press the **EXIT** button.*

RESTART and CATCH UP

Programs that can be restarted from the beginning will have a footnote in the lower right of the guide. Press the **GREEN** button on your remote to restart the program from the beginning. Restart works whether you have DVR enabled or not.

CATCH UP is a companion feature that allows you to view select programs from earlier in the week. To access, press **ON DEMAND**, then select the **Catch Up** folder. Programs are saved for 72 hours from airing.

SEE WHAT'S ON TV NOW

OK BUTTON

Press **OK** to see what is playing currently.

NOTE: Now Playing window will also provide weather, date and time

INFO BUTTON

Press **INFO** to see a description of the current program at the top of the screen.

If watching live, press the **RIGHT/LEFT ARROW** to view what is showing later on the current channel, or press the **UP/DOWN ARROW** to view what is showing on another channel.

Press **DAY +** or **DAY -** to see what is on this channel 24 hours from now.

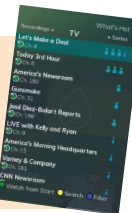
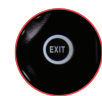
BROWSE BUTTON

BROWSE (right arrow), shows information similarly and can be controlled with **RIGHT/LEFT ARROW**, **UP/DOWN ARROW** and **DAY +** or **DAY -**

WHAT'S HOT

The **WHAT'S HOT** app shows you the most popular programs in the Muscatine area — in **real time!** To access, just press **YELLOW** to view the apps list, then select What's Hot.

You can also access What's Hot through the **MAIN MENU** (see below).



MAIN MENU

Along with being able to access almost all functions with specific buttons on the remote control, you can also get into these controls through the **MAIN MENU**.

Open the Main Menu by pressing the **MENU** button on the remote control.

Once inside, you'll find additional options:

- Under **TV**, you can customize the appearance of the guide, see what's playing now, initiate a search, and access the **WHAT'S HOT** app (see above).

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ADVANCED DVR CONTROLS

If you have subscribed to optional Advanced DVR Service, your remote control offers enhanced remote control buttons that function similarly to DVD controls in addition to standard remote capabilities. **Here's what each button does:**



LIST Select to see a list of recorded programs. Press the **LIST** button a second time to see what is scheduled to be recorded. Press **LIST** a third time to access your Series Rules.



LIVE Select to return to the current part of a live broadcast.



SKIP FORWARD Skip forward 30 seconds while watching a recording or, if already paused, skip forward on a live TV program.



SKIP BACK Skip backward ten seconds while watching a recording or while watching live TV.



PLAY Begin or resume watching a recording. Also display/remove the status bar.



FAST FORWARD Fast forward through parts of a recording. Press multiple times to go forward faster.



RECORD Record a program you are currently watching. When pressed, you will see options to record one time, a series, or set a reminder.



PAUSE Pause the program you are currently watching. While paused, the Fast-Forward button will play the program frame by frame in slow motion.



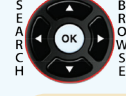
STOP Stop watching a recording or stop a recording that is in progress.



REWIND Rewind through parts of a recording. Press multiple times to rewind faster.



GUIDE Access the program Guide. Press a second time for alternate view.



ARROWS/BROWSE/SEARCH/OK Press to navigate through the guides, menu options or to make selections.

Using FOLDERS

With **FOLDERS**, you can organize your recordings any way you choose.

*We recommend you **CREATE** your desired folders **BEFORE** saving your first recording to make them easier to find later.*

Press **LIST**, then **BLUE** to create a **NEW FOLDER**.

*You'll then be prompted to name the folder. Enter a name and select **SUBMIT**. Repeat as needed to create folders for each family member (Dad, Mom, Kids, Series Title, Movie Type, or whatever — folder names are up to you.*

Then, any time you are setting a new **ONE TIME** or **SERIES** recording, **ARROW DOWN** to the folder line and use **ARROW RIGHT/LEFT** to select one of your pre-created folders. Then select **OK**.

*Once the recording is complete, it will be placed in the designated folder and you can access your folders by pressing **LIST**. You can also access them by pressing **MENU**, then selecting **RECORDINGS**.*

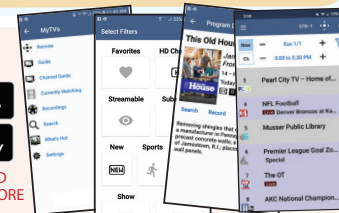
Never miss a show with

Advanced DVR - only \$11.99/mo!

- Call 263-2631 to sign up for our current DVR promotion!
- Program any set top box in your home to record, play, pause and rewind up to 8 programs
- Set a single recording or record an entire series
- Organize your content in folders and set-up recordings with the MyTV's App
- Includes 500 GB of secure storage. Up to 2000 GB of storage is available in 500 GB increments for \$1.99/mo

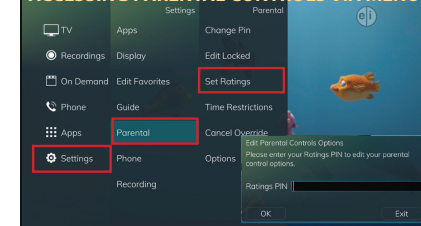


FREE DOWNLOAD FROM YOUR APP STORE



- Under **RECORDINGS** see a list of current, future and series recordings.
- Under **ON DEMAND**, view the Library, your rentals, and search titles.
- Under **MESSAGES**, view important system messages from MPW.
- Under **APPS**, find out **WHAT'S HOT** (the most viewed programs right now in Muscatine!), get access to the **LOCAL WEATHER** forecast and radar, play **GAMES** on your TV.
- Under **SETTINGS**, set your preferences for **DISPLAY**, **FAVORITES**, **GUIDE** appearance, **RECORDING** parameters, and **PARENTAL CONTROLS**, where you can change and set viewing limits.

ACCESSING PARENTAL CONTROLS VIA MENU



Everybody
knows
One



and *each* one is worth

\$20

fans & friends

REFERRAL REWARDS



Fill out this form or submit online at mpw.org

02/15/24

ENJOY



STINGRAY
MUSIC
EVERYWHERE



THE NEW
MUSIC
MOBILE APP

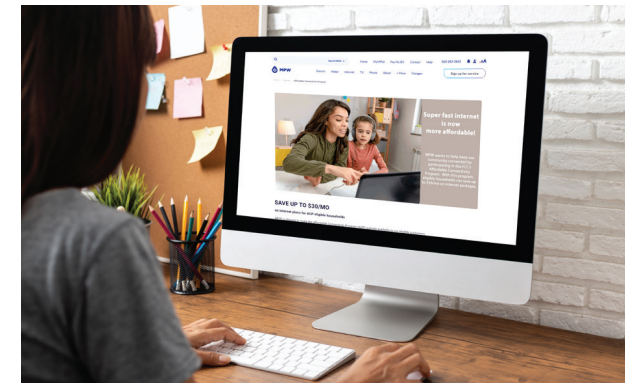
FREE with
your TV subscription



THE ONLY MOBILE MUSIC
APP YOU'LL EVER NEED

All 50 Channels plus "Vibes" channels
are included with your subscription!

Download the app and use your
WatchTVEverywhere
credentials to login.



Super fast internet is now more affordable!

SAVE UP TO \$30/MO
on internet plans for
eligible households
with the
AFFORDABLE
CONNECTIVITY
PROGRAM

MPW wants to help keep our community connected by participating in the FCC's Affordable Connectivity Program. The Affordable Connectivity Program (ACP) was created by Congress to help ensure that households can afford the broadband they need for work, school, healthcare and more. The program helps ensure that internet service is affordable for everyone.

*The ACP is funded by Congress. In the event it is discontinued and you continue to receive service, participants will be charged the undiscounted rate, which would be subject to our general terms and conditions.



Learn if you can qualify by
scanning this code or by calling
MPW Customer Service at
263-2631.



Earn a \$20 Credit!

Tell Your Neighbors About Us and Then Tell Us About Them!

They'll get a great deal on TV, Internet and Phone and MPW WiFi@HOME. You'll earn a \$20 credit on your MPW bill when they subscribe!

FILL OUT & MAIL THIS FORM OR SUBMIT REFERRALS ONLINE AT mpw.org/contact

* indicates required information

Your Name:*

Your MPW Service Address:*

Your email:*

Your phone number:*

Their Name:*

Their MPW Service Address:

Their email:

Their phone number:*

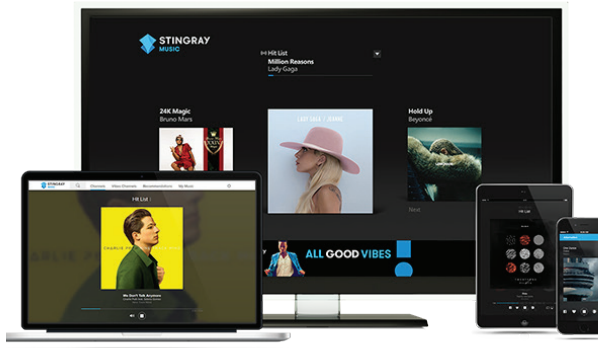
Check only one.

I am referring this person to MPW. (you will receive credit)

I have been referred to MPW by them. (they will receive credit)

For office use only Referral Date

Install Date Completed Date



Stingray Music included with all packages. Number denotes TV channel. Streaming access to these channels plus additional "Vibes" channels anywhere on PC, Tablet & Smartphone with the WTVE/Stingray App. 021524

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R 'n' B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

Financial Assistance

Sometimes, members in our community can use a helping hand, financially. Through support with local agencies and customer contributions, those struggling to pay their utility bills may be able to get financial assistance. **If you're having difficulty paying your utility bill, call MPW Customer Service right away at (563) 263-2631.** Our customer service representatives are here to work with you to help prevent disruptions to your service.

In addition to Community Action of Eastern Iowa, the Salvation Army is an excellent resource and both continue to be engaged in doing good in the community all year-round.

There are several different financial assistance programs designed to give customers relief in difficult situations, including:

- Low Income Home Energy Assistance Program (LIHEAP). Apply through Community Action

<https://www.caeiowa.org/>

- Low-Income Household Water Assistance Program (LIHWAP). Apply through Community Action

<https://www.caeiowa.org/>

- The Affordable Connectivity Program (ACP) - see reverse side for more.

<https://mpw.org/internet/affordable-connectivity-program/>



SCAN FOR COMMUNITY ACTION SITE



SCAN FOR ACP SITE

Project Share

Donate to Area Neighbors In Need

MPW customers can help area neighbors in need by contributing to Project Share - a voluntary, tax deductible energy assistance program that helps community members in Muscatine, with a financial need, pay their winter utility bills. Consider supporting community members in need this winter. It's a simple way to share some warmth with those who need it!



Donating is easy:

- add a contribution to your monthly utility bill or,
- scan the QR code to make a donation directly to Project Share

TV RATES & SERVICES

Standard Service Monthly

Available service territory includes the cities of Muscatine and Fruitland, as well as Bloomington Hollow, Brimran Prairie, Cedar Hills, Dartford, Eagle Ridge, Fairway Oaks, portions of Hickory Hills, Kent Estates, Mark Twain, Ripley's, Rolling Acres, Rolling Meadows, Whispering Pines, Wildwood, and other subdivisions outside city limits. Visit mpw.org for current service areas.

Basic	\$25.99/mo.
Select	\$89.99/mo.
Preferred	\$101.99/mo.
Preferred Xtra	\$104.99/mo.
Preferred Plus 1	\$125.99/mo.
Preferred Plus 2	\$140.99/mo.
Preferred Plus 3	\$155.99/mo.

Ultimate\$169.99/mo.
 Broadcast Service Charge of \$19.95 per month applies to all TV packages to cover local network channel fees, plus Regional Sports Charge of \$6.89. Facilities Charge of \$2.98/mo. per Fiber household. See mpw.org for most current information.

Additional Video Services

OnDemand/Pay-Per-View movies/events prices vary
 MPWLatino (15 Spanish Channels)\$13.49/mo.
 StarzEncore (up to 7 channels) includes ONDemand\$10.99/mo.
 Cinemax (up to 8 channels) includes ONDemand\$18.99/mo.
 Showtime & The Movie Channel (up to 11 channels)\$21.49/mo.

Starz & StarzEncore (up to 13 channels) includes Starz OnDemand\$18.99/mo.
 HBO (up to 15 channels) includes HBO OnDemand\$21.49/mo.
 NFL RedZone\$62.99/season

Equipment & Other Services

Advanced DVR (activates DVR on all boxes)\$11.99/mo.
 • Includes one premium set-top box (\$6.99/mo. value)
 Additional Advanced DVR storage (500Gb)\$1.99/mo.
 Standard Set-top Box\$3.99/mo.
 Premium Set-top Box\$6.99/mo.

Rates effective 5/1/2023. Subject to change.

CHANNEL LINEUP

Letter in the right-hand columns indicates on which service tier channel is available: B = Basic, S = Select, P = Preferred, U = Ultimate. An * indicates that the channel is available on that tier for an additional cost. Channels/Networks on the Fiber system delivered in HD unless provided in SD by the programmer. Updated 10/06/23 Channels subject to change. Visit mpw.org for updates.

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
1	VOD/PPV Preview								
2	CIVICTV			ST	B	S	P	U	
3	PCTV - Pearl City TV			ST	B	S	P	U	
4	CBS - WHBF 4			ST	B	S	P	U	
5	MPL 5 - Musser Public Library				B	S	P	U	
6	NBC - KWQC 6		TVE	ST	B	S	P	U	
7	FOX - KLJB 18			ST	B	S	P	U	
8	ABC - WQAD 8		TVE	ST	B	S	P	U	
9	ACCESS 9 - Public Access			ST	B	S	P	U	
10	QVC		TVE		B	S	P	U	
11	HSN - Home Shopping Network		TVE		B	S	P	U	
12	PBS Iowa - KIIN 12		TVE	ST	B	S	P	U	
13	CW - KGCW 13			ST	B	S	P	U	
14	PBS Illinois - WQPT 24				B	S	P	U	
15	Weather Channel		TVE	ST	B	S	P	U	
16	Local On Demand								
17	MPW-TV Tutorials				B	S	P	U	
18	My Network TV			ST	B	S	P	U	
19	This TV			ST	B	S	P	U	
20	MeTV			ST	B	S	P	U	
21	Antenna TV			ST	B	S	P	U	
22	CoziTV			ST	B	S	P	U	
23	PBS Kids - IA Public TV			ST	B	S	P	U	
24	PBS Create - IA Public TV			ST	B	S	P	U	

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
25	PBS World - IA Public TV				B	S	P	U	
26	PBS Worldview - WQPT2.1L				B	S	P	U	
27	C-SPAN		TVE	ST	B	S	P	U	
28	C-SPAN 2				B	S	P	U	
29	TBN - Trinity Broadcasting				B	S	P	U	
30	EWTN				B	S	P	U	
31	INSP				B	S	P	U	
33	ESPN		TVE			S	P	U	
34	ESPN 2		TVE			S	P	U	
36	Bally Sports Midwest		TVE			S	P	U	
37	Marquee Sports Network		TVE			S	P	U	
38	NBC Sports Net Chicago		TVE			S	P	U	
39	Big 10 Network		OD TVE			S	P	U	
41	Golf Channel		TVE			S	P	U	
42	FS1 - FOX Sports 1		TVE			S	P	U	
43	FS2 - FOX Sports 2		TVE				P	U	
44	ESPN U		TVE				P	U	
45	ESPN News		TVE				P	U	
47	FOX Deportes		TVE			S	P	U	
48	SEC Network		TVE				P	U	
49	ACC Network		TVE				P	U	
50	Outdoor Channel					S	P	U	
55	NFL Network		OD TVE				P	U	
56	NFL RedZone						*	*	

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
60	Event TV - Pay Per View				*	*	*	*	
61	Event TV HD - Pay Per View				*	*	*	*	
62	Events On Demand				*	*	*	*	
66	NBC Sports Net Chicago Alt		TVE			S	P	U	
67	Bally Sports Midwest Alt		TVE			S	P	U	
68	Big 10 Network Alt		TVE			S	P	U	
70	Family/Kids On Demand				*	*	*	*	
75	Disney Channel		TVE			S	P	U	
76	Disney XD		TVE			S	P	U	
77	Disney Junior		TVE			S	P	U	
80	Universal Kids		TVE			S	P	U	
81	Boomerang						P	U	
82	Cartoon Network		OD TVE			S	P	U	
85	UP TV						P	U	
88	Heroes & Icons				B	S	P	U	
89	Grit				B	S	P	U	
90	RFD TV					S	P	U	
91	GSN - Game Show Network						P	U	
92	Sundance TV						P	U	
93	TCM - Turner Classic Movies		TVE				P	U	
94	Comedy Movies On Demand				*	*	*	*	
95	IFC		TVE				P	U	
96	Laff				B	S	P	U	
97	Freeform		TVE			S	P	U	

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
98	USA		TVE			S	P	U	
99	AMC		TVE			S	P	U	
100	News Nation		TVE			S	P	U	
101	POP					S	P	U	
102	Bounce TV				B	S	P	U	
103	TNT		OD TVE			S	P	U	
104	TBS		OD TVE			S	P	U	
105	SYFY		TVE			S	P	U	
107	FX		OD TVE			S	P	U	
108	FXX		TVE			S	P	U	
109	FXM - FX Movie Channel		TVE			S	P	U	
110	Action Movies On Demand				*	*	*	*	
111	Movieplex		OD TVE				P	U	
112	HDNet Movies						P	U	
113	AXS TV						P	U	
115	A&E		OD TVE			S	P	U	
116	ION Mystery				B	S	P	U	
117	ID - Investigation Discovery		OD TVE			S	P	U	
118	Vice		TVE				P	U	
119	ION					S	P	U	
120	Crime & Investigation						P	U	
123	Bravo		TVE			S	P	U	
125	Drama Movies On Demand				*	*	*	*	

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
130	Hallmark Channel		TVE			S	P	U	
131	OWN		OD TVE			S	P	U	
132	Oxygen		TVE			S	P	U	
133	Hallmark Movies & Mysteries		TVE			S	P	U	
134	Lifetime		OD TVE			S	P	U	
136	Lifetime Movie Channel		OD TVE			S	P	U	
137	Lifetime Real Women							P	U
138	StartTV				B	S	P	U	
139	E!		TVE			S	P	U	
140	WE		TVE			S	P	U	
142	Great American Family					S	P	U	
143	Circle				B	S	P	U	
145	History Channel		OD TVE			S	P	U	
146	Military History							P	U
147	Discovery		OD TVE			S	P	U	
149	Motor Trend		OD TVE			S	P	U	
150	Destination America		OD TVE					P	U
151	AHC - American Heroes Channel		OD TVE					P	U
152	True Crime Network				B	S	P	U	
153	truTV		OD TVE			S	P	U	
154	CourtTV				B	S	P	U	
155	BBC America		TVE					P	U
160	HGTV		TVE			S	P	U	
161	Magnolia Network		TVE					P	U
162	FYI		OD TVE					P	U
165	Food Network		TVE			S	P	U	
166	Cooking Channel		TVE					P	U
168	Travel Channel		TVE			S	P	U	
169	Animal Planet		OD TVE			S	P	U	
170	TLC		OD TVE			S	P	U	
171	Discovery Family		OD TVE			S	P	U	
172	Discovery Life		OD TVE			S	P	U	
174	Science Channel		OD TVE			S	P	U	
175	National Geographic		OD TVE			S	P	U	
176	Nat Geo Wild		TVE			S	P	U	
180	FOX News Channel		TVE			S	P	U	
181	FOX Business News		TVE			S	P	U	
183	HLN - Headline News		TVE			S	P	U	
184	CNN		OD TVE			S	P	U	
186	MSNBC		TVE			S	P	U	
187	CNBC		OD TVE			S	P	U	
188	BBC World News							P	U
190	En Espanol On Demand								
191	Univision				*	S	P	U	L

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X	
192	Galavision					*	S	P	U	L
193	UniMás					*	*	P	U	L
194	ESPN Deportes					*	*	*	*	L
195	FOX Deportes					*	*	*	*	L
196	CNN en Espanol					*	*	*	*	L
197	Sorpresa					*	*	*	*	L
198	Discovery En Espanol					*	*	*	*	L
199	Discovery Familia					*	*	*	*	L
200	History en Espanol					*	*	*	*	L
201	TeleN					*	*	*	*	L
202	Cine Mexicano					*	*	*	*	L
203	Telemundo					*	*	*	*	L
205	NBC Universo					*	*	*	*	L
400	Movies On Demand					*	*	*	*	
401	Thriller Movies On Demand					*	*	*	*	
410	HBO On Demand					*	*	*	U	
411	HBO E		OD			*	*	*	U	
413	HBO Max			TVE		*	*	*	U	
414	HBO 2					*	*	*	U	
415	HBO Signature					*	*	*	U	
416	HBO Family					*	*	*	U	
417	HBO Comedy					*	*	*	U	
418	HBO Zone					*	*	*	U	
420	HBO Latino					*	*	*	U	
421	Cinemax On Demand					*	*	*	U	
423	Cinemax E		OD			*	*	*	U	
424	Outer MAX					*	*	*	U	
425	5 Star MAX					*	*	*	U	
426	MoreMax					*	*	*	U	
427	ActionMax					*	*	*	U	
428	Thriller Max					*	*	*	U	
429	Movie MAX					*	*	*	U	
431	MAX Latino					*	*	*	U	
433	Showtime					*	*	*	U	
434	Showtime 2					*	*	*	U	
435	SHOxBET					*	*	*	U	
436	Showtime Extreme					*	*	*	U	
437	Showcase					*	*	*	U	
438	Showtime Next					*	*	*	U	
439	Showtime Family Zone					*	*	*	U	
440	Showtime Women					*	*	*	U	
442	The Movie Channel					*	*	*	U	
443	The Movie Channel Xtra					*	*	*	U	
450	FLIX					*	*	*	U	

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X	
451	STARZ On Demand					*	*	*	U	
453	STARZ E		OD TVE			*	*	*	U	
454	STARZ Comedy					*	*	*	U	
455	STARZ in Black					*	*	*	U	
456	STARZ Kids & Family					*	*	*	U	
457	STARZ Cinema					*	*	*	U	
460	STARZ Edge					*	*	*	U	
462	STARZENCORE E		TVE			*	*	*	U	
463	STARZENCORE Family					*	*	*	U	
464	STARZENCORE Westerns					*	*	*	U	
465	STARZENCORE Suspense					*	*	*	U	
466	STARZENCORE Action					*	*	*	U	
467	STARZENCORE Black					*	*	*	U	
500	STARZENCORE Classic					*	*	*	U	
501	Hot Country		TVE		B	S	P	U		
502	No Fences		TVE		B	S	P	U		
503	Country Classics		TVE		B	S	P	U		
504	Folk Roots		TVE		B	S	P	U		
505	Bluegrass		TVE		B	S	P	U		
507	Americana		TVE		B	S	P	U		
510	Maximum Party		TVE		B	S	P	U		
511	Hit Lists		TVE		B	S	P	U		
512	Pop Adult		TVE		B	S	P	U		
513	Nothin' but 90s		TVE		B	S	P	U		
514	Everything 80s		TVE		B	S	P	U		
515	Flashback 70s		TVE		B	S	P	U		
517	Jukebox Oldies		TVE		B	S	P	U		
518	Classic Rock		TVE		B	S	P	U		
519	Rock		TVE		B	S	P	U		
520	Alternative		TVE		B	S	P	U		
521	Alt Rock Classics		TVE		B	S	P	U		
522	Heavy Metal		TVE		B	S	P	U		
525	Hip Hop		TVE		B	S	P	U		
526	Hip-Hop/R&B		TVE		B	S	P	U		
527	Y2K		TVE		B	S	P	U		
528	Electric Electronic		TVE		B	S	P	U		
531	Groove Disco & Funk		TVE		B	S	P	U		
532	Adult Alternative		TVE		B	S	P	U		
533	Dance Clubbin'		TVE		B	S	P	U		
536	Classic R 'n' B & Soul		TVE		B	S	P	U		
537	Soul Storm		TVE		B	S	P	U		
540	Chamber Music		TVE		B	S	P	U		
541	Classic Masters		TVE		B	S	P	U		
542	Popular Classical		TVE		B	S	P	U		

CH	STATION/NETWORK	OD	TVE	ST	B	S	P	U	X
545	Broadway		TVE		B	S	P	U	
548	The Blues		TVE		B	S	P	U	
549	Jazz Masters		TVE		B	S	P	U	
550	Smooth Jazz		TVE		B	S	P	U	
551	Jazz Now		TVE		B	S	P	U	
552	Swinging Standards		TVE		B	S	P	U	
555	Gospel		TVE		B	S	P	U	
556	Christian Pop & Rock		TVE		B	S	P	U	
559	Easy Listening		TVE		B	S	P	U	
560	The Spa		TVE		B	S	P	U	
561	The Chill Lounge		TVE		B	S	P	U	
564	Ritmos Latinos		TVE		B	S	P	U	
565	Éxitos del Momento		TVE		B	S	P	U	
566	Éxitos Tropicales		TVE		B	S	P	U	
567	Romance Latino		TVE		B	S	P	U	
568	Retro Latino		TVE		B	S	P	U	
569	Rock en Espanol		TVE		B	S	P	U	
570	Jammin'		TVE		B	S	P	U	
574	Kids' Stuff		TVE		B	S	P	U	
576	Holiday Hits		TVE		B	S	P	U	

TVE Indicates that the network is also available via **WatchTVEverywhere** (WTVE).

OD Indicates that the network is also available **ON Demand**. Press the ON Demand button to access menu. Your subscription level must include a specific network channel in order to receive its associated VOD service.

ST Indicates channel is available on MPW Local stream via the My TVs app.

BIZ Indicates that channel is only available to Business Class customers for an additional fee.

L Indicates that channel is available with MPW Latino package for an additional fee.

Additional ON Demand Programming - In addition to the networks listed by channel above, the following additional ON Demand programming is available through the ON Demand menu.

- **Adult Swim** (from Cartoon Network)
- **Karaoke Channel**
- **Kids Unlimited**
- **Studio Extras**
- **Stingray Concerts**
- **Digital Music & Music Video**
- **TeleCentral** (in Spanish)
- **Events**
- **Adult**

See on screen menu for details.
For more information visit www.mpw.org



MPW ANNUAL TV NOTICE

MPW TV is a product of Muscatine Power and Water (MPW). Please call MPW if you have any concerns with your MPW Communications services. We can provide you with technical assistance and help you with questions about programming, billing, subscribing to services, and upgrading or downgrading services. This document, [MPW TV Annual Notice](#) is available online at [mpw.org](#).

Muscatine Power and Water, 3205 Cedar Street Muscatine, IA 52761 • Business Hours: Monday - Friday, 8 a.m. - 5 p.m. • Phone Number: (563) 263-2631 • Website: [www.mpw.org](#)

1. BACKGROUND

MPW provides quality communications services to its customers and assures problems are quickly resolved to the customer's satisfaction. These customer service procedures, in addition to many other issues, are covered in material generally provided to you at the time of installation and annually thereafter once you become a customer.

This notice, along with the [MPW Communications Service Rules](#), pricing documents, and Channel Lineup, address procedures to answer questions and resolve complaints about your services, billing for services, quality of TV signals, or other services we provide. The [MPW Communications Service Rules](#) are online. For a printed copy, visit our Business Office or call 563-263-2631.

For commercial accounts, bulk-rate arrangements with multiple-dwelling (MDU) owners, or similar arrangements, some policies, procedures, and services listed may not apply. Please refer to the terms and conditions (T&C) of documents for those separate arrangements. Where those documents are inconsistent with these policies, procedures and information, the T&C of those separate arrangements shall apply.

2. DEFINITIONS

Complaint means a statement or question by anyone (Utility customer or not) alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or Utility obligation.

Customer means any person, firm, association, corporation, federal, state, or local government agency, or legal entity responsible by law for payment for communications service from the Utility.

Equipment means any MPW-owned device or fixture, provided or installed in or around a premise, necessary or convenient to receive MPW Communications Services. Inside wiring is not Equipment.

Home means a customer residence (single-family home, apartment, or any dwelling unit) where Communications Services are installed.

Inside wire or inside wiring means cable running inside the home to a point twelve (12) inches outside the home including extra outlets, splitters, connections, fittings, or wall plates attached to it.

Installation or installed means the act of connecting or activating the communications system from the feeder cable to the customer terminal so customer may receive Communications Services.

Service means TV programming or any other service MPW provides customer.

Service Rules means [MPW Communications Service Rules](#) adopted by the Board of Water, Electric, and Communications Trustees of the City of Muscatine, Iowa, and revised from time to time.

Utility, we, us, or our means MPW.

You or your means customer identified on the work order signed to begin communications services.

3. MPW CHANGES IN SERVICES AND CHARGES

Subject to applicable law, we have the right to change our communications service and equipment, as well as prices or fees, at any time. We also may rearrange, delete, add, or otherwise change services. If the change to our service affects you, we will provide you notice of the change and its effective date. Notice will be provided on monthly bill, bill insert, or other permitted communication. If change is unacceptable, you have the right to change or cancel your service. However, if you continue to receive service after the effective date, we consider this acceptance of the change.

To the extent required by law, after notice of reorganization of service tiers or rate increase, you may obtain changes in your tier at no penalty. Otherwise, changes by you of any communications services may result in upgrade, downgrade or change of service charges. Please refer to the Prices and Services Information and Channel Lineup documents for details or call our office at 563-263-2631 if you have questions.

You may obtain information about the current fees and prices for any of our services by visiting [www.mpw.org](#) or calling our office at 563-263-2631. A list of charges also is provided to our customers annually in the FCC Annual Notice.

4. APPLICABLE LAW

These policies and practices, including all matters relating to their validity, construction, performance, and enforcement are governed by applicable federal law, the rules and regulations of the Federal Communications Commission (FCC), and

applicable laws, regulations or applicable ordinances for Muscatine, Iowa. These policies and practices are subject to amendment, modification or termination if required by such regulations or law. If any provision in these policies and practices is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified, without affecting the validity of the other policies and practices.

5. ACCESS TO CUSTOMERS' HOMES

To provide service, you authorize MPW employees and/or contractors to occasionally access your premises to install, inspect, maintain, replace, remove, or otherwise deal with MPW-supplied equipment and services. Further information about this authorization and scope of work that may be performed is available in our [Service Rules](#).

6. INSTALLATION & SERVICE MAINTENANCE POLICIES

We will provide service in a prompt, non-discriminatory manner. MPW installations and service maintenance will be completed as soon as practical. Our [Service Rules](#) detail requirements for installation inspections, appointments, and service maintenance.

7. PRIVATE VIEWING OF UNAUTHORIZED SERVICE AND USE OF EQUIPMENT

We provide service for your private home use and enjoyment. You agree that services provided will not be viewed in areas open to the public. Services may not be rebroadcast, transmitted, or performed, nor admission charged for its viewing without obtaining written consent, in advance from our supplier(s) and us. This consent may be withheld at the sole discretion of us or our suppliers.

MPW may not have the right to distribute Pay-Per-View or Video On Demand programming to commercial establishments. You may not order or request Pay-Per-View or Video On Demand programming for receipt, exhibition, or taping in a commercial establishment. You may neither exhibit nor assist in the exhibition of Pay-Per-View or Video On Demand programming in a commercial establishment unless explicitly authorized to do so, in advance, by our program provider and us.

You may not move your equipment to another location or use it at an address other than your home or location where we installed service without our prior written authorization. If

you fail to abide by these restrictions, you will be held liable for any claims made against you or MPW on account of any unauthorized commercial exhibition.

You agree to not attach any unauthorized device to our equipment. If you make any unauthorized connection or modification to the equipment or any other part of the communications system, you will be in breach of these policies and practices, and we may terminate your service. You are responsible for assuring that your equipment does not interfere with the normal operations of our communications system and other communications systems and devices. For example, you agree to not install anything to intercept or receive, or to assist in intercepting or receiving, or which is capable of intercepting or receiving, any service offered over our communications system, unless specifically authorized to do so by us. You are responsible to pay for all services received or otherwise provided to your household.

You may not attach any device or equipment to your inside wiring in a way that impairs the integrity of our communications system, such as creating signal leakage, which may cause a violation of government regulations, or attaching devices or equipment, which alone or together, results in a degradation of signal quality or speed. Further, services or signals provided by us that are carried on or transmitted through the inside wiring or equipment provided by us may not be commingled with signals or services provided by others.

We can recover damages from you for tampering with any of the equipment or any other part of our communications system, or for receiving unauthorized service. Any equipment you connect to the system must meet our specifications. Equipment with descrambling capabilities may only be obtained from us. You should understand that Cable equipment that have descramblers in them (so-called "pirate boxes" or "black boxes") might be illegal to sell or use. We will not authorize the use of any equipment/descramblers not provided by us. People who use illegal equipment/descramblers may be stealing service. This practice may unfairly result in increased prices to our honest customers.

You must return any equipment we supply to you that is owned by us when you are no longer a customer.

8. THEFT OF SERVICE

The 1984 Cable Act created both civil and criminal penalties

for manufacturers, suppliers, and users of unauthorized cable devices. This federal theft-of-service law supplements any existing Iowa laws, and it provides a federal remedy against any person who, without authorization, intercepts or receives any communications service provided over a cable system.

Federal law prohibits the unauthorized interception or receipt of any communications service over a cable system. This would include the theft of audio, video, textual data, or other service, including data transmitted to or from a customer over a system that has interactive capability. The law applies to both manufacturers and distributors of equipment, as well as individual subscribers.

The 1984 Cable Act, the 1996 Telecom Act, and other federal laws provide both civil and criminal penalties for the theft of cable services. Under this federal regulation legislation, a cable operator may seek substantial monetary damages for the theft of its cable services. In addition, if the violations are willful and for commercial advantage or private financial gain, the court may award damages of up to \$50,000 in civil cases and a maximum of \$100,000 for certain criminal violations, in addition to a maximum of five years imprisonment for subsequent offenses. Theft of utility services is also a criminal violation under Iowa law.

This legislation was enacted by Congress because it believes that theft of cable service poses a major threat to the economic viability of cable operators and cable programmers. Theft of service creates unfair burdens on cable subscribers who are forced to subsidize the benefits that other individuals are getting by receiving cable service without paying for it.

1. BILLING AND COMPLAINT PROCEDURES

MPW bills customers monthly for the services received. Our [Service Rules](#) contain information about our billing policies and procedures.

Our [Service Rules](#) detail complaint procedures for disputing a bill or complaining about the services. Unresolved complaints that are regulated by the FCC may also be filed with the FCC as outlined in our [Service Rules](#).

2. SIGNAL QUALITY COMPLAINT RESOLUTION PROCEDURES

The complaint procedure in our [Service Rules](#) will be used to resolve any signal quality complaints.

3. CUSTOMER INFORMATION PRIVACY POLICY

The privacy of your information is very important. We abide by the 1984 Cable Act limitations imposed upon cable operators in the use, collection, and disclosure of personally identifiable customer information. Our [Service Rules](#) explain our personal information disclosure policy and detail what information is retained, when it is disclosed, and how long it is retained.

4. INSTRUCTIONS ON HOW TO USE TV SERVICE

Cable television brings you more channels and generally

better reception than off-air reception of broadcast television. Since MPW TV signals travel to your home by high-tech fiber-optic cable rather than through the air, your television reception is also uninterrupted by distance, trees, buildings, and other surface obstacles.

In addition to certain local TV stations, communications satellites let you receive many additional channels through cable TV. A large selection of viewing choices is available through MPW.

We have installed TV service in your home in a manner that is consistent with Federal Communications Commission (FCC) rules. Here are a few tips to keep it operating safely and reliably.

- During severe electrical storms, you should unplug your TV set and video equipment to avoid damage. MPW and set manufacturers are not responsible for damage that occurs due to acts of nature.
- Remember, your video equipment operates on 110 volts, so take all the precautions you would for any small appliance, such as checking to see that the cord is not worn or damaged.
- For your own safety, do not attempt to open or otherwise tamper with your video equipment.
- If you have someone other than us install the inside wiring in your home, or if you do it yourself, ensure that it complies with applicable governmental regulations (such as the FCC signal leakage rules) and does not interfere with the normal operations of the TV system and other communications systems (such as radios used by the police and fire departments) and devices.

5. ABOUT YOUR EQUIPMENT

MPW is operating an Internet Protocol Television (IPTV) via Fiber. To receive our IPTV service, each TV will need an MPW Set-top Box (STB). We offer for lease STB and remote controls. The STB that unscrambles services also provides you with additional features including channel guide, search and the option to use "parental control" to block out ratings, content, channels, titles or services you wish not to view or access.

Tuning, DVR recording and other advanced features are performed by the STB, not the TV. As such, special features and functions of your consumer TV, DVD player or VCR may be limited.

6. REMOTE CONTROLS

Our STB is operated by a hand-held remote control device. We provide a remote control with your equipment rental. Replacement remotes can be purchased at our office. Our remotes should also be able to control most TVs, DVD/BluRay players and VCRs.

It is possible that the remote control that came with your TV or DVD player/VCR or a "universal" remote would be capable

of controlling our equipment. If that is the case, you may use it. If you plan to purchase a remote and are uncertain of its compatibility, please contact us.

7. TROUBLESHOOTING TV PROBLEMS

There's a lot that happens to your TV signal before it gets to your TV screen. MPW's state-of-the-art fiber-optic communications system gives you the best quality picture and sound available. If you're having a problem with your picture quality, try these simple things before you call:

- Make sure the equipment and television are plugged into a live electrical outlet.
- Check to see if the problem is affecting all TV sets in your home that are connected to cable.
- Tune your TV to the correct input.
- Check and if needed, hand-tighten all the connections to your TV, equipment, and DVD player/VCR.
- Double check that your electronic game system, PC or any other equipment connected to your TV is connected properly for viewing cable.
- Make sure the batteries in your remote control are charged.

If you need further assistance, the MPW HelpDesk staff is available 7 days a week from 6am to Midnight at 263-2631, option 2.

8. DVD/VCR PLAYERS

MPW TV offers Advanced DVR service, a superior way to record and playback programs. If you have a DVD player/VCR, you can use it to view recorded content on your TV, however, the ability to record programs to a VCR is restricted. Hookup Warnings: Additional equipment, such as video jumpers, signal splitters or A/B switches, may cause picture distortion if they do not meet our system's standards. Please call us at 563-263-2631 before you purchase additional hookup equipment. We recommend against cutting video jumpers. An improperly cut cable may cause picture distortion. All cable connections should be hand tightened.

9. MPW ADVANCED DVR

MPW Advanced DVR is an optional service that provides subscribers the ability to record individual programs or series for viewing later. Recordings are stored safely offsite and are accessed and controlled by your remote control through the Set-top Box (STB) menu.

- Record/Watch in/from any room that has a STB
- Record up to 8 programs simultaneously
- Create folders and save content by user, genre, or any criteria you set up
- Set up series recordings to capture each episode in a series
- For convenience while away from home, recordings may also be set remotely using the MyTVs app
- 500 GB of storage included in monthly fee. Additional

storage space may be added in 500 GB increments up to 2 GB total.

DVR STORAGE WARNING

- Regardless of the storage space purchased, Advanced DVR is intended as a convenience to allow for delayed viewing of programs within a reasonable time, not as a permanent, personal library of video content to be stored indefinitely. Users must employ good housekeeping practices to delete DVR recordings already watched.
- For the sake of system health, from time to time, MPW reserves the right to delete recordings older than 180 days when overall system space becomes overloaded with older recordings. Where possible, the oldest recordings will be deleted first.
- If a customer wants to prevent a recording from being deleted temporarily, you may use the DVR menu to "Protect" it. However, due to compatibility, as firmware and systems are upgraded, even protected content is subject to deletion and may be lost. MPW is not liable for lost content.

10. EQUIPMENT COMPATIBILITY - "CABLE READY" AND "CABLE COMPATIBLE EQUIPMENT"

Since the conversion to Internet Protocol Television (IPTV), MPW TV no longer uses traditional coaxial cable (coax) to transmit signals to you. While some premises may still use coax for inside wiring, the signal remains IPTV.

To receive our signal, you must have a STB which is available through MPW for a monthly fee. Tuning, DVR recording, and other advanced features are performed by the set-top box, not the TV. Any special features and functions of your consumer TV, DVD player or VCR may be limited.

Even if you have an older TV or DVD player/VCR that was advertised as being "cable ready" or "cable compatible", the equipment will not perform as you once expected when connected directly to a coax cable." As stated previously, a properly hooked up DVD player/VCR, may be used to view recorded content on your TV, however, the ability to record programs to a VCR is restricted.

11. A NOTE ABOUT PROGRAMMING

We receive programming from various networks. We are not responsible for the content of programs aired by these networks. Programming complaints or questions should be directed to the broadcast networks or stations.

12. CONCLUSION

We are proud to provide communications services to you. MPW is your locally controlled, customer-owned utility. Our service sets us apart. We value and appreciate your business.