



Dear CMTV Customer,

On April 1st, we will be making some needed changes to the channel order in your TV lineup. This is not an April Fools' joke, and we recognize that learning new channel numbers can be a pain.

However, we are excited to roll out a channel line-up that makes sense and allows us to keep your TV service up to date in preparation for new features in the future. The biggest enhancement you will notice is that your channels will be grouped more logically, and by theme. There will also no longer be any duplicated channels.

We have listed some answers to questions you may be asking yourself and have also included a link to the new channel line-up for your reference.

Why did the channel order change?

Enhancements to our video platform require us to do away with duplicate channels. Because of this, we felt it was the perfect opportunity to group the channels in a more user friendly manner.

Do I still have separate Standard Definition and High Definition channels?

No. There will no longer be a duplication of channels for Standard Definition and High Definition channels. The Set Top Box will deliver the best available picture for your TV, regardless of what channel you are watching.

Do I still have all the channels I had before?

Yes! You will still have the same channels as before; they will just be in a different location within the guide.

Will this affect my DVR recordings?

No. You will still be able to access all of your recordings.

Will I need to reset my series recordings?

No. All of your series recordings will continue to work with the new channel order.

Where can I find additional copies of the new channel line-up?

You can find a printable version of the new channel line-up on our website, under the "Video" tab, or feel free to stop by our office.

If you have any more questions, don't hesitate to stop by our office or call us at (641) 664-2074.