

WELCOME TO MCTV

INTERNET / TV / PHONE



We go the extra smile.

WELCOME TO MCTV!

Thank you for being a valued MCTV customer. We appreciate your business as your Internet and TV provider. MCTV goes the extra mile for our customers, for our communities and for each other. Serving more than 55,000 residential and business customers, MCTV adds exceptional service to high-tech communications.

HOW WE BILL

You are billed for your monthly services in advance. Bills are sent out mid-month of each month and payments are due on the first of each month unless otherwise noted on your monthly statement. For example, you will receive a bill for April services in mid-March.

HOW TO PAY

MCTV accepts cash, check, money order and credit or debit cards including Visa, MasterCard and Discover.

We offer several payment options for your convenience:

- **In Person.** Pay in person at our office or a Belmont Savings branch.
- **By mail.** Pay with a check or money order. (MCTV is not responsible for cash payments sent via mail.)
- **Online.** Go to YourStatement.MCTVOhio.com to pay by check or credit card. There is a \$5 processing fee to pay by credit card.
- **Over the phone.** Pay with a check, credit card or debit card. Processing fees apply.

HOME INTERNET*

With MCTV Internet, you get reliability and service you deserve.

200 Mbps Download

100 Mbps Download

50 Mbps Download

25 Mbps Download

WHOLE-HOME WIFI SERVICE*

Get the most out of your High-Speed Internet service and take the frustration out of maintaining a wireless network with Whole-Home WiFi, Powered by Plume®.

Here are a few of the benefits of MCTV Whole-Home WiFi:

- **Whole-home coverage**
- **Professional white glove installation**
- **Advanced security features**
- **You're in control of your WiFi with parental controls, guest access, ad blocking and more**

TV PACKAGES*

Whether you're looking for a no-frills offer or want all the TV extras, we have a package that's right for you and your family. Create an account on watchTVeverywhere.com, FREE with an MCTV cable subscription, to enjoy your favorite shows anywhere and anytime.

LIFELINE

Includes the basic broadcast favorites such as ABC, NBC, FOX, PBS, CBS and more.

BASIC

Includes all Lifeline channels plus family favorites such as ESPN, Nickelodeon, Hallmark and HGTV. This robust channel lineup will entertain the whole family.

PREMIUMS

Experience the ultimate TV entertainment with our premium channel packaging. Choose between HBO, Showtime, Cinemax, STARZ ENCORE or add them all!

2023 PRICES AND PACKAGES

HOME HIGH-SPEED INTERNET*

200 Mbps	\$79.95/mo.
100 Mbps	\$59.95/mo.
50 Mbps	\$49.95/mo.
25 Mbps	\$39.95/mo.
Whole-Home WiFi Service*	\$10.95/mo.

HOME TV*

Equipment may be required for some packages & features.

Lifeline	\$40.95/mo.
Basic.....	\$120.95/mo.
HBO.....	\$20.00/mo.
Showtime	\$10.99/mo.
STARZ ENCORE	\$5.00/mo.
Cinemax	\$15.15/mo.

INSTALLATION & SERVICE FEES

Standard Installation*	\$50.00
Service Call	\$50.00
Field Collection Fee	\$25.00
Non-Pay Reconnection / Restart Fee	\$25.00
Returned Check Fee	up to \$45.00
Late Fee (OH)	\$3.00
Late Fee (WV)	\$2.00

*All Internet speeds are maximum speeds. Your speeds may vary depending on the site visited or time of day. MCTV Internet service is required in order to have MCTV WiFi service. Price for WiFi does not include Internet service. Standard installation in wired, serviceable areas only. Pricing may vary based on area of service. TV packages may vary based on area of service. Lifeline is required in order to have any other cable service. Franchise fees and sales tax are not included.

HOW TO REACH US

304-277-2811

PHONE HOURS

Monday - Saturday: 8 a.m. - 10 p.m.
Sunday: noon - 9 p.m.

ONLINE CHAT

www.MCTVOhio.com

MAILING ADDRESS

P.O. Box 1000
Massillon, OH 44648-1000



MCTVOhio.com/Centre-Powhatan-Point

