

About your TDS TV® Installation



1. Making an Appointment.

Call 1-866-44-TDSTV (1-866-448-3788) to set up an installation date and time that works best for you. We will send an email to confirm the appointment and call a day before the appointment.

Keep in mind: Installation takes four to six hours. Someone 18+ must be present during the entire installation. To prepare for your installation, please ensure:

- All TVs you want connected are in your home and in working order.
- TVs (and entertainment centers) are at least three feet away from the wall.
- All cable outlets are accessible.
- You have enough surge protectors and/or power strips.
- If renting or leasing you must obtain permission from property owner, based on agreement, for TDS to make alterations deemed appropriate to install service.
- TDS will not enable an outlet that is not going to be connected to a TV and set-top box during initial installation.



2. Having TDS TV Services Installed.

A TDS TV installation requires a TDS tech to do work both in and outside your home:

Outside: Depending on the technology deployed to your home, we may need to add an outside interface or update the device that is mounted on the exterior of your home.

Inside:

Walk Through: existing TV locations will be reviewed, the signal quality on existing wires tested, and the best wiring solution for your needs determined.

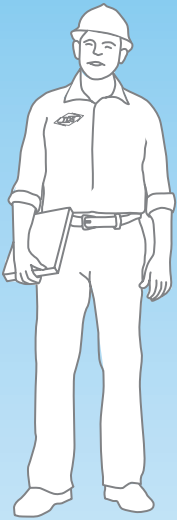
NOTE: Inside wiring work will only be done once you understand the full scope of the project and what costs (if any) you may incur.

Connecting Equipment: Cabling will be run from the outlet(s) to the TDS TV set-top box(es). HDMI or component cable will be run from the step-top box(es) to the TV(s). Set-top box(es) will be activated and tested. Set-top box remote control(s) will be programmed to operate each TV. And, all previously connected devices will be reconnected to the TDS TV network.

A wireless Internet gateway will be integrated with your set-top boxes, TVs, and home computer will be connected to it.

“We have always been led to believe that coax under (or poked through) our carpet, or lying around a room exposed, was something we had to live with. Obviously, we had never experienced a professional (TDS) installation.”

(over)



3. Completing Your Installation.

Upon the completion of installation, a TDS tech will:

- Clean up work areas and return them to their original state.
- Demonstrate and explain your new services.
- Answer any questions you may have.
- Provide a *Customer Visit Record*, which lists: the work that was completed, any costs you incurred for non-standard installation services, and contact information for help and support.
- You may be contacted by a TDS representative after install for a quality check. In addition, you will receive a survey about 30 days after install to let us know how things are working.

Professional Installation

Leave the hard work to a TDS TV expert. They'll connect your TV, Internet, and phone service and ensure everything is working and you're satisfied. Professional installation includes:

- Determining required equipment for your home. Then, install or upgrade as necessary.
- Testing current cabling to determine optimum wiring configuration.
- Re-wiring (if necessary) cables to the TVs through an exterior wall, or basement.
- Upgrading wall plates and cabling hardware as needed.
- Performing a line-speed test.
- Connecting your residential gateway to TV set-top boxes and one computer.
- Reconnecting all previously connected devices to your TV network.
- Connecting each set-top box with a TV.
- Programming your set-top box remote controls to operate your TVs.
- Explaining how in-home bandwidth works.
- Demonstrating how to use your TDS TV service.

Cost: \$49.95

Additional installation work includes:

- Routing or fishing cables through more than one wall or multiple floors
- Additional work to hide or camouflage cables/wiring

Cost: work is billed in 15-minute increments outside of Professional Installation.

Services we can't do...

- Wall mounting or moving TVs
- Moving heavy furniture
- Install new components not originally connected to TV
- Connecting external speakers
- Making wireless devices accessible to the Internet (e.g. X-Box Live)



The quotes on this flyer came from an email sent by satisfied TDS TV customers Cindy and Don H. of Farragut, Tenn.!