



ADAMS FIBER TV

FAQs

Q. What are the channel lineups?

Our most up-to-date channel lineups can always be found online at followthefiber.net. If you have any additional questions about our lineup, you can contact our offices via phone at 217-214-3423 or by email at fiber@adams.net. For a Quick Start Guide that includes information about your remote control and a channel lineup with channel numbers, you can also visit followthefiber.net.

Q. Can I have television service installed at my business?

Yes. We do have business packages available for public viewing. For more information, contact our offices via phone at 217-214-8708.

Q. Will the installers be able to use existing CAT 5 or coax cabling for the TV installation?

Yes, it's possible, but the installers will have to evaluate the existing cabling and setup during installation to determine if it can be used. If the installer finds that the existing cable needs to be replaced, you will be notified of additional charges before any further action is taken.

Q. Can I use my existing television receivers (i.e. Dish, Direct, Cable, etc.) if I sign up for Adams Fiber TV service?

No. The Adams Fiber TV service has specific set-top boxes that have to be used with our TV programming.

Q. Can I get Fiber TV service without Adams Fiber Internet?

No. You must have Adams Fiber Internet to get Adams Fiber TV service. (Service bundling is not available.)

Q. How many shows can be recorded at one time using the Whole Home DVR advertised in the Adams Fiber TV service?

The Whole Home DVR set-top box that we provide for our subscribers allows simultaneous recording of up to four HD shows while still watching live TV. The box will hold up to 150 hours of HD recordings or 350 hours of SD recordings.

Q. Do I have to have a set-top box for every TV?

Yes. In order to translate an IP connection such as ours, we suggest our subscribers have a set-top box at each TV where they wish to use the service. One HD set-top box is included with monthly service. You can also upgrade to our Whole Home DVR Service for \$5.00 per month. For additional set-top boxes, subscribers can choose to lease an extra HD set-top box for \$4.95 per month.

Q. Will the HD or Whole Home DVR set-top box work if my TV isn't HD capable?

Yes. All of our set-top boxes are able to "down convert" HD channels to SD if you do not have an HDTV.

Q. I would like to upgrade my HD set-top box to a Whole Home DVR set-top box. What do I do?

You will need to contact our Adams Fiber offices so we can update your service, and you will need to bring your set-top box to your local Adams Fiber office to exchange for your upgraded Whole Home DVR box. If a service call is necessary to complete the installation of your new set-top box, additional fees may be applicable.

Q. I'm interested in a channel not included on your channel lineup?

We continue to evaluate the demand for new channels and will be open to providing additional channels based on interest from our subscribers. If you are interested in a specific channel, we encourage you to email your suggestion to fiber@adams.net. Watch for our video on demand services also coming soon!

Q. I'm moving to another location outside of Adams Fiber territory. Do I need to return any TV equipment to Adams?

Upon the termination of Adams Fiber TV service, it is the responsibility of the subscriber to return all set-top boxes, remotes, set-top box cables and all other provided television equipment in normal working order within five business days of discontinuing the service. If we have not received your leased equipment within five business days or if the equipment is returned in damaged condition, the subscriber will be charged for any and all replacement costs.

Q. Where will my local channels originate from on the Adams Fiber TV service?

All subscribers will receive local channels from Quincy.

Q. Can I watch St. Louis Cardinals or Chicago Cubs games?

Fox Sports Midwest (included in the Complete package) predominately features the St. Louis Cardinals. Comcast SportsNet (coming soon to the Complete package) will feature the Chicago Cubs.

Q. Will my rates increase?

While we work to keep your bill low, we must annually evaluate rates dictated by network fees and associated programming costs. As a local business, it is not feasible to offer promotional or introductory rates. We encourage you to visit tvonmyside.com to learn more about cable industry news, costs, and efforts to keep your costs in check.