

Office Hours:

Monday - Friday
8:00 am - 5:00 pm

After hours answering
service also available.

256-7471
351-1460
548-3200
597-3333
764-7600

www.diversicom.net

Internet Help Desk:

Monday - Friday
8:00 am - 9:00 pm
Saturday
10:00 am - 5:00 pm

Help Desk:

256-8324
351-8324
597-8324
764-8324

Tech Team:

256-9944
351-9944
597-9944
764-9944

Based on service area, some restrictions apply. Channels are subject to availability. Please refer to your television user guide for additional instructions on how to set-up a favorites list or call Diversicom for assistance.

All your favorite networks are here!

Tune in to your favorite channels for their all-new fall lineup.



Create your television favorites guide with these simple steps:

Melrose customers using Cisco receivers:

1. Press **Menu**, scroll down to **Favorites** and press **OK**.
2. Scroll down to **Set Favorites**, press **OK**.
3. Scroll down and highlight the channels you wish to set as a favorite, press **OK** (a check mark will appear next to that channel).
4. Press **Exit** when done.

Melrose customers using all other receivers:

1. Press **Menu**, scroll down to **Account Info/Settings** and press **OK**.
2. Scroll down to **Favorites**, press **OK**.
3. Name for your favorites guide, press **OK**.
4. Select the channels to add/remove from favorites by clicking on the tab to the right of the channels (toggles between yes/no.)
5. When finished selecting all channels, highlight **Save** and **Edit**, click **OK**.

Mainstreet customers:

1. Press **Menu**, select **Set-up** and then **Favorite Lists Setup**.
OR
1. Under the **Quick Menu**, select **Favorites** (the heart shape) and press **OK**.
2. Choose **Set-up Favorites list** and press **OK**.
3. Go through the list of networks and press **OK** (adds the heart shape) to all of the channels you want for a "favorite." When done, select **Save** and press **OK**.

FREE INTERNET CLASSES

Eden Valley High School
Computer Lab Room 127
7:00 - 9:00 p.m.

- September 12, 2011
- September 13, 2011

Melrose Area High School
Computer Lab Room 105
7:00 - 9:00 p.m.

- September 19, 2011
- September 20, 2011

Call us to register at least
one week prior to class.



diversicom

TECHTEAM

COMPUTER SALES & SERVICE

New Name Same great service!

Keep your computer running like new.
Receive \$10 off remote computer cleanup.

See Diversicom Tech Team for details.

Based on service area, some restrictions apply. Offer ends September 30, 2011.
Customer will receive \$10 off one cleanup session, limit one computer.
Regular price is \$80 an hour with a half hour minimum.

Important Information

Local telephone service

Diversicom offers all customers voice grade access to the public switched network, dual tone multi-frequency, single party service or its functional equivalent, with access to emergency services, operator services, long distance and directory assistance.

Long distance service

You have the right to choose your long distance carrier, subject to availability. If you would like a list of long distance providers in your area, please contact Diversicom.

Answering time

Diversicom strives to answer all incoming calls within 10 seconds. An answer means that our representatives are ready to offer or accept the necessary information to process your call.

Adjustment of invoice

Diversicom provides state-of-the-art equipment and qualified personnel to serve you. However, we cannot guarantee uninterrupted service. If your telephone service is interrupted for 24 hours after you've reported it to Diversicom, we will make adjustments to your next invoice.

In the event that you find a billing error on your account, Diversicom will credit your account up to 6 months, for the amount of the error.

Notice of right to incorrect Directory Assistance Credit

When making a request for directory assistance, a charge may apply. Subscribers who are unable to use a directory because of visual or physical handicap may apply for a special waiver from these directory charges.

Operator assistance, press "O" for Operator. Local information, press 411. There is a 95¢ charge per call (listings may not be available in all areas). You have the right to the immediate credit for incorrect directory assistance. You must use the same dialing pattern when requesting the credit. Example: If you dialed 411 for your Directory Assistance, you need to dial this same number. This will ensure that the proper provider is issuing the credit. You may request up to three credits and inform us of what listing was incorrect, so that we can update our listings.

Telephone Assistance Plan

The Telephone Assistance Plan, Link-Up and the Federal Lifeline Programs are available for customers who qualify for assistance in paying for the cost of telephone service. For more information, please contact Diversicom.

Inside wiring and telephone equipment

The maintenance for your telephone equipment and wiring throughout the interior of the house is your responsibility. For your convenience, Diversicom offers Inside Wire Maintenance for a low monthly fee.

Gopher State One Call

It's the law, call before you dig! Protect yourselves and your property against underground utility damage and liability. Find out where the underground utility lines might be before your dig. This is a FREE service. Press 811 or 800-252-1166.

Advance

When applying for local telephone service you must satisfactorily establish credit. You may be required to provide an advance towards your account.

Payment responsibility

As a Diversicom customer you are responsible for payment of any charges on your account. Your payment must be credited to your account by the date it is due to avoid a late fee or disconnect notice.

Disconnection of service

Your service may be disconnected if you fail to pay your bill on time, you do not pay the advance and/or you don't meet the credit requirements or if you tamper with telephone equipment.

Privacy

As a Diversicom residential customer you have the right to block the release of your telephone number to customers who use calling features such as Caller ID: Name and Number and Call Waiting ID. Per Call Blocking is free and available to all customers.

Right to be left alone

If you receive harassing or obscene phone calls, you have the right to contact your local police. You can also immediately press *57 after receiving a harassing or obscene phone call. If the call is successfully traced there will be a \$1 charge. This information can be forwarded to law enforcement when requested via subpoena.

National Do-Not-Call Registry

A database that enables customers to avoid commercial telephone solicitations (this does not include charitable or political telephone solicitations made by tax-exempt, non-profit organizations). To be added to the list, visit the Do-Not-Call web site at www.donotcall.gov or call toll-free 888-382-1222 or 866-290-4236 (TTY).

Complaints and inquiries

If you have a complaint or questions regarding your rights as a Diversicom customer, please call Diversicom at 800-554-0185. You may also call the Minnesota Public Utilities Commission, Consumer Affairs Office at 800-657-3782 or e-mail consumer.puc@state.mn.us.