

## All-Digital Q&A

### **Why is CityLink going all-digital?**

CityLink is converting all of our analog channels (2 – 78) to a digital format. This will improve picture and sound quality, and allow us to add more HD channels and improve our Internet speeds and reliability in the future.

### **What is a DTA?**

Digital adapters are commonly referred to as a DTA. It simply converts our digital signals back to analog so your older analog TV's can still receive our channels.

### **How do I know if I need a DTA?**

First, any TV that you already have connected to a CityLink set-top will work fine with our new digital signals and you will not need a DTA for that TV.

If you have an older analog TV with the large tube that sticks out the back, then you will need to have a DTA connected in order to receive the digital channels. Some HDTV's may already have a digital tuner installed, simply do a channel-scan on your HDTV set and then turn to channels 83.2, 83.3, & 83.4, if you receive these channels, then that TV will NOT need a DTA. If your TV cannot turn to these channels after scanning, then you WILL need a DTA for that TV. These DTA's will rent for only \$1.99 each per month.

### **How do I get a DTA?**

First, go around your home and check to see which TV's will need a DTA, use the guide above to see which TV's in your home need a digital adapter. Then, on or after **March 13<sup>th</sup>**, go to **wadsworthcitylink.com**, click on the banner that says "Click here to Order your DTA's". You will be directed to the DTA order screen. You will need to enter your 11-digit City of Wadsworth utility account number (12345678-000) and the name that appears on that account. Then use the drop down list to choose how many DTA's you need to order (price is calculated for you) then hit "next". Make sure the name and address are correct, then confirm your order. The DTA's will be directly mailed to your home within 7 – 10 days (**CityLink pays for Federal Express shipping**). The digital adapters rent for only \$1.99 each per month.

### **Can I return the DTA if I get a new HDTV with a digital cable tuner?**

Yes. If you purchase a new HDTV with a digital cable tuner in the future, you can simply return your digital adapter to our CityLink Customer Service Center at City Hall and you will no longer be billed.

### **Where can I purchase a new HDTV that has a digital cable tuner?**

CityLink is partnering with Bicksler's Electric in downtown Wadsworth. Mr. Bicksler is very knowledgeable on the type of digital cable tuner you need and can even deliver and set-up your new HDTV. Some large electronic retailers may not know the correct type of digital tuner needed for our system.

### **Where can I get more information?**

There will be a full page ad in the POST each Saturday that explains the all-digital conversion and what action you need to take, the ad includes the dates to begin ordering your digital adapters and the date of the all-digital launch.

You can view a program at the top of each hour on channel 18 that explains what a digital adapter is, and how to know which TV's in your home will need one. This program also guides you through the DTA ordering process.

You can also view the "Inside Wadsworth" program on channel 17. This program tells you what a DTA is, and how to know which TV's in your home will need one. This program is also available to view on-line at [my.pegcentral.com](http://my.pegcentral.com), it is the first video at the top of the page.

You can always contact us at 330-335-2888 if you have any questions, or need help ordering your digital adapters.

### **When will we begin receiving the all-digital channels?**

CityLink will launch the all-digital channels on **April 3<sup>rd</sup>**. On this date, both the analog and digital channels will remain on our system for a period of 30-days, then we will completely remove the analog channels and only the digital channels will be on our system. Sometime in early May only those TV's that either have a CityLink set-top, a DTA or a digital cable tuner will be able to receive our channels. Older analog TV sets will no longer receive any channels.

**Can I pick a digital adapter (DTA) up at City Hall?**

Initially, we are asking customers to order them on-line so they can have them directly mailed to your home. Once ordered, they will take about 7 – 10 days to arrive at your home via Federal Express. After we eliminate our analog channels, some people may not have ordered their DTA's and will be left without cable service; in this case, we will have DTA's on hand at City Hall.

**Will the channel line-up change?**

The majority of our line-up will remain unchanged. However, we will be making the following changes to the basic & enhanced tiers on April 3rd:

Channel 13 – QVC

Channel 25 – Qubo (children's programming)

Channel 26 – The Ohio Channel

Channel 79 – Fox Business News (moved from channel 138)

**Will my Internet service be affected by the all-digital conversion?**

No. Your Internet connection will be unaffected by the all-digital conversion.

**What if I decide to switch to Spectrum?**

Spectrum converted to an all-digital system nearly two years ago. You will need a digital adapter for all analog TV's on their system as well. In fact, they are beginning to require all TV's in their system have a DTA or set-top.